

**CONSUMER PROTECTION DEPARTMENT**



**ENVIRONMENTAL HEALTH SERVICE PLAN**

**2005-2006**

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## 1 SERVICE AIMS AND OBJECTIVES

The aim of **Environmental Health** is *'to protect the health and environment of the Island and to be held in the highest possible esteem by all of our customers'*.

Our objectives are to:

- give appropriate and timely advice both “externally” and “internally”
- listen to customer needs by 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 difference rather than “just ticking boxes”
- undertake prompt and thorough investigations, where appropriate, into requests/accidents/food poisoning incidents; that have affected or the potential to cause nuisances or affect health or the environment consistent with guidance and departmental procedures
- take enforcement action that is proportionate, transparent, consistent and targeted, in line with the Council’s Environmental Health Enforcement Policy
- carry out surveillance and enforcement sampling of food, air and water, in accordance with statutory duties, guidance and good practice
- undertake to commit resources to promotional and educational campaigns
- liaise with relevant and appropriate bodies over issues of enforcement and consistency
- have trained and motivated staff

### Links to Corporate Objectives and Plans

The mission of the **Isle of Wight Council** is *'Improving Island life'*.

### Corporate Objectives

The Corporate Plan has identified 6 key goals, three of which are directly relevant to Environmental Health:

- **Creating safe and crime-free communities:-** a commitment to ensure that consumer protection services continue to safeguard public welfare; and to protect the health, safety and economic well-being of consumers through the provision of constructive advice and effective enforcement of environmental health and trading standards controls
- **Encouraging job creation and economic prosperity:-** through ensuring the targeted, prioritised enforcement of legislation so as to ensure a “level playing field” for all businesses and the reduction of business losses through accidents and ill health
- **Protecting the Islands physical environment:-**The Council is 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.

**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 produce Consumer Protection which sits within the Environment Services 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”.

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.

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

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

### Organisational Structure

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

- North Team covering food safety/standards, health and safety and environmental protection for a geographical part of the Island encompassing the towns of Totland, Freshwater, Yarmouth, Cowes, Newport (North) Ryde, and Seaview.
- South Team covering food safety/standards, health and safety and environmental protection for a geographical part of the Island encompassing the towns of Ventnor, Shanklin, Sandown, Lake, Newport and Bembridge.
- Consultation Team covering permitted processes, contaminated land, responsible authority functions under the Licensing Act 2003 and provision of competent health and safety advice to the Council across the entire Island.
- Licensing Team covering the issue, renewal and enforcement of all licensable activities 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 Consumer Protection including Environmental Health is as shown in (appendix 1). This restructure was driven with the aim of improving the economic, efficient and effective delivery of services consistent with the Hampton review 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 staff to continuous professional development and training is essential. This is considered in the Staff Development and Training Section below.

### Scope of the Service

- Premises registration
- Business Inspections (and follow-up visits)
- Investigations into cases and outbreaks of infectious diseases
- Respond to Food Alerts issued by the Food Standards Agency
- Response to incidents affecting public health
- Accident investigations
- Investigation of requests for assistance relating to Environmental Health issues
- Advisory visits
- Provision of information on, and promotion of, matters relating to Environmental Health
- Undertaking of promotional and educational campaigns
- Enforcement work including service of notices, instigation of legal proceedings
- Inspection for and remediation of 'Contaminated Land' (Part IIA definition) with reference to the Strategy
- To assess and manage local Air Quality, including radiation monitoring through environmental sampling.
- To ensure all Prescribed Processes are properly permitted and monitored
- To arrange for the funeral of deceased persons where no other arrangements have been made
- Provision of a Dog Warden Service and to enforce all relevant dog control legislation
- Provision of an out-of-hours service
- Provision of expert advice to the Development Control Section
- Statutory consultee to the Licensing Section
- Statistical reporting

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

### **Demands on Environmental Health**

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

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

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

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

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

### **Enforcement Policy**

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

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

## **3 SERVICE DELIVERY**

### **General**

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

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

### **Key Local Service Performance Indicators –**

1. The total number of premises liable to be inspected for each functional area and the number of inspections carried out expressed as a percentage of those that should be carried out, are local key performance indicators.
2. The percentage of decisions taken consistent with enforcement policy is a local key performance indicator.
3. The percentage of requests responded to within 3 days.
4. The percentage of internal requests for advice responded to within 10 days.
5. The percentage of requests resolved (including the issues of licences) within 8 weeks of receipt.

### **Revisits**

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

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

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

### **Promotional and Educational Activities**

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

## **4 RESOURCES**

### **General**

For each functional area of Environmental Health there is a specified budget and a number of officers designated for each area of activity which are detailed in the attached function specific appendices.

### **Staff Training and Development Plan**

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

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

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

## **5 ENSURING QUALITY AND CONSISTENCY**

### **Quality and Consistency Assessment**

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

- Adherence to the Key Local Performance Indicators (3 day, 10 day 8 week targets)
- Adherence to each specific functions inspection programme
- That priority is given to inspecting the higher risk premises.
- Compliance with statutory and best practice guidance e.g. DEFRA, FSA, HELA.
- That officers have due regard to published guidance eg CIEH. UK or EU Industry Guides to Good Hygiene Practice
- Compliance with internal procedures, policies and Environmental Health enforcement policy.

## **Environmental Health Service Plan 2005/2006**

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- That the interpretation and action taken by officers following an inspection or investigation is consistent within the authority, and is consistent with central government guidance.
- that the inspection ratings allocated are appropriate

The procedure is composed of three elements:

1. On a bi-monthly basis monitoring of all current officer work load inspection or investigation file records including: risk assessments, correspondence and compliance with procedures. Monitoring of 10% of all completed inspections/investigation file records. (Though the level and frequency of monitoring maybe increased if appropriate.)
2. Accompanied visits:- a senior officer and investigating officer visit the premises at the same time, one to undertake the investigation, the other to monitor the officer's approach, judgements, thoroughness, etc. during the investigation. At least 2 visits with each officer are carried out each year. (Though the frequency of monitoring is increased if appropriate.)
3. Customer satisfaction survey. Questionnaires are mailed at random to 10% of businesses following inspection or investigation or other contact.

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

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

### **Quality Matrix Scores and Inter-Authority Auditing**

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

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

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

<b>6    REVIEW</b>
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### **Review against the Service Plan**

