

# **CONSUMER PROTECTION DEPARTMENT**



## **ENVIRONMENTAL HEALTH SERVICE PLAN**

2006-2007

Interim Performance Report October 2006

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**FOOD SAFETY/STANDARDS**

Key Local Performance Indicators:

Programmed Food Safety Inspections - Primary Inspections

1 April 2006 – 31 March 2007

Risk Rating	Totals			
	Due	Done YTD	Closed YTD	% incl closed
<b>A</b>	2	1	0	50%
<b>B</b>	76	26	3	38%
<b>C</b>	574	285	16	52%
<b>D</b>	91	42	9	56%
<b>E</b>	215	113	40	71%
<b>Totals</b>	958	467	68	56%

**Comments**

A small number of Category E premises were visited for training purposes. The rest of the low risk premises will be dealt with via method detailed in the alternative enforcement. 45 of these visits have been joint food and health and safety inspections.

In addition to this there have been:

Secondary Inspections – includes other inspections and revisits	109 (number expected 66 based on last years figures)
No access visits	37 (number expected 48 based on last years figures)
New Business Visits	13 (number expected 29 based on last years figures)

**Comments**

These are extra visits undertaken on premises that were not programmed. Other Inspections – includes spot check at outside events and secondary visits to approved premises.

**Outcome Indicators**

An outcome based target has been developed which is based upon improving an aspect of the risk rating profile, the confidence in management score (CIM). Over the next three years we aim to reduce the number of premises with little or no confidence in management – this has equated to an annual target of 33% for the year 06/07.

Number of premises as of April 2006 with a little or no CIM	Number of premises that have been inspected (or closed) YTD	Number of premises inspected where CIM has improved	% Reduction
1016	347	143	41%

Programmed Food Standards Inspections

**1 April 2006 – 31 March 2007**

Risk Rating	Totals			
	Due	Done YTD	Closed YTD	% incl closed
<b>A</b>	8	0	0	0%
<b>B</b>	125	31	6	30%
<b>C</b>	166	63*	5	41%
<b>Totals</b>	299	94	11	35%

**Comments**

All food standards inspections have been undertaken at the time of food hygiene inspections. 50 of those premises risk rated category C have been undertaken by alternative enforcement means.

Service Requests 1 April 2006 – 30 September 2006

Food Complaints

Number Expected	Totals		
	Number Received	Investigated within target time of three days(%)	Number of investigations completed with 56 days (%)
<b>33</b>	16	16 (100%)	15 (94%)

**Comments**

The number of food complaints is half of that expected from last year, it has been a general trend over the past few years to receive less food complaints. Possibly as the supermarkets offer service 'of bring it back and get double your money' etc.

In addition there were a total of 5 complaints regarding labelling, and 2 regarding composition of food all were investigated within the target time.

Premises Complaints

Number Expected	Totals		
	Number Received	Investigated within target time of three days(%)	Number of investigations completed with 56 days (%)
<b>88</b>	194	181 (93%)	??

**Comments**

The number of premises complaints has increased by 120% on last year!

The target for investigation within time (which is 3 working days) is 98%. Achievement of this target will be improved through performance monitoring.

These investigations have been: 33 would be dealt with at the next inspection, 23 have involved written investigations and 85 have received a full investigation of which 61 (71%) have received a visit from an officer.

Advice to Business

Number Expected	Total		
	Number Received	Investigated within target time of three days(%)	Number that resulted in a visit being made
<b>94</b>	98	95 (97%)	23

**Comments**

The target for investigation within time (which is 3 working days) is 98%. Achievement of this target will be improved through performance monitoring.

Additional Activities

<b>Activity</b>	<b>Number Expected</b>	<b>Total</b>	
	Based on last years figures	Number Received	Investigated within target time of three days(%)
Suspected Food Poisoning	19	21	20 (95%)
Suspected Viral Outbreak	6	11	11 (100%)
Food Alerts	42	27	24 (89%)
Food Premises Registration	No Data	148	Not Applicable

Promotional and Educational Activities

Last year we made a successful joint application for a grant to promote the safer food better business scheme. Suitable premises due to be inspected were invited to a seminar where the initiative was explained. Those businesses wishing to participate received coaching from an external consultant, working in partnership with the Council, in order to improve their food safety management systems. These took place in February of last year and May of this year.

