

**CONSUMER PROTECTION DEPARTMENT**



**ENVIRONMENTAL HEALTH SERVICE PLAN**

**2005-2006**

**Interim Performance Report January 2006**

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**FOOD SAFETY /STANDARDS**

**Key Local Performance Indicators**

**Programmed Food Safety Inspections - Primary Inspections**

**1 April 2005 – 30 September 2005**

Risk Rating	Totals			
	Due	Done	Closed	%
A	8	2	0	25%
B	75	34	3	49%
C	641	300	25	51%
D	132	42	8	38%
E	325	11	3	4%
<b>Totals</b>	<b>1181</b>	<b>389</b>	<b>39</b>	<b>36%</b>

**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 alternative enforcement.

In addition to this there have been:

<b>Secondary Inspections</b>	<b>66</b> (number expected 104 based on last years figures)
No access visits	<b>48</b> (number expected 57 based on last years figures)

**Comments**

The number of secondary inspections has been reduced through closer monitoring of the re-visit procedure and decision tree.

**Programmed Food Standards Inspections**

**1 April 2005 – 30 September 2005**

Risk Rating	Totals			
	Due	Done	Closed	%
HIGH	10	1	-	10%
MED	393	57	-	15%
LOW	205	15	-	7%
NIR	233	-	-	-
ZERO	266	-	-	-
Unspecified	419	-	-	-
<b>Totals</b>	<b>1524</b>	<b>74</b>	<b>-</b>	<b>5%</b>

**Comments**

The number of food standards inspections completed is low as the vast majority 1123 are scheduled to be completed via a desk top alternative intervention in November 2005.

**Service Requests 1 April 2005 – 30 September 2005**

**Food Complaints**

Number Expected	Total	
	Received	Investigated within target time (%)
2004/05		
18	9	100%

**Comments**

The number of food complaints is half of that expected from last year.

**Premises Complaints**

<b>Number Expected</b>	<b>Total</b>	
	<b>Received</b>	<b>Investigated within target time (%)</b>
<b>2004/05</b>		
<b>61</b>	93	92%

**Comments**

The number of premises complaints has increased by 34% 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.

**Advice to Business**

<b>Number Expected</b>	<b>Total</b>	
	<b>Received</b>	<b>Investigated within target time (%)</b>
<b>2004/05</b>		
<b>26</b>	27	93%

**Comments**

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

**Promotional and Educational Activities**

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

In addition we will be attending 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 will have a display which will have 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 have placed a number of food safety messages in Wight-Insight, which covered Food Preparation, Barbecues, Refrigeration and Cleaning. In addition to this, a display board of food safety matters was set up and manned at the Garlic Festival, to provide the public with an opportunity to discuss any food safety queries with an officer.

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.

**ENVIRONMENTAL PROTECTION**

**Key Local Performance Indicators**

**Programmed Environmental Protection Inspections**

**1 April 2005 – 30 September 2005**

Risk Rating	Totals		
	Due	Done	%
High	4	2	50
Med	11	4	36
Low	5	0	0
Exempt	25	3	12
<b>Totals</b>	<b>45</b>	<b>9</b>	<b>20%</b>

**Comments**

All inspections due will be completed by the end of 2005/06.

**Requests for service**

Indicator	Actual for 2005/6	Target in 2005/06
Number of requests for assistance (includes complaints, advice and notifications).	<b>1216</b>	N/A
Percentage of requests for assistance responded to within 3days.	<b>91%</b>	98%
Percentage of requests for assistance resolved within 56 days.	<b>84%</b>	89%
Percentage of Planning Consultations responded to within 10 days	<b>90%</b>	98%
Percentage of Licensing Consultations responded to within 10 days.	<b>82%</b>	98%
Stray dogs held by the public picked up within 4 hours	<b>99%</b>	97%
Respond to fouling complaints within 3 days	<b>92%</b>	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**

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

- Noise Action Day
- 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 attended the Garlic Festival on 20/21 August 2005. We will also shortly undertake 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.