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

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

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



**Identification of any Variation from the Service Plan**

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

**Areas of Improvement**

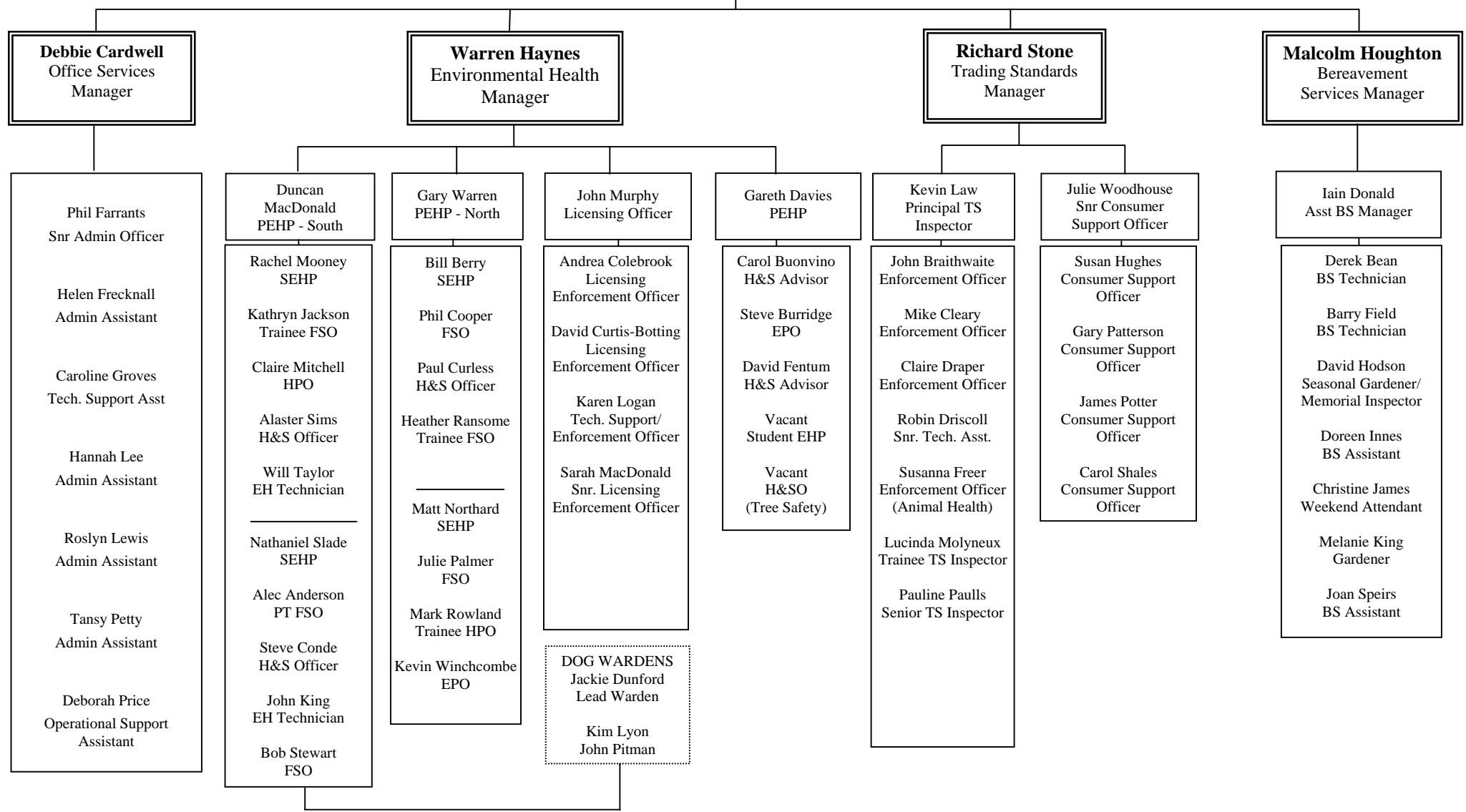
The review will identify any relevant improvements or service development identified, as necessary; by any inter authority audit or the ongoing quality and consistency assessments.

**Consumer Protection**

15 July 2005

**PEHP** – Principal Environmental Health Practitioner  
**SEHP** – Senior Environmental Health Practitioner  
**FSO** – Food Safety Officer  
**HPO** – Health Protection Officer  
**EPO** – Environmental Protection Officer

**Rob Owen**  
 Head of Consumer Protection



**APPENDIX 2 - FOOD**

**Demands Relating To Food**

As of 1<sup>st</sup> April 2005 there were 2064 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.

<b>Category</b>	<b>Type of premises</b>	<b>No. of premises 2005</b>	<b>No. of premises 2004</b>	<b>Increase /decrease of premises since 2004</b>
A	Food producers (selling by retail)	20	18	+2
B	Slaughterhouses	2	3	-1
C	Manufacturers	37	36	+1
D	Packers	4	4	No Change
E	Importers/Exporters	1	1	No Change
F	Distributors	33	34	-1
G	Retailers	396	450	-54
H	Restaurants and other caterers	1553	1699	-144
J	Food manufacturer/selling by retail	17	21	-4
<b>Total</b>		<b>2064</b>	<b>2316</b>	<b>-251</b>

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

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

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

37 food premises are manufacturing businesses, including premises producing hot and cold smoked seafood, premises producing cooked meat products for the Island's catering and retail businesses, and premises producing sweets and confectionery for the Island's tourist market.

13 food premises are approved under vertical directives: 7 dairy establishments, 5 fishery establishments, and 1 meat product manufacturer. Due to the revised Code of Practice issued by the Food Standards Agency these will, in addition to their primary inspections, require an additional 21 secondary inspections this year.

21 premises require annual inspections and licensing under the Food Safety (General Food Hygiene) (Butchers' Shops) Amendment Regulations 2000. This is a reduction of 1 over the previous year. In view of the extra controls and costs of licensing, since the amended regulations came in to force, many butchers have chosen to close or revert to raw meat only, which do not require a licence. These premises range in complexity from small local butchers supplying wrapped cooked meats alongside raw meat to the general public, to large catering butchers producing and supplying cooked meat products and raw meat products for the catering trade. This is an area which will be reviewed with the legislation changes in 2006, as at present the proposed changes will be revoking the General Food Hygiene Regulations 1995, and this would have the effect of removing the requirements that require the licensing of butchers.

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

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

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

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

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

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

## **SERVICE DELIVERY**

### **Inspections**

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

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

Premises will be inspected in accordance with Codes of Practice issued under the Food Safety Act, and with guidance issued by LACORS (the Local Authorities Co-ordinating Body on Regulatory Services), which is the successor body to LACOTS. In carrying out its food hygiene inspections the Council is committed to securing real, demonstrable improvements in food hygiene compliance and food safety management. Central to this aim is the effective enforcement of the hazard analysis/HACCP requirement. Suitable output indicators are currently the subject of development within Hampshire and the Isle of Wight Food Safety Group.

As at 1<sup>st</sup> April 2005 the Island has 2064 food premises, in the following food hygiene risk categories:

<b>Risk Category</b>	<b>No. of premises 2005</b>	<b>No. of premises 2004</b>	<b>Frequency of Inspection</b>
A	4	8	Every 6 months
B	75	101	Every year
C1	220	191	Every year
C2	826	816	Every 2 years
D	212	224	Every 2 years
E	722	823	Alternative Enforcement
U (Zero and O/C)*	4	104	
<b>All premises</b>	<b>2064</b>	<b>2267</b>	

\*O/C = Outside Caterers

Risk Categories C1 and C2 have been created to overcome a local problem, caused by the majority of the Island's Category C premises being seasonal. Experience has demonstrated that by using the minimum inspection frequency of every 18 months, required by Code of Practice, every other inspection would arise out of season i.e when the premises were closed. Members agreed to separate Category C premises, into Category C1 (inspected annually) and Category C2 (inspected every 2 years). These categories are based on the premises risk assessment score. Premises scoring in the top third bracket are categorised as C1 and those in the bottom two-thirds bracket are categorised as C2.