In addition we will attended an event which is being organised by Business Link Wessex in partnership with Isle of Wight Council, Isle of Wight College and the Federation of Small Business. At this event we had a display which had information on all aspects of Environmental Health; in particular the implementation of a food safety management system, in line with the requirements of the new EC Hygiene Regulations. This is seen as a positive step to improve food safety and make a significant contribution to the council objectives of:

- Drive the Sustainable Regeneration and Development of the Island
- Improve the Health and Well Being of Island Communities
- Create Safer and Stronger Communities

We also assisted in the judging at the Isle of Wight Chef of the Year competition, where we assessed the levels of hygiene in the preparation and cooking. There will also be a Good Food Hygiene Award (certificate) to an individual in each age group, which will be decided by the Environmental Health judges only.

This year we participated in National Food Safety Week, and we invited schools to enter a Food Safety Poster Competition, which were then entered into the national Poster Competition organised by foodlink.

**ENVIRONMENTAL PROTECTION**

Key Local Performance Indicators

Programmed Environmental Protection Inspections

1 April 2006 – 31 March 2007

Risk Rating	Totals		
	Due	Done YTD*	%
<b>High</b>	0	0	N/A
<b>Med</b>	7	2	29
<b>Low</b>	12	6	50
<b>Exempt</b>	29	1	11
<b>Totals</b>	48	9	19%

**Comments**

All inspections due will be completed by the end of 2006/07

\* As of 1 September 2006.

Requests for service

Indicator	Target in 2006/07	Actual for 1 April-30 Sept
<b>Number of requests for assistance (includes complaints, advice and notifications).</b>	N/A	1556
<b>Percentage of requests for assistance responded to within 3 days.</b>	98%	90%
<b>Percentage of requests for assistance resolved within 56 days.</b>	91%	96%
<b>Percentage of Planning Consultations responded to within 10 days</b>	98%	77%
<b>Percentage of Licensing Consultations responded to within 10 days.</b>	98%	95%
<b>Percentage of decisions taken consistent with enforcement policy</b>	97%	*

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

**Comments**

The target for investigation within time (which is 3 working days) is 98%. Achievement of this target will be improved through performance monitoring.

The target for resolution is 91%. Achievement of this target has been improved through performance monitoring.

The achievement with the target for responding to Planning Consultations appears disappointing, however a review of the first response date used has indicated inconsistency between officers. This has now been remedied and performance well improve.

Promotional and Educational Activities

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

- Noise Action Week
- Bonfires

This was and is being done by targeting investigations into these areas where possible, through the supply of information leaflets. These included; DETR 'Bothered by Noise', NSCA 'Bonfires' and DoE 'Constant Barking Can Be Avoided' which are sent with standard letters in response to all requests for assistance, where applicable. Officers completed a number of roadshows throughout the island during noise action week in partnership with the Island's Housing Associations. We will also be undertaking public consultation on our revised noise policy and procedure to ensure that the service we offer meets public expectations whilst offering economic, efficient and effective use of resources.

This is seen as a positive step to improve the Islands environment and make a significant contribution to the council objectives of:

Improve the Health and Well Being of Island Communities  
Create Safer and Stronger Communities

Environmental Health will also develop, maintain and publicise, a web site devoted to environmental protection information. The Website is up to date having a number of frequently asked questions to aid stakeholders.

We are also planning to work closer in partnership with Housing Associations to assist them in dealing with anti social behaviour through joint training of officers and intelligence sharing leading to improved targeted enforcement. We will be launching an anti littering campaign in partnership with Engineering Services and Safer Communities.