**Health and Safety**

**Programmed Health and Safety Inspections**

**1 April 2005 – 30 September 2005**

Risk Rating	Totals			
	Due	Done	Closed	%
A	28	5	2	25%
B1	12	5	1	50%
B2	103	34	7	40%
B3	111	35	15	45%
B4	251	86	25	44%
C	207	3	16	9%
<b>Totals</b>	<b>712</b>	<b>168</b>	<b>66</b>	<b>33%</b>

**Comments**

The achievement of this target has been affected by a number of serious accident investigations and major events. However, work has progressed on the development of a further desk top self assessment exercise to risk rate a substantial number of premises not currently on our system.

A draft indicator has been proposed for Health and Safety for the Local Area Agreement. This will make a positive step to improve health and 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

**Requests for service**

Indicator	Actual for 2005/6	Target in 2005/06
Number of requests for assistance (includes complaints, advice and accident notifications).	<b>255</b>	N/A
Percentage of requests for assistance responded to within 3days.	<b>85%</b>	98%
Percentage of requests for assistance resolved within 56 days.	<b>96%</b>	89%
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 proactive inspections and reactive investigations the team have raised and focused 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 is and will be done by targeting the inspections or investigations into these areas in accordance with national guidance.

Environmental Health are also seeking to 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. We have also developed our partnership with the Healthy Business Partnership with the aim of promoting health and safety with the Chamber of Commerce, PCT, St Mary's Hospital Occupational Health Services and the Isle of Wight Council.

**Comments**

It is fair to say that this work has been delayed due to the resources committed to the self assessment exercise (mentioned above) which is crucial to the development of the LAA target.



## Licensing

During 2005/06 the licensing section was 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. It is far to say that this work dominated that of the section impacting upon the services in other areas.

A review of internal procedures and policies is scheduled for the latter part of the year in order to improve the services provided and assist performance management.

**Customer evaluation**

Customer evaluation has been carried out consistently since Oct 2004. The results will be collated and acted upon for the 2006/07 service plan.

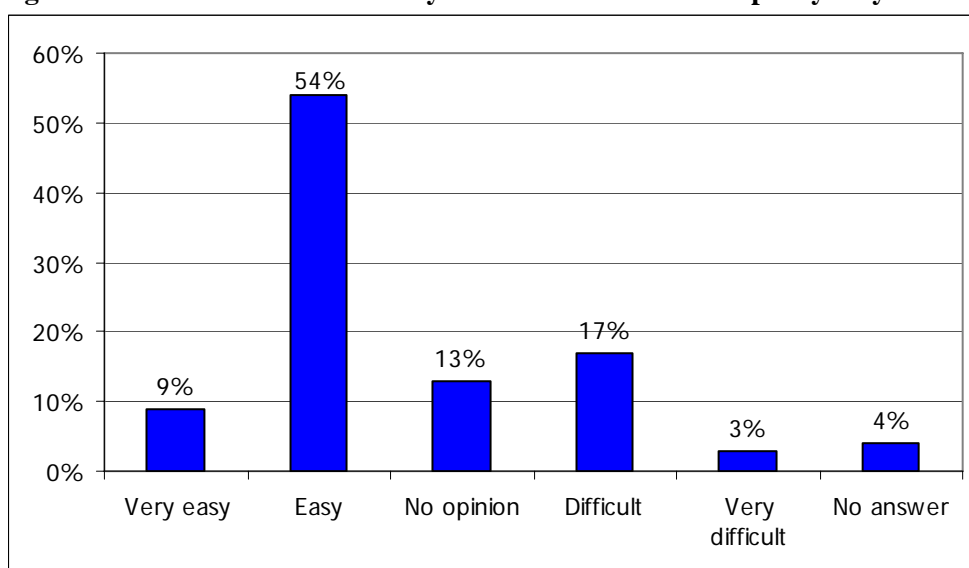
The Environmental Health Department consulted the public upon the development and review of the enforcement policy. The results are indicated below:

***Environment Health Enforcement***

The respondents were given a short document to read entitled Environmental Health Enforcement Policy and asked a series of questions regarding this.

Firstly the respondents were asked to state **whether they found the aims of the policy easy to understand** (Q30). The following results were gained:

**Figure 1. Please tell us whether you found the aims of the policy easy to understand?**



**Base = 476**

The chart shows that just over half of the respondents (54%) found the aims of the policy ‘easy’ to understand and 9% found it ‘very easy’. In total 20% found it ‘difficult’ or ‘very difficult’ to understand.