During 2004/05 the decision was made by senior management to transfer the food standards function from Trading Standards to Environmental Health. As at 1<sup>st</sup> April 2005 the Island has 2065 food premises, in the following food standards risk categories:

<i><b>Risk Category</b></i>	<i><b>No. of premises 2005</b></i>	<i><b>No. of premises 2004</b></i>	<i><b>Frequency of Inspection</b></i>
H	10	ND	Every year
M	503	ND	Every two years
L	653	ND	Alternative Enforcement
NIR*	233	ND	See below
Zero	266	ND	See below
Unspecified**	419		See below
<b>All premises</b>	<b>2064</b>	<b>ND</b>	

\*No identified risk previously used by Trading Standards colleagues

\*\* Premises currently with no food standards inspection code allocated

ND – No data

During 2005/06 the database, in respect of food standards premises, will be updated and desk top assessments carried out for all the NIR, Zero and unspecified premises. Due to operational problems with the software system as premises are inspected the new risk rating scheme, documented in Annex 5 of the Code of Practice, will be implemented for Food Standards.

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

**Food Hygiene Inspections**

The following premises are due for food hygiene inspection:

<b>Premises Due for Inspection 2005/2006:</b>			
<b>Risk Score</b>	<b>No of Premises South</b>	<b>No of Premises North</b>	<b>Total</b>
A's	4	4	8
B's	39	36	75
C1's	115	80	195
C2's	249	197	446
D's	64	68	132
E's	164	161	325
<b>Totals</b>	<b>635</b>	<b>546</b>	<b>1181</b>

During 2005/06 the Council intends to inspect all Risk Category A – D premises that fall due during the year. Of those overdue for an inspection, it will inspect 100% of all Risk Categories A – D. The low risk E category premises, will be dealt with via the alternative enforcement strategy.

21 inspections will be carried out for the purpose of licensing butchers' shops. This is an area which will be reviewed with the legislation changes in 2006, as at present the proposed changes will be revoking the General Food Hygiene Regulations 1995, and this would have the effect of removing the requirements that require the licensing of butchers.

In addition, the Council will review all new premises that register with the authority over the course of the year, and undertake a desk top assessment in order to risk rate them to determine frequency of inspection.

This should amount to around 856 programmed primary inspections and 325 dealt with via the alternative enforcement strategy and by the year-end, and would lead to the existing backlog of inspections being eradicated in its entirety.

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

**Food Standards Inspections**

The following premises are due for food standards inspection:

<b>Premises Due for Inspection 2005/2006:</b>				
<b>Risk Score</b>	<b>Number Due</b>	<b>Intended to be carried out</b>	<b>No of Premises South</b>	<b>No of Premises North</b>
H	10	10	3	7
M	393	393	217	176
L	205	205	123	82
NIR	233	233	121	112
Zero	266	266	141	115
Unspecified	419	419	ND	ND
<b>Totals</b>	<b>1526</b>	<b>1526</b>	<b>605</b>	<b>492</b>

During 2005/06 the Council intends to inspect all High and Medium Risk Category premises that fall due or are overdue during the year. The low risk, NIR, Zero and Unspecified category premises, will be dealt with via the alternative enforcement strategy.

There are some businesses that operate outside normal office hours e.g. hotels, dairies, bakeries and take-away premises. Although they may be open for business during office hours, production and handling practices may not be carried out at these times. Therefore, details of businesses opening times will be recorded on file and officers

will visit out of office hours either by way of Time Off In Lieu system or the night shift rota as appropriate. When a range of activities takes place over different times/days, officers will aim to examine each of these activities at a frequency related to risk.

**Food and Feeding stuffs Complaints**

**i) Premises complaints**

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

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

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

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

<b>Premises</b>	<b>2000/01</b>	<b>2001/02</b>	<b>2002/02</b>	<b>2003/04</b>	<b>2004/05</b>
<b>Complaints received</b>	228	117	172	161	122

The number of food premises complaints referred to the Authority has declined steadily in recent years. It is expected that at least 122 food complaints will be received in 2005/06.

For further information see final report 04/05 on the Environmental web site;  
[http://www.iwight.com/living\\_here/environment/environmental\\_health/](http://www.iwight.com/living_here/environment/environmental_health/)

**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>99/00</b>	<b>00/01</b>	<b>01/02</b>	<b>02/03</b>	<b>03/04</b>	<b>04/05</b>
<b>Complaints received</b>	70	56	65	60	40	113

For more detail see final report 04/05

The number of food complaints referred to the Authority has declined steadily in recent years. However, due to the transfer of food standards work to Environmental Health there was a substantial increase. In 2004/05 of the 113 complaints 35 related to food safety.

### Home Authority Principle

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

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

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

### Advice to Business

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

Wherever possible, advice will be made available over the telephone, by providing advisory leaflets/booklets, or by appointment at the Council's offices.

Where more detailed advice or support is required businesses will be directed to relevant trade associations, consultants, or other experts, as appropriate.

	99/00	00/01	01/02	02/03	03/04	04/05
Advisory visits	77	2	4	12	32	53

Providing advisory visits to businesses is not a statutory requirement, however, this an important provision of information, in order to build relationships with proprietors, and also to try and get the best facilities we can before a premises opens, to save time during future inspections. 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. It is considered that the figures for 1998/00 were too high, whilst those for 2000/02 were too low. 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 2005/06, 40 visits will be made. The Council aims to respond to all requests within 3 days.

In addition to providing advice on request, the Council has developed a manual (Safer Food Pack) to help businesses comply with the 'hazard analysis' requirement and to enable them to set up documented food safety management systems. This pack has recently been translated into Bengali and Chinese for use by ethnic proprietors. 740 packs of the 1<sup>st</sup> edition and 220 packs of the 2<sup>nd</sup> edition have been sold to date (960 in total). A new much improved and revamped edition has been published to take account of the change in emphasis in the enforcement of Hazard Analysis. It is also becoming increasingly likely that the full HACCP requirement will be made of all businesses.

The Council will continue to work with training providers on the Island, and from the mainland if appropriate, to ensure that suitable food safety and hygiene training courses are available to Island businesses. CIEH food hygiene courses available on the Island are also promoted. A document entitled *Safe Food, Safe Environment: A Guide for Child Care Settings* has been produced in association with Island OFSTED, and the Food and Health and Safety services of Environmental Health. It is distributed free to childminders and provides advice on safe food handling practices and health and safety issues around the home. The Department is a member of the Island Business Partnership. During 2005/06 we will look to develop programmes, facilitate courses and campaigns to improve food hygiene in accordance with national and local requirements.



**Food & Feeding stuffs Inspection and Sampling**

The Council's Environmental Health Department 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 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 Safety Act, 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 in 04/05 was increased by 3%, this equates to the sum of £4541.50. This figure is calculated in work units at 2004-5 prices which equate to 4270 units. This was then compared to the minimum allocation based upon one food sample per 1000 population (with the greatest amount being allocated). This figure has been made available by this laboratory to cover food examination costs during 2004/05, which should be sufficient, as we utilised £3024.00 of the total budget available in 2004/5. Any food sampling in excess of this amount will be charged to the Authority.