**HEALTH & SAFETY**

Programmed Health and Safety Inspections

Following consultation with the Government Office of the South East and the HSE, we will prioritise and target our resources with the aim of making the most impact. In accordance with the agreed Local Area Agreement Target; our inspectoral activity will focus upon those businesses which have a risk profile indicating little, almost no or no confidence in management to implement health and safety risk management systems. By the end of the year our target is to reduce this figure from 235 to 85. For this financial year this equates to:

1 April 2006 – 31 March 2007

Number of premises as of April 2006 with a little , almost no, or no CIM	Target by 31 March 2007	Number of premises that have been inspected (or closed) YTD	Number of premises inspected where CIM has improved	YTD % Reduction achieved
235	85	155	130	87%

In addition to this there have been:

22 other inspections as part of the “fit3” initiatives (see below).

**Comments**

Our performance in this area is satisfactory at present. However, 25 of the premises inspected are still in the low CIM category and will be re-inspected in the next financial year.

Requests for service

Indicator	Actual for 2005/6	Target in 2005/06
Number of requests for assistance (includes complaints, advice and accident notifications).	123	N/A
Percentage of requests for assistance responded to within 3 days.	89%	98%
Percentage of decisions taken consistent with enforcement policy	*	97%

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

**Comments**

The target for investigation within time (which is 3 working days) is 98%. Achievement of this target will be improved through performance monitoring.

The target for resolution is 89%. Achievement of this target will be improved through performance monitoring.



### Promotional and Educational Activities

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

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

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

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

To date we have carried out an intervention addressing Falls from height - In May 2006 we invited 200 hotels and 50 warehousing businesses to a morning's seminar at Newport Football Club. All invitees were provided with a campaign pack; so that non-attendees would be provided with the information. Local tool hire businesses supported the seminar through demonstrating their working at height access equipment (e.g. Scaffold Tower)

In November 2006 we will carryout inspections of 40 hairdressers promoting awareness of dermatitis in addition to taking enforcement action should any significant risks to health and safety be identified. Officers undertaking sole food safety inspection will also promote awareness of dermatitis, mainly with kitchen assistants/Kitchen porters.

In November and December 2006 we will visit 20 pubs and clubs to ensure their compliance with the Noise at Work Regulations and also other priority topic areas.

These activities promote the achievement of the Council's objectives of:

Drive the Sustainable Regeneration and Development of the Island  
Improve the Health and Well Being of Island Communities  
Create Safer and Stronger Communities

Licensing
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The pressures of the Licensing Act 2003 have continued to impact upon the service. In addition a whole scale review of the Hackney Carriage Licensing System has been undertaken following the decision of the Secretary of State to approve the Council's resolution to amalgamate the zones. The introduction of the gambling Act 2005 has also impacted upon the service.

Processes have and are being developed to improve service delivery and assist performance management, including a licensing on line project to enable the processing of applications.

A full end of year report on performance will be provided.

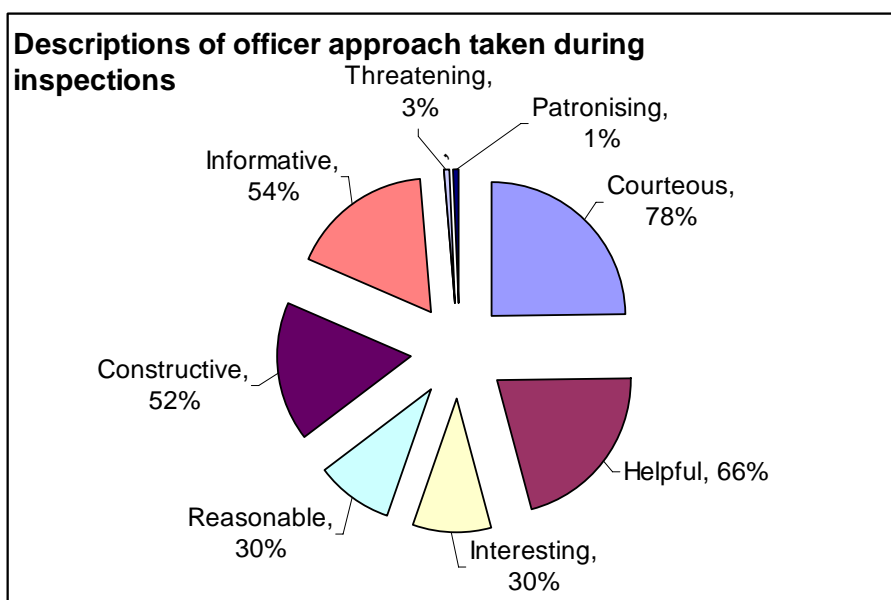
Customer evaluation

Customer evaluation has been carried out consistently since Oct 2004. The results have been collated for the period Jan 2005 through to December 2005 and have featured in service development in terms of:

