East Suffolk
Food and
Health and Safety
Service Plan

2017/18

Approved by

Suffolk Coastal District Council on 28 September 2017
Waveney District Council on 20 September 2017
1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

1.1.1 Food and Safety Service

To ensure that all food businesses comply with the relevant standards, are hygienic and have adequately trained staff.

To ensure that food in the District is fit for human consumption and that any outbreaks of food poisoning and other infectious diseases are controlled.

To secure and maintain a safe and healthy environment, for employees and members of the public, in those establishments, for which the Council has an enforcement responsibility.

1.1.2 Port Health Service

To ensure the control of infectious diseases into the United Kingdom via the Port of Felixstowe.

To ensure that all vessels within the Port Health District comply with international and United Kingdom health requirements, and are maintained in a hygienic condition.

To operate the Border Inspection Post at the Port of Felixstowe as defined in the Trade in Animals and Related Products Regulations 2011

To ensure the safety of products not of animal origin through enforcement of The Official Feed and Food Controls (England) Regulations 2009, the Contaminants in Food (England) Regulations 2013 and relevant European Union (EU) legislation at Felixstowe.

To control melamine and Polyamide kitchenware from China in accordance with The Plastic Kitchenware (Conditions on Imports from China) (England) Regulations 2011

To ensure the safety of products not of animal origin imported through Harwich International Port, Harwich Navyard and Mistley Quay in accordance with the Agreement made between Tendring District Council and Suffolk Coastal District Council.

To deliver the port health service at the Port of Ipswich in accordance with the agreement made between Ipswich Borough Council and Suffolk Coastal District Council.

To ensure the safety of high risk animal feed imported through Felixstowe in accordance with the agreement made between Suffolk County Council and Suffolk Coastal District Council.
To support and further develop the Port Health Interactive Live Information System (PHILIS) for Suffolk Coastal PHA, London PHA, Liverpool PHA, Southampton PHA and Heathrow Animal Reception Centre (HARC).

1.1.3 Corporate Health and Safety Service
To provide a corporate health and safety service to meet the Councils’ legal obligations to their employees and others who may be affected by the Councils’ activities.

To investigate incidents and reports of work related ill health.

To provide staff training.

To formulate and revise health and safety policies.

To advise the Councils’ responsible persons on health and safety responsibilities.

To audit the implementation of health and safety policies and procedures.

To administer the Councils’ joint Health and Safety Committee.

To produce an annual report for the Chief Executive and Senior Management Team.

To liaise with union health and safety representatives.

1.2 Links to Council Objectives and Plans
In 2016 the Councils agreed a new East Suffolk Business Plan 2015 -2023

The Business Plan sets out the vision of the two councils and their commitment to improving the quality of life for everyone living in, working in, and visiting east Suffolk and encapsulates how the Councils seek to achieve this.

The Plan has three key strands:

- Economic growth
- Enabling communities
- Financial self sufficiency

For each of these strands the Plan sets out critical success factors and for community health this is:

Enabling people to take responsibility for their own mental and physical health and well-being, helping them to live active and healthy lives, while remaining safe within their homes and communities.

Sitting beneath the critical success factors are a range of actions to help deliver the vision in the Plan. These include:

- Develop and launch ‘Eat out Eat Well’, a healthy food award scheme, to encourage food businesses in Suffolk to offer healthy food choices.
• Continue to work, with partners, to ensure east Suffolk remains a safe place for our communities
• Further improve the efficiency, effectiveness and marketing of the Council owned Port Health service software
• Complete a pilot project to inform HMRC’s One Government at the Border programme for the control of the movement of goods.

A copy of the East Suffolk Business Plan can be found here.

1.3 Corporate Team Service Plans across both Councils’ Food and Safety Services and Port Health have been agreed for 2017/18 and are posted on the Councils’ intranet and are updated throughout the year. The Councils’ performance against the East Suffolk Business Plan will be reported to both Cabinets on a quarterly basis and will be published separately in the Councils’ Annual Reports.

1.4 Budget Plans (Appendix 1) have also been prepared for each service area matching resources to anticipated workloads.

1.5 Regular performance review meetings are held between Heads of Service, their Cabinet Member and the team to monitor performance against targets and to assist in identifying areas for improvement within the service.

2. BACKGROUND

2.1 Profiles of the Local Authorities

The profiles of Suffolk Coastal and Waveney districts area are summarised in table 1.

Table 1 - Profiles of Suffolk Coastal and Waveney

<table>
<thead>
<tr>
<th>Population (Mid-year estimates 2013)</th>
<th>Suffolk Coastal District Council</th>
<th>Waveney District Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>124,400</td>
<td></td>
<td></td>
</tr>
<tr>
<td>116,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Economy (Suffolk Coastal District Council’s Adopted Core Strategy and Development Management Policies – July 2013)</th>
<th>Suffolk Coastal District Council</th>
<th>Waveney District Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>The East of England is one of the fastest growing regional economies in the UK. Suffolk Coastal and the neighbouring centres of Ipswich and the other Haven Gateway ports of Harwich and Felixstowe, along with the increasing scale of investment expected in low carbon energy generation, contain important economic drivers which are of local, regional and national significance.</td>
<td></td>
<td>Historically Waveney’s economy has been based on farming, printing, manufacturing, food processing and industries taking advantage of the coastal location, such as tourism, shipbuilding, fishing and offshore oil and gas.</td>
</tr>
<tr>
<td>The District, and in particular Lowestoft, where 75% of the District’s employment is found, has suffered a decline in employment in a number of key industries for</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Waveney District Council’s Core Strategy Development Plan Document Adopted January 2009) | The economic profile of Suffolk Coastal is itself unique within the region. The district has an economy that supports a high proportion of small and medium sized businesses vital to the local economy (70% of businesses in the district employ 5 people or less). However, the district also boasts several regionally significant employers and economic drivers (Oxford Economics Suffolk Coastal Profile and Outlook 2010):