**i) Local/national microbiological sampling surveys**

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

<b>LACORS HPA Food Liaison Group Coordinated Microbiological Sampling Programme for 2005/2006 - Chart showing relevant sampling dates</b>															
<b>Study</b>															
Sandwiches from Hospitals/Residential /Care Homes															
Ready to eat Pre-mixed Salads (EU Study)															
Pasteurised Cheeses (EU Study)															
Food Contact Surfaces/cloths															
Pasta Salads															
Ice Cream Vans															
Lasagne (Minced meat)															
Wessex Basket															

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CLASSSP Study																		
<b>Months of Sampling</b>	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	
<b>&amp; Year</b>	2005												2006					

**PROPOSED SAMPLING PLAN FOR FOOD STANDARDS 2005 – 2006**

SUBMISSION DATE *	FOOD STUFFS	PROPOSED ANALYSIS	No. SAMPLES
4 <sup>th</sup> – 15 <sup>th</sup> April 2005	‘Dyeing to meat you’ <b>Barbecue Meat</b>	<b>Colours</b>	10
1 <sup>st</sup> – 15 <sup>th</sup> August 2005	‘Metallic Molluscs’ <b>Shellfish (Crab)</b>	<b>Metals (Cadmium)</b>	5
September 2005	<b>Low fat claims</b>	<b>Fat content and misleading descriptions</b>	<b>5</b>
During November 2005	<b>Peanuts in take-away meals</b>	<b>Peanuts (allergens)</b>	10
16 <sup>th</sup> - 27 <sup>th</sup> January 2006	‘Woks up doc?’ <b>Chinese remedies</b>	<b>Metals</b>	5
13 <sup>th</sup> – 24 <sup>th</sup> February 2006	‘Bonafide Mince’ <b>Mince</b>	<b>Papain digest</b>	10
	<b>Animal Feeds ***</b>	<b>On farm mix feeds, metals and</b>	3
<i>Proactive sampling total</i>			
<i>Reactive sampling total</i>	<i>Samples taken during routine inspection and complaint investigations</i>	<i>Focussing on healthy eating based issues, allergens and chemical contaminants</i>	

More detail is available in the sampling Programme.

**ii) Local microbiological surveillance sampling**

The procedure for inspecting ‘vertical directive’ 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 13 samples being taken.

**iii) Enforcement sampling**

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

**iv) Oyster and seabed sampling**

The Council is required to undertake sampling in accordance with the Food Safety (Fishery Products and Live Shellfish)(Hygiene) Regulations 1998 (as amended).

Stretched along the Island’s Solent coast, from Totland in the west to Ryde in the east, lie 12 sampling sites, covering 12 recognised oyster beds. This will amount to 144 samples over the course of 2005/06, testing for E.coli levels.

Manila clams are sampled at Newtown requiring an extra 12 samples, and razor clams at King’ Quay Beach, Ryde. Again 12 samples of each will be taken. In addition to Cockles at King’ Quay Beach, Ryde, which is 12 samples.

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

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

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

**v) Water sampling**

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

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

Chemical analyses are chargeable.

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

**vi) Imported food**

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

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

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

**As a result, a minimum of 10 informal samples of Imported food will be taken during routine inspections for microbiological examination.**

**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 O157</i> and other VTEC	Same day	Full investigation
<i>Clostridium botulinum</i>	Same day	Full investigation
<i>Salmonella sp.</i>	24 hours	Full investigation
<i>Shigella sp.</i>	24 hours	Full investigation
<i>Cryptosporidium sp.</i>	24 hours	Full investigation
<i>Campylobacter sp.</i>	24hours	Postal questionnaire

The response time, and type of response, for all other confirmed and suspected cases of food related infectious disease were agreed in consultation with the CCDC. Last year 136 cases were reported, compared to 127 in 2004/05, 122 in 2002/3 and 190 in 2001/02.

**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>00/01</b>	<b>01/02</b>	<b>02/03</b>	<b>03/04</b>	<b>04/05</b>
23	54	27	79	82

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.

**Liaison with Other Organisations**

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

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

**Food Safety Promotion**

This year we placed a number of food safety messages in Wight-Insight, which will cover Food Preparation, Barbecues, Refrigeration and Cleaning. In addition to this, a display board of food safety matters will be on view at the Garlic Festival, to provide the public with an opportunity to discuss any food safety queries with an officer.

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

During 2005/06 we will look to develop programmes, facilitate courses and campaigns to improve food hygiene in accordance with national and local requirements.

**RESOURCES**

**Financial Allocation**

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

The budget for 2001-02 was increased to allow for the appointment of two additional food premises inspectors, on a permanent basis, to enable the Council to achieve national targets for food hygiene inspections, and for the appointment of a further officer to enable the existing backlog of inspections to be cleared.

**Staffing Allocation**

The following staff will be employed on food safety and standards in 2005-06.

<b>Officers</b>	<b>Title</b>	<b>Qualification</b>	<b>FTE</b>	<b>Comment</b>
2	SEHP*	EHRB	0.5	Management responsibilities
1	SEHP*	EHRB	0.3	Management responsibilities, H+S and Pollution
2	FSO	Higher Cert	2	
2	FSO*	Higher Cert	0.5	Additional training H+S and Pollution
1	FSO	Higher Cert	0.2	Retired Officer working p/t 15hrs per week for 6 months
1	Trainee FSO	nil	0.25	Completing training
1	Trainee FSO	Ordin Cert	0.75	Sampling/lower risk inspection
<b>Total</b>			<b>5.5</b>	

\*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 1.8 officers.

In accordance with Food Safety Act, Code of Practice premises in high risk categories A, B and H for Food Standards, substantial food manufacturers/processors, and premises requiring approval under product specific food hygiene regulations will be inspected by Environmental Health Officers or by officers holding the Higher Certificate in Food Premises Inspection only. All other food premises will be inspected by one of the above, or by officers holding the Ordinary Certificate in Food Premises Inspection. Where necessary and appropriate further training on quality assurance systems will be provided.

**Environmental Health Service Plan 2005/2006**

<b>Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)</b>					
<b>Element</b>	<b>Current Score</b>	<b>Areas for Improvement</b>	<b>Action required</b>	<b>Timescale</b>	<b>Further assistance required</b>
<b>Enforcement Policy</b>	3.7	<p>0.3 – requires that 100% of actions are consistent with the enforcement policy (EP)</p> <p>All actions should be consistent with the enforcement policy – the reason why we were unable to gain the maximum points on this self audit is more to do with the inconsistent data in flare and not being in a position to evidence the claim.</p>	<ul style="list-style-type: none"> <li>• All action templates to be changed to include the action ACD – Consistent with EP.</li> <li>• Refresher training to be given to all staff on the inputting data into Flare. To ensure validity of data.</li> <li>• Supervision and monitoring to ensure constancy of the data inputted into Flare.</li> <li>• New flyers to be drafted as have stated that these are sent out with every letter.</li> </ul>	<p>Completed</p> <p>Completed</p> <p>Ongoing, agreed at EHMT</p> <p>Completed</p>	N/A
<b>Aim to gain maximum 4 points</b>					