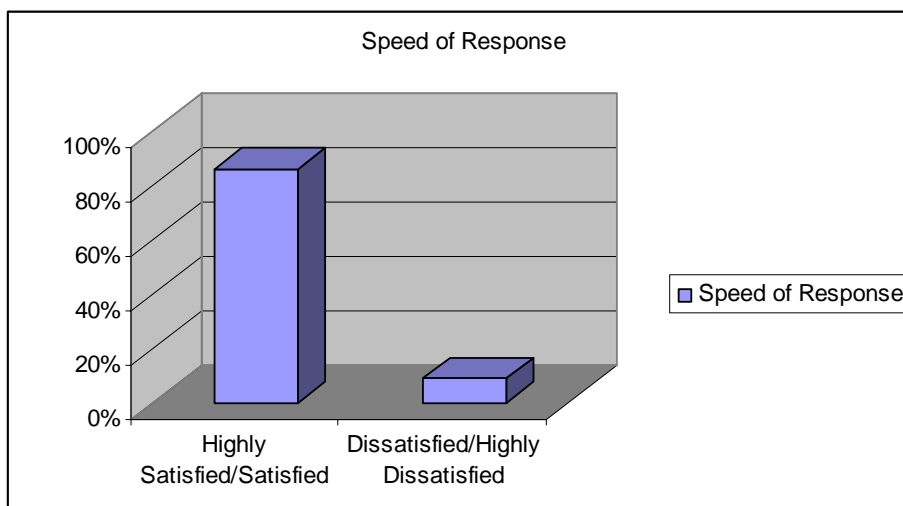
- modifying our procedures to improve service delivery
- identify best practice
- provide feedback to officers on their performance

We used three different types of customer evaluation questionnaire, CS1 following a business inspection, CS2 following an investigation and CS3 following a service request. Questionnaires were sent to a random 10% sample of each type of completed intervention. The response rates for the respective questionnaires were CS1-45%, CS2-21% and CS3-32%. The results were then analysed and a report produced for consideration by the Environmental Health Management Team.

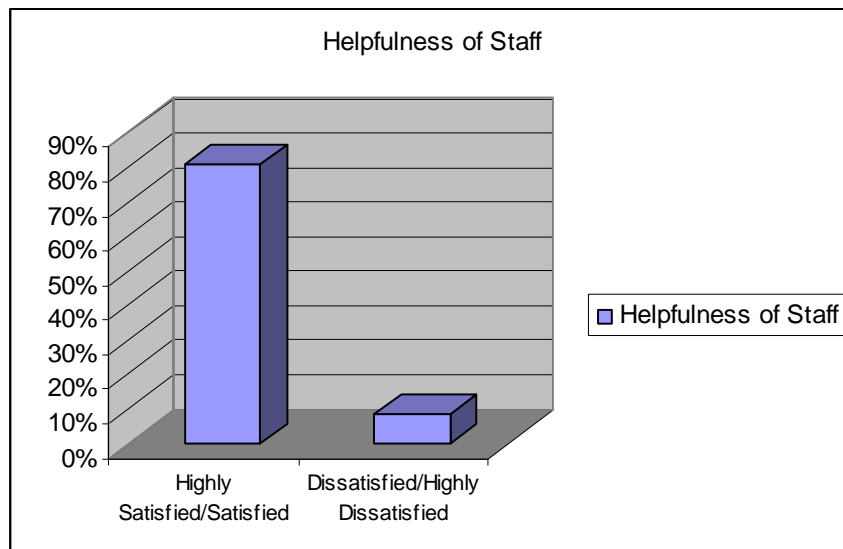
The type of information obtained included details such as; business proprietor’s opinion of the approach adopted by the inspecting officer during inspections and investigations, from persons making requests for service an indication of how satisfied they were with our speed of response. The below graph indicates the percentage breakdown of responses to the question, “How would you describe the approach of the inspecting officer?”, on questionnaire CS1.