In total 73% of the respondents ‘strongly agree’ or ‘agree’ that the **aims of the policy clearly explain the steps officers follow in enforcing the law**; 7% ‘disagree’ or ‘strongly disagree’ (Q31). The respondents were also asked to state whether they agree with the **example provided to determine the seriousness of offences** (Q32). In total 65% of the respondents ‘strongly agree’ or ‘agree’ that they are suitable examples and 5% ‘disagree’ or ‘strongly disagree’.

Respondents were asked to specify any **other examples they would like to be included** (Q33). The following examples illustrate suggestions made:

*“Fireworks limited to organised parties not general public”*

*“It should always be left to a panel to decide, because if left to one or two people, they would be biased”*

*“Noise nuisance and street rubbish/litter”*

*“Witnesses being brought up to date on viability of/outcome of prosecutions”*

Respondents were asked if they are **confident in the safeguards that are in place to ensure officers follow the aims of the policy** (Q34). Almost half of the respondents (47%) are ‘very confident’ or ‘confident’ and 21% are ‘uncertain’ or ‘very uncertain’.

The respondents were asked to suggest any **additional safeguards** they can suggest (Q35). The following quotes give examples of suggestions made. Some respondents felt they were unable to comment.

*“A vigorous procedure established which officers are trained to follow and obliged to use and record, Elected representatives like Councillors also trained and informed before eligible to monitor”*

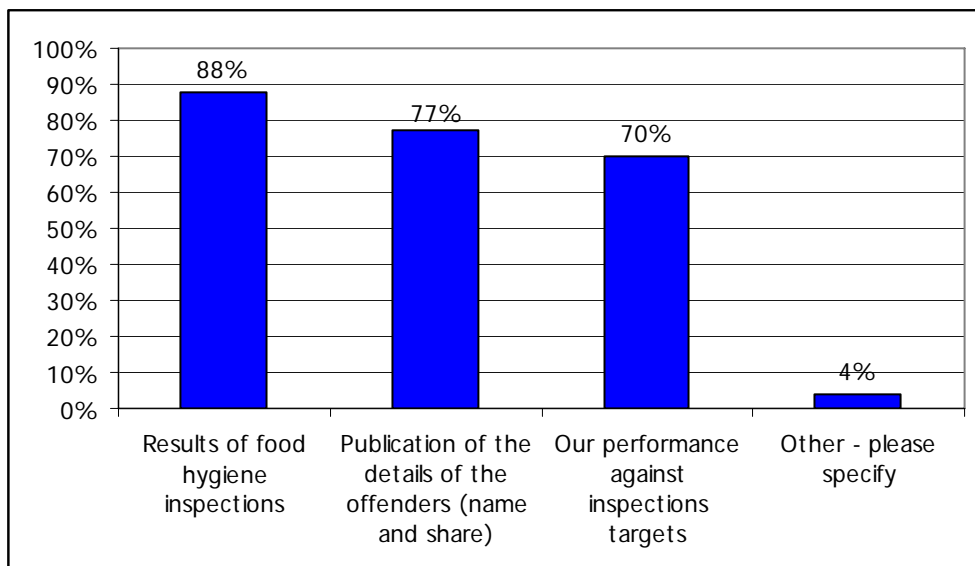
*“Compare actions taken with another "similar" Councils”*

*”I have insufficient knowledge of this area to comment”*

*“Public awareness of cases; I would like to be assured that lack of funding would not be a consideration when deliberating on cases”*

Respondents were lastly asked in this section about **information on enforcement activities available to the public** regarding environmental health (Q36). The chart below shows the results given by respondents when asked if they feel more information on enforcement activities should be made readily available to the public:

**Figure 2. Do you feel more information on our enforcement activities should be made readily available to the public?**



**Base = 476**

The results show that 88% of the respondents feel ‘results of food hygiene inspections’ should be made available to the public, 77% feel that ‘details of the offenders’ should be published and 70% feel the public should be made aware of IWC performance against inspection targets. The following quotes represent suggestion made in the ‘other’ category:

*‘Congratulate those that pass inspection’*

*‘Inform the public via "Wight Insight”’*

As a consequence of this consultation we are currently evaluating proposals to introduce a public food hygiene scoring system on the Island and publish the results of our performance.

**REVIEW**

**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.