**Environmental Health Service Plan 2005/2006**

<b>Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)</b>					
<b>Element</b>	<b>Current Score</b>	<b>Areas for Improvement</b>	<b>Action required</b>	<b>Timescale</b>	<b>Further assistance required</b>
<b>Staff Competency</b>	2	(a) 0.5 – post training assessment undertaken following all courses and seminars.	There is a standard form that was used in the past after training and seminars. This will be used again in addition to the information being retained in the learning log which forms part of the PDR documentation.	Completed, agreed at EHMT	N/A
		(b) 0.5 – all identified high priority development needs met for all staff	During 03/04 period of self audit no PRR taking place.	Completed for financial year 05/06. Ongoing thereafter	Allocation to be agreed at EHMT.
		(c) 0.5 – all identified service related development needs meet for all staff.	During 03/04 period of self audit no PRD taking place.	As above	As above.
		(d) 0.3 – active participation in training officers group	During 03/04 this was achieved as GEND was a part of the sub group who arranged and facilitated the food poisoning workshop that took place in 2004/05.	Although we attended - no plans for me to assist in this sub group at present but will provide information on request.	Not going to be fully met in future possibly met by other actions. Do not have concern in dropping this 0.3.
		(e) 0.2 accreditation to investors in people.	None gained accreditation in 2004. Need to ensure points (a) and (b) in place.	N/A	N/A
<b>Aim to gain maximum 3.7 points</b>					

**Environmental Health Service Plan 2005/2006**

<b>Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)</b>					
<b>Element</b>	<b>Current Score</b>	<b>Areas for Improvement</b>	<b>Action required</b>	<b>Timescale</b>	<b>Further assistance required</b>
<b>Premises Inspection</b>	0.8	(a) 0.2 – over 12 month period at least 50% categories D-F premises due for inspection have been inspected.	This is now outdated an unsupported by Hampton and FSA revised COP. Category E subject to alternate enforcement only, F has been removed.	<b>KRJ</b> to assist in the implementation of alternate enforcement approach after this date.	Development of alternative enforcement strategy and incorporation into service plan. (Completed). GEND to raise at PIG group.
		(b) – 0.1 Home Authority consulted in at least 50% of appropriate cases.	No way of identifying this on flare monitoring and supervision will assist in ensuring this is undertaken. 10% review of completed work.	Check for compliance during bi monthly reviews, ongoing	
		(c) – 0.2 Over 12 month period at least 60% of Cat D-F due for inspection have been inspected	See point (a) above	See point (a)	See point (a)
		(d) - 0.3 Over 12 month period at least 80% of Cat B-C due for inspection have been inspected	See Service plan	Monthly figures produced action as necessary by management	
		(e) – 0.4 - Over 12 month period at least 100% of Cat A due for inspection have been inspected	As above	As above	
		(f) -0.2 Home Authority consulted in at least 50% of appropriate cases	As (b) above	See comments in point (b) above	See comments in point (b) above
		(g) -0.3 Over 12 month period at least 80% of Cat D-F due for inspection have been inspected	See point (a) above	See point (a) above	See point (a) above
		(i) – 0.2 Revisits are made within Councils enforcement policy.	As (b) above	As (b) above	
		(j) 0.2 – Home Authority always consulted where appropriate.	As (b) above	As (b) above	
		(h) – 0.2 – over 12 month period 100% of Cat D-F due for inspection have been inspected	See point (a) above	See point (a) above	See point (a) above
(j) 0.4 - Over 12 month period at least 100% of Cat B-C due for inspection have been inspected	See point (d) above	See point (d) above	See point (d) above		
<b>Aim to gain maximum points once matrix has been amended to reflect new COP</b>					



**Environmental Health Service Plan 2005/2006**

<b>Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)</b>					
<b>Element</b>	<b>Current Score</b>	<b>Areas for Improvement</b>	<b>Action required</b>	<b>Timescale</b>	<b>Further assistance required</b>
<b>Service Requests</b>	2	(a) 0.3 – at least 50% of requests for advice/assistance responded to within 3 days.	<b>No action we do this already.</b>		
		(b) 0.3 – at least 50% of consultations responded to within 10 days.	This includes planning consultations and building control consultations and at present although we do receive the planning lists – there is very limited action undertaken, if any.  A procedure required, with some standard paragraphs required for use in a memo of recommendations too planning.	Need to discuss with WEH.  I would like for this to be in place before 1 April 2006.	<b>RM</b> to speak with <b>WEH</b> to discuss the opportunity to respond from EH, Food Safety as well as pollution.  Need to communicate with the planning department and building control.
		(c) 0.4 – at least 90% of complaints respond to within 3 days.	The definition of respond is the minimal of making the person requesting the service aware of who is dealing with the issue and that persons contact details.  Needs minor amendments to this to fit the definition of responded.	1 August 2005	<b>CFG</b> to make the amendments to the letter.
		(d) 0.3 – at least 98% of requests for advice/assistance responded to within 3 days.	See point (a) above	See point (a) above	See point (a) above
		(e) 0.3 – at least 98% of consultations responded to within 10 days.	See point (b) above	See point (b) above	See point (b) above
		(f) 0.4 – at least 98% of complaints responded to within 3 days.	See point (c) above	See point (c) above	See point (c) above
<b>Aim to gain maximum 4 points</b>					

**Environmental Health Service Plan 2005/2006**

<b>Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)</b>					
<b>Element</b>	<b>Current Score</b>	<b>Areas for Improvement</b>	<b>Action required</b>	<b>Timescale</b>	<b>Further assistance required</b>
<b>Quality Assurance and Management Systems.</b>	1.6	<p>(a) 0.2 – system in place to monitor and maintain integrity of database</p> <p>System includes a documented system for checking of premises database against trade directory; annual survey of vacant premises; at least annually that all premises in food premises register are included where appropriate included in the inspection programme; ensure at least annually that all food premises are appropriately risk rated in accordance with the COP and are included in the inspection programme.</p>	<p>New procedure required, this has already been discussed and in JAP PDR it was agreed that she would review QP Number 17 and implement.</p>	1 August 2005	<p>DC will have a significant input in this as, and it maybe necessary to consider and widen the procedure that it covers all discuss with WEH, as other areas of EH may have system in place.</p>

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		<p><b>(b)</b> 0.2 – procedures in place covering at least 50% of core activities and 6 food safety activities.</p> <p>Procedure – means documented</p>	<p>See FSA Return for year 03/04, attached</p> <p><b>Core</b>  Recruitment  Training System  Authorisation of Officers  Receipt + closure of service request  Formal Action  Calibration of Equipment  Filing including electronic  Service planning  Complaints against the service  Performance management  Communication with stake holders  Financial activities  Approval of suppliers</p> <p><b>Food Safety Activities</b>  Planned inspections  Food premises registration  Service requests  Food hazard warnings  Seizure of food  Emergency prohibition procedures  Food sampling  Persons prohibited from running a food business  Infectious disease control  FS education  Promotion activities</p>	<p>High Priority will be given to the polices and procedures that are required under the FSA framework agreement – shown in bold, need in place by 1/4/06 ideally.</p> <p>Should give 50% of the core activities, and 6 of the Food safety activities by this date.</p>	<p>Assistance needed as some at department, directorate and cooperate level.</p>
		<p><b>(c)</b> 0.2 – At least 50% of food safety enforcement officers covered by document peer review scheme.</p>	<p>Bi-monthly reviews are 10% of all the work will be reviewed, not just inspections. One accompanied visits per year will be undertaken. All notices peer reviewed using the check list.</p>	<p>100% of food safety enforcement officers covered by documented peer review scheme.</p>	
		<p><b>(d)</b> 0.3 - limited internal auditing with management review.</p> <p>Management review – audit reports are fully reviewed by Departmental Management, and remedial action taken where appropriate and response made to auditors.</p>	<p>Internal auditing - (full documented - audit systems for the whole quality system with management review over a 3 year period; Limited – anything less than full audit of the system).</p>	<p>N/A</p>	<p>N/A</p>