In relation requests for service and how satisfied service users were with the *speed of response*, 86% of respondents were either Highly Satisfied or Satisfied



and how satisfied service users were with the *helpfulness of staff*, 81% of respondents were either Highly Satisfied or Satisfied



Examples of comments received and our resultant actions are summarised in the table below:

Comment	Response	Action we took
"We are new to the hotel and restaurant business and the inspector helped us by explaining things we knew nothing about"	Enforcement is not just about serving notices or prosecuting people we also aim to educate and inform and are very glad to do so.	The feedback was provided to the officer concerned.
"I think the inspector was very helpful as this is my first year of trading, and although I have knowledge via my previous job as a nurse, she offered to send me out booklets which she did within the week"	As above	As above
"We always seek to comply with all safety Env/Health legislation and best practice. I just wonder if enough resources are directed at inspecting those who flout the regulations!"	We aim to target our officer time onto those businesses / activities representing the greatest risk to public safety the environment. Sometimes we are required to inspect premises at set frequencies due to central government targets.	We will raise the issue of low risk inspections with central government consistent with the aim of reducing enforcement burdens
"We have a detailed H&S policy but as with many companies we find it difficult to keep pace with legislation. The visit served to strengthen our confidence in our policies and highlight some minor areas for improvement"	As part of our inspection we are happy to confirm the adequacy the policies in place.	The feedback was provided to the officer concerned.
"Some of the explanations for actions required were a little too technical. Needs to be simple, easy to remember and practical.	Officers should spend time putting requirements into plain English with the aid of industry guidance notes where available. Officers are always available to discuss any requirements.	The officer concerned was provided with feedback and the business re-contacted to offer further advice, clarify the requirements

<b>Comment</b>	<b>Response</b>	<b>Action we took</b>
"Inspectors MUST introduce themselves clearly and loudly and offer their ID for inspection. Inspectors MUST conduct themselves as they recommend by wearing headgear in kitchens and food prep areas. They failed to do this.	All inspecting officers are provided with identification and appropriate clothing. Our procedures indicate that officers should identify themselves and wear appropriate clothing to maintain food safety precautions.	This matter was investigated with the parties concerned and a letter sent to the business advising of the outcome.
"I feel it would have been beneficial to both parties if we had been informed of the visit in advance as I was not available to meet with the officer due to me being off site. The officer ended up being dealt with by someone who is not familiar with our H&S style and was not in a position to offer as much information as myself"	Our procedures indicate that where possible inspections are made by appointment unless in response to accidents, complaints, outbreaks of disease etc or an unannounced visit is necessary to verify business practices.	The subsequent letter to the business concerned explained our procedure and reasoning. The employer was provided with an opportunity to clarify the officer's findings.
"Rather patronising in their approach and almost vindictive"	This comment was investigated but not accepted in light of the fact that other officers were present at the time of this intervention. The business concerned is currently the subject of a prosecution for allegedly falling well short of legislative standards resulting in a serious accident to a member of the public.	Noted the comment and feedback to the officer concerned.
"On the first visit I found the council officer to be both rude and threatening but after saying this, both myself and they managed to work in harmony"	This comment was investigated but not accepted in light of the fact that other officers were present at the time of this intervention.	Noted the comment and feedback to the officer concerned.

REVIEW
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Review against the Service Plan

The above report constitutes the review.

Identification of any variation from the Service Plan

The above comments indicate the variations from the service plan and the actions taken as a consequence.

Areas of Improvement

Environmental Health is seeking to achieve the charter mark award and has committed resources to gather the evidence necessary to make an application. This should be completed within this financial year. No other external assessments have been carried out of the service.