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		(e) 0.3 - Full document control.  Document Control –Full Control of:-internal procedures, work instructions and forms. Food Standards Agency Guide Approved Codes of Practice LACORS Guidance Legislation and Case Law	Work needed to ensure control of these areas, have limited control at present. Need reviewing.	Document control achieved through computer based, password protected procedures. Access to legal documentation also via the net, encyclopaedias	
		(f) 0.2 – Procedures covering at least 75% of core activities and 9 food safety activities.	See point (b) above.	See point (b) above.	See point (b) above.
		(g) 0.2 – Active participation in Benchmarking Club.	Are engaged, reviewed by CEHO Group		WEH/GEND
		(h) 0.2 – Documented peer review scheme covering all food safety enforcement officers	See point(c) above	See point(c) above	See point(c) above
		(i) 0.2 - Full internal auditing carried out	See point(d) above	See point (d) above	See point (d) above
		(j) 0.2 - Procedures covering all core and food safety activities	See point (b) above.	See point (b) above.	See point (b) above.
		(k) 0.2 – External accreditation to ISO 9000 series	Not seen as a priority at this time		RO/WEH

**Aim to gain maximum 3.4 points.**

**Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)**

Element	Current Score	Areas for Improvement	Action required	Timescale	Further assistance required
Food Sampling	1.4	(a) 0.3 – Sampling Programme in accordance with FSA Guidance	Although some details in Service Plan, need more effort keeping the information in a central file, for the food sampling programme.	<b>1 April 2006</b>	N/A

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		(b) 0.3 – all unsatisfactory samples investigated.	They should be all investigated as per the definition of invested – in reviewing the information to collect evidence for this particular point – it was identified that not all 100% of samples were investigated in this manner.  Review procedure, communication to all officers, this has been done through the PDR process and the officers. Bi-monthly monitoring is going to included a review of the samples taken by officers and will allow this to be monitoring.	1 April 2006	N/A
		(c) 0.5 – Sample policy approved by Council.	As part of service plan approved by portfolio holder	WEH, 1 June 2005	
		(d) 0.5 – Participate in local sampling group.	Already do.	No Action	
		(e) 0.6- Sampling programme designed to meet local needs.	Consider expanded to include extra sampling, for local needs.	Not a priority at this stage, 1 April 2006	
		(f) 0.4 Participate in all nation sampling programmes e.g. EC and LACORS	We do this already.	No Action	
<b>Aim to gain maximum 4 points.</b>					

<b>Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)</b>					
<b>Element</b>	<b>Current Score</b>	<b>Areas for Improvement</b>	<b>Action required</b>	<b>Timescale</b>	<b>Further assistance required</b>
<b>Communication with Stakeholders</b>	0.4	This is being addressed as an overall need for Environmental Health to improve stakeholder communication and considering a number of options including increased number of customer evaluation surveys.	By EH Dept as a whole to obtain views on polices and procedures by identifying relevant stakeholder groups and produce plan of consolation.	1/4/05	WEH
<b>Aim to gain maximum 2.4 points.</b>					

<b>Action Plan Following Quality and Performance Matrix 2004 (to be read in conjunction with performance matrix and guidance)</b>					
<b>Element</b>	<b>Current Score</b>	<b>Areas for Improvement</b>	<b>Action required</b>	<b>Timescale</b>	<b>Further assistance required</b>
<b>Derivation of Costs</b>	3.5	0.5 – Time recording system in place where all elements of the service are included	Visit code required for out of hours visits	<b>completed</b>	CS – code already set up

**Aim to gain maximum 4 points.**

**APPENDIX 3 - ENVIRONMENTAL PROTECTION**

**Demands Relating To Environmental Protection**

As of 1 April 2005 there were 49 Permitted Processes. For the period 01/04/2004 to 31/03/2005, 2203 requests for assistance were recorded, an increase of 4% on 04/05. It is not possible at this stage to predict the demands as a consequence of the new liquor licensing regime, however, the below do indicate a 418% increase in licensing consultations from 03/04. The following table illustrates the breakdown:

Category	No. of requests 04/05 (% of total)	% Increase/ decrease on last year	No. of requests 03/04 (% of total)
Licensing and EP	207(9%)	+418	40(1.9%)
Planning and EP	211(10%)	-20	263(12.4%)
Planning and Contaminated Land	105(5%)	+25	84(4.0%)
Contaminated Land Enquiry/Complaint	45(2%)	-15	53(2.5%)
IPPC Application/Complaint	3(0.1%)	-40	5(0.2%)
Dog Control	72(3%)	-5	76(3.6%)
Nuisance Premises	4(0.2%)	-33	6(0.3%)
Smoke Nuisance	217(10%)	+10	198(9.3%)
Domestic Fumes & Gasses	44(2%)	-31	64(3.0%)
Industrial Dust, Fumes Gasses	94(4%)	-40	157(7.4%)
Accumulations	129(6%)	-20	160(7.5%)
Animals	1(0.05%)	-80	5(0.2%)
Funerals/Exhumation	9(0.8%)	-50	18(0.8%)
Dark Smoke	4(0.2%)	-43	7(0.3%)
Pest Control	210(10%)	+13	186(8.8%)
Industrial Noise	55(2.5%)	+62	34(1.6%)
Commercial Noise	120(9.4%)	-66	200(9.4%)
Domestic Noise inc alarms	543(23.4%)	+10	498(23.4%)
Other	111(3.3%)	+56	71(3.3%)
<b>Total</b>	<b>2203</b>	<b>+4</b>	<b>2126</b>

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

**Service delivery**

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

**Environmental Protection Inspections**

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	35	35	315
Medium	13	13	234
High	1	2	54
<b>Total</b>	<b>49</b>	<b>50</b>	<b>603</b>

Additional time for “check” inspections 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.

<b>Indicator</b>	<b>Actual for 2005/6</b>	<b>Target in 2005/06</b>	<b>Performance in 2004/05</b>	<b>Performance in 2003/04</b>
Number of permitted processes.	49	49	50	50
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.		100%	60%	60%

**Environmental Protection Complaints/Requests**

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

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

**Local Key Service Performance Indicators - Requests**

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

<b>Indicator</b>	<b>Actual for 2005/6</b>	<b>Target in 2005/06</b>	<b>Performance in 2004/05</b>	<b>Performance in 2003/04</b>
Number of requests for assistance (includes complaints, advice and notifications).		N/A	2203	2125
Percentage of requests for assistance responded to within 3days.*		98%	90%	85%
Percentage of requests for assistance resolved within 56 days.*		89%	93%	86%
Percentage of Planning Consultations responded to within 10 days *		98%	91%	88%
Percentage of Licensing Consultations responded to within 10 days.*		98%	91%	57%
Stray dogs held by the public picked up within 4 hours **		97%	97%	98%
Respond to fouling complaints within 3 days **		98%	98%	95%
Percentage of decisions taken consistent with enforcement policy		97%	New	New

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

\*\* Reported monthly

**Promotional and Educational Activities**

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



Noise Action Day  
Bonfires

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

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

**Resources**

**Financial Allocation**

	<b>2004-05</b>	<b>2005/06</b>
<b>Total budget</b>	368,138	359,084

**Staffing Allocation**

The following staff will be employed on environmental protection work in 2005-06. 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

<b>Officers</b>	<b>Title</b>	<b>Qualification</b>	<b>FTE</b>	<b>Comment</b>
3	PEHP	EHRB	0.25	Management responsibilities
4	SEHP	EHRB	0.25	Management responsibilities, Food and H&S
1	EPO	Various	0.75	H&S Training
1	EPO	Various	1	
2	H&S Advisors	In house	0.125	Training, Food and H&S
2	EHT	Various	1	
2	Trainee HPO	In house	0.3	Training, Food and H&S
<b>Total</b>			<b>6.35</b>	

**Environmental Health Service Plan 2005/2006**

**APPENDIX 4-ACTION PLAN TO IMPROVE QUALITY MATRIX SCORING WHERE APPROPRIATE**

<b>QM Criterion and current score</b>	<b>Proposed Action</b>	<b>Responsible Officer</b>	<b>Deadline</b>	<b>Date Completed</b>
Enforcement Policy – 3.7 (intended to increase to 4)	Proposed formalisation of officer bi monthly monitoring will provide evidence for scoring and identify any non compliance. Scores against criterion will then be produced for section and collated for EH as a whole and be reported against.	GED/DJM	1/10/04	
QA System – 2.8 (not intended to improve this score)	The proposed move to Jubilee Stores and potential for centralisation of administration offer opportunities for an improved document control system and library. The management currently consider that bi monthly officer monitoring and regular staff meetings constituent a satisfactory internal audit of the systems in place and do not consider any further audit, resource effective.	WEH/DC	1/4/05	
Staff Competency – (intend to increase to 3.7)	Service plan has identified need for an EPO, need for further training and development on internal systems and LAAPC, contaminated land. PDR process has identified a suitable individual to fill this role, post to be engineered and evaluated. Work allocation system considers the competency of the staff which is acknowledged in post holder job descriptions and person specifications. Need to include 5 hours officer CPD each year through courses in training plan and individual PDR's.	DJM/WEH	1/04/05	
Communication with stake holders – 0 (intend to increase to 2.4)	As part of overall need for EH Dept to improve stakeholder consultation considering a number of options including: customer evaluation summary leaflets with detached self addressed and pre paid evaluation, also surveys. Need to obtain views on polices and procedures. Will identify relevant stakeholder groups and produce plan of consultation.	WEH	1/04/05	
Derivation of costs - 4	No action is required	n/a	n/a	1/12/02
Education/Promotion – 1 (intend to increase to 3.3)	As part of service promotions now considered aim to produce three articles per year in wight insight on what we intend to do, ½ year progress and final year report. Also odd articles of interest as they arise e.g. BTM's, rats etc			
Noise Complaints – 2.6 (intend to increase to 3.7) a 24/7 service is not appropriate at this time	Consult and publish noise policy on the internet and through a précised leaflet (as per enforcement policy)	WEH	01/05/05	
Other service requests – 2.6 (excluding the sewerage complaints and reallocating scores) aim to increase to 4	Modified procedures and reviews of officer workload to ensure targets are achieved by individuals and the team initially to 3 in this financial year 90% within 3 days for complaints and then 98% for both in 05/06.	DJM	01/04/05	Ongoing
Potable water – Not dealt with by us	Not scored, no action required			
Air Quality – 2.2 (No intention to increase this score as no air monitoring required)	No action required			
Authorised Premises – 0.5 (intend to increase to 4)	Ensure that all premises risk rated and that inspection programme produced and monitored. All premises due inspection to be inspected and all permits issued in accordance with timetable. All authorisations formally reviewed.	DJM/WGB/ GED/KRW	01/04/05	
Contaminated Land – 1.8 (intend to increase to ?)	Input details of actions necessary as appropriate to increase score if necessary?	DJM/NS/ GED	01/04/05	

**APPENDIX 4 - HEALTH AND SAFETY**

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

As of 9 May 2005 there were 7113 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 (%)
Retail	2209 (32%)
Wholesale	102 (1%)
Offices	762 (11%)
Catering	720 (10%)
Hotels / Accommodation	478 (7%)
Residential Care	144 (2%)
Leisure & Cultural	420 (6%)
Consumer Services	505 (7%)
Other	1554 (23%)

**Health and Safety Inspections (Enforcement)**

The Health and Safety Section is committed to the implementation of a priority based proactive inspection programme as set out in HELA circular 67/1 (rev3). Unfortunately, due to historical under resourcing of the health and safety section the data relating to premises is out of date and inaccurate. This makes the targeting of resources based upon risk, *currently* difficult. In order to overcome this, the Section is undertaking a programme of self assessment in order to update the information it holds on businesses. Once complete, this will permit the identification of the resources necessary to implement a proactive risk based inspection programme. In the interim period an inspection programme will be produced where all premises due an inspection will aim to be completed resources permitting.

As of 22 April 2005 there were 7113 health and safety premises on the shared database. However not all of those premises were risk rated, the number in each risk category are as follows:

Risk Category	No. of premises	Frequency of Inspection*
A	23	Every 12 months
B1	32	Every 2 years
B2	141	Every 2 years
B3	326	Every 3 years
B4	509	Every 3 years
C	1419	Every 5 years
Zero	4663	To be risk rated

\*Frequency as determined by the Hampshire and IOW CIEH Health and Safety Advisory Group.

During 2005/6 the section will aim to carry out the following:

Risk Score	No of Premises South	No of Premises North	Total
A's	15	13	28
B1's	4	8	12
B2's	56	47	103
B3's	65	46	111
B4's	161	90	251
C's	125	82	207
<b>Totals</b>	<b>426</b>	<b>286</b>	<b>712</b>

- arrange for self assessment questionnaires to be sent out to premises not yet risk rated (highest risk categories first based on NAD data) and analyse returned questionnaires (exact numbers to be established)
- carry out inspections of non returnee's of self assessment questionnaires (exact numbers to be established)

**Local Key Performance Indicators - Inspections (Enforcement)**

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.

<b>Indicator</b>	<b>Target in 2004/05</b>	<b>Performance in 2004/05</b>	<b>Performance in 2003/04</b>
Number of businesses liable to be inspected.	7113	6000	2677
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.	100*%	84%	100%

\*This indicator shows the % of high risk premises inspections carried out (i.e. category A and B1). A full risk based programme of inspections was not carried out because of a resources shortfall.

**Health and Safety Complaints/Requests (Enforcement)**

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

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

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

**Accident Investigations (Enforcement)**

Specified injuries, diseases and dangerous occurrences are reported to the Incident Contact Centre and passed to the Health and Safety Section in accordance with legislation. All reported accidents are investigated. However, the depth of investigation and the method varies according to the circumstances. The investigation may be by personal visit, telephone, correspondence or at the next scheduled inspection. The criteria used to determine the method of investigation includes, actual and potential severity of the event; seriousness of potential breach; history of duty holder; enforcement priorities, public expectations; practicality of achieving results; relevance of event to a wider range of premises; legal factors; resource constraints. We undertake to respond within 3 working days upon receipt of notifications of reportable accidents, dangerous occurrences or diseases and complete our investigations within 8 weeks. During the period 1 April 2004 to 31 March 2005 95 accidents were reported of which all were investigated, 14 were not reportable.

**Advice to Businesses (Enforcement)**

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

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

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.

**Local Key Performance Indicators - Requests (Enforcement)**

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

<b>Indicator</b>	<b>Target in 2004/05</b>	<b>Performance in 2004/05</b>	<b>Performance in 2003/04</b>
Number of requests for assistance (includes complaints, advice and notifications).	N/A	224	344
Percentage of requests for assistance responded to within 3days.*	98%	77%	81%
Percentage of Planning Consultations responded to within 10 days *	98%	100%	100%
Percentage of Licensing Consultations responded to within 10 days.*	98%	100%	50%
Percentage of requests for assistance resolved within 56 days.*	92%	96%	90%

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

**Promotional and Educational Activities (Enforcement)**

As part of the proactive inspections and reactive investigations the team will raise and focus upon the HELA priority programme topic inspection approach these are:-

- Slips and trips
- Workplace Transport
- Musculo-skeletal disorders
- Falls From Height
- Work induced stress

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

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

**Resources**

**Financial Allocation**

	<b>2004-05</b>	<b>2005/06</b>
<b>Total budget</b>	119,597	126,047

**Staffing Allocation**

The following staff will be employed on health and safety work in 2005-06. The consultation team will deal with licence applications as the relevant authority for health and safety. 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

<b>Officers</b>	<b>Title</b>	<b>Qualification</b>	<b>FTE</b>	<b>Comment</b>
3	PEHP	EHRB	0.25	Management responsibilities
4	SEHP	EHRB	0.25	Management responsibilities, Food and H&S
2	HSO	Various	1	
1	HSO	Various	0.6	Training, Food and EP
1	EPO	Various	0.25	
2	FSO	Various	0.25	Training, EP and carrying out food work
1	Trainee HPO	In house	0.3	Training, Food and EP
<b>Total</b>			<b>5.4</b>	

**ACTION PLAN TO IMPROVE HEALTH AND SAFETY QUALITY MATRIX SCORING WHERE APPROPRIATE**

<b>QM Criterion and current score</b>	<b>Proposed Action</b>	<b>Responsible Officer</b>	<b>Deadline</b>	<b>Date Completed</b>
Enforcement Policy – 3.7 (intended to increase to 4)	Formalisation of officer bi monthly monitoring will provide evidence for scoring and identity any non compliance. Scores against criterion will then be produced for section and collated for EH as a whole and be reported against.	GED/GW	1/06/05	1/6/05
QA System – 1.8 (not intended to improve this score)	Centralisation of administration offer opportunities for an improved document control system and library. The management currently consider that bi monthly officer monitoring and regular staff meetings constituent a satisfactory internal audit of the systems in place and do not consider any further audit, resource effective.	WEH/DC	1/4/05	
Staff Competency – 1.4 (intend to increase to 3.7)	Officers to become generalist therefore need for further training and development. PDR process to establish those officers wishing/able to retrain. Work allocation system considers the competency of the staff which is acknowledged in post holder job descriptions and person specifications. Need to include 5 hours officer CPD each year through courses in training plan and individual PDR's.	GW/WEH	1/04/05	
Communication with stake holders – 0 (intend to increase to 2.4)	As part of overall need for EH Dept to improve stakeholder consultation considering a number of options including: customer evaluation summary leaflets with detached self addressed and pre paid evaluation, also surveys. Need to obtain views on polices and procedures. Will identify relevant stakeholder groups and produce plan of consultation.	WEH	1/04/05	
Derivation of costs - 4	No action is required	n/a	n/a	1/12/02
A-B risk premises inspections 1.4 increase to 3.2	Ensure that all premises are risk rated and that inspection programme produced and monitored. New premises undergo self assessment questionnaire programme. All premises due inspection to be inspected Officer allocated work on Monthly basis and checked on bi-monthly basis	GW	1/4/05	1/5/05
C Risk Premises Currently 3.3	No plans to improve this scroe	GW		
Other service requests – 2.6 (excluding the sewerage complaints and reallocating scores) aim to increase to 4	Modified procedures and reviews of officer workload on a bi-monthly basis to ensure targets are achieved by individuals and the team initially to 3 in this financial year 90% within 3 days for complaints and then 98% for both in 05/06.	GW	01/04/05	Ongoing
RIDDOR currently 1	No plans to increase this score	n/a	n/a	n/a
Service requests currently 1.4 to be increased to 4	Modified procedures and reviews of officer workload to ensure targets are achieved by individuals and the team initially to 3 in this financial year 90% within 3 days for complaints then 98% for both in 05/06	GW/DJM	1/4/05	
Education/Promotion – 1 (intend to increase to 3.3)	As part of service promotions it is intended to give talks to school leavers prior to joining the workplace. 1 major 'road-show' per annum in line with topic based approach to inspection	GW	1/4/06	

**APPENDIX 5 - LICENSING**

**Demands on the licensing Section**

During the period 1 April 2004 to 31 March 2005 726 licenses were issued. These included:

- 162 licences for Public entertainment
- 163 hackney carriages were licensed
- 310 hackney carriage drivers were licensed
- 55 private hire vehicles were licensed
- 310 private hire vehicle drivers were licensed (dual licences)
- 36 private hire operators were licensed

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

During 2005/06 the licensing section will be faced with the challenges of the implementation of the Licensing Act 2003. This change to legislation will see the transfer of liquor licensing from the magistrates court to local authorities. It will also see the modernisation of other licensing legislation including public entertainment and late night refreshment.

**Service Delivery**

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

**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 in 2005/06	Performance in 2004/05	Performance in 2003/04
Number of applications received.	1040	1108	ND
Number of applications processed within 56 days.	100%	99%	ND



**Licensing Inspections**

The Licensing Section is committed to the implementation of a priority based proactive inspection programme. During 2004/05 the licensing section carried out less than 50% of it's normal visits. During 2004/05 we aim to inspect 100% of premises requiring a licence inspection in accordance with legislation and their own minimum frequency requirement. This translates to a requirement of:

~500 premises inspections in accordance with the Licensing Act 2003

210 Taxi inspections

40 Taxi Operator Inspections

310 Taxi Driver Inspections

Total = 1060

**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.

<b>Indicator</b>	<b>Target in 2005/06</b>	<b>Performance in 2004/05</b>	<b>Performance in 2003/04</b>
Number of premises requiring an inspection.	1060	1000	ND
Number of risk based inspections carried out expressed as a percentage of those that should be carried out.	100%	50%	ND

**Licensing Complaints/Requests**

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

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

**Local Key Service Performance Indicators - Requests**

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

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

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

### Enforcement Operations

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

Street Trading Consents  
Door Supervisors  
Taxi Licensing

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

### Promotional and Educational Activities

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

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

### Resources

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

### Staffing Allocation

The following staff will be employed on licensing work in 2005-06.

Officers	Title	Qualification	FTE	Comment
1	PLO	Various	0.75	Management responsibilities
1	LO	Various	1	Management responsibilities, Food and H&S
2	EO	Various	1	
1	EO	Various	0.5	Technical Support duties
Total			<b>3.25</b>	