The Port of Felixstowe, the biggest container port in the country is planned to grow substantially over the plan period, requiring good rail and road links. A 2008 Felixstowe Port Logistics Study identified a need for additional land to support other port related uses. A 2010 Economic Assessment of the port and its associated businesses, confirms the significance of this sector to the local and wider economy, although the rate of expansion of traffic is likely to be somewhat lower than expected prior to the recession;

Sizewell has been identified by government as one of the potential sites to accommodate additional new nuclear provision. It has a role to play within the larger Low Carbon Energy Corridor stretching north from Sizewell to Lowestoft;

The licensing of the East Anglian Array Offshore wind project creates a range of potential possibilities for energy development with the nuclear regime; not least in the learning and skills provision and in the local engineering and ports sectors; and BT Research and Development headquarters at Martlesham Heath over 20 years. New forms of offshore work such as wind power generation are proposed to fill this gap.

The market towns of Beccles, Bungay, Halesworth and Southwold continue to make notable contributions to the employment in the area, although in common with Lowestoft, they rely heavily on a few key employers, such as Adnams Brewery in Southwold, Clays Printers in Bungay, Clowes printers in Beccles and Bernard Matthews at Holton. Employment in agriculture has declined across the District although as an industry it has remained relatively prosperous. |
forms a key part of the information, communication and technology (ICT) cluster for the East of England including Innovation Martlesham. Its research and development function is considered to be of importance nationally.

Tourism and the arts are also major drivers for the local economy, including internationally recognised organisations such as Aldeburgh Music. Agriculture and associated businesses also form an important employment sector. Overall the employment sectors within Suffolk Coastal complement those within neighbouring Ipswich Borough as evidenced in the Strategic Housing Market Assessment.

The East of England is commonly assumed to be affluent yet parts, including some areas within Suffolk Coastal, face problems associated with being remote, i.e., limited employment opportunities, low wages and lack of access to services, including broadband. The relative remoteness and quality of the natural and built environment does however make the district an attractive tourist destination.

2.2 Organisational Structure

2.2.1 The Councils

Suffolk Coastal has 42 elected members, reduced from 55 following a boundary review, and the Conservative Group holds the majority of seats. Waveney has 47 elected members and a Conservative administration. Both Councils operate a Leader and Cabinet structure and the Cabinet Member with responsibility for food safety matters is Councillor Steve Gallant at Suffolk Coastal District Council (SCDC) and Councillor Mary Rudd at Waveney District Council (WDC).

The Councils comprise of 11 Service Areas:

- Legal and Democratic Services
- Planning and Coastal Management Services
• ICT Services
• Economic Development and Regeneration Services
• Environmental Services and Port Health
• Financial Services
• Housing Operations and Landlord Services
• Operations
• Communities
• Customer Services and
• Audit Partnership.

Suffolk Coastal and Waveney District Councils work in partnership with Norfolk County Council to provide operational functions such as property maintenance, refuse collection and grounds maintenance.

Each Service Area has a Head of Service, Phil Gore being the Head of Environmental Services and Port Health.

The Corporate Management Team comprises the Chief Executive, two Strategic Directors and eleven Heads of Service. The Chief Executive, Stephen Baker, has overall responsibility for the efficient management and execution of both Councils’ functions. See Appendix 2 for further information on the management structure.

2.2.2 Service Area for Environmental Services and Port Health

The Service Area for Environmental Services and Port Health comprises five joint teams across both local authorities:

• Food and Safety
• Port Health
• Environmental Protection
• Environmental Sustainability
• Emergency Planning.

The Food and Safety and Port Health Teams contribute to the Council's aims through activities that include:

• food safety
• imported food controls
• food hygiene regulation and promotion
• health and safety regulation and promotion
• the monitoring and control of infectious diseases including food poisoning
• the management of health, safety and welfare within the Councils
• joint working with others on environmental sustainability.

The Port Health Team is responsible for protecting public and animal health by monitoring the standards of safety of all products of animal origin, non-animal origin products and plastic kitchenware imported into the European Union and the United Kingdom at the Port of Felixstowe and for ensuring the control of hygiene and infectious disease on board vessels. The food and safety service at Waveney undertakes Port Health work at Lowestoft.
The structures of the Food and Safety and Port Health Teams are provided in Appendix 3.

The Food Safety Manager and three Port Health Technical Managers and Port Health Manager have been appointed as Lead Officers for food hygiene and food safety matters, in accordance with the Food Safety Act Food Law Code of Practice. Letters of appointment are contained in Appendix 4.

The Microbiology Department, Ipswich Hospital and Public Health England (PHE), Colindale Food, Water and Environmental Laboratory (United Kingdom Accreditation Service (UKAS) Testing Laboratory No. 1734) provide specialist services in food microbiology and pathology. The laboratory services provided by PHE have been formalised in Service Level Agreements. The Council has appointed a number Public Analysts to provide specialist advice on food composition, labelling, and chemical and physical contaminants of food. Public Analysts are listed in Appendix 5. More recent appointments have been made under delegated authority to the Head of Environmental Services and Port Health and have been confirmed in a letter of appointment to the nominated analyst. Public Analyst Scientific Services Ltd, an arm of Eurofins, is an international organisation with 29 laboratories in the UK and a total of 310 sites in 39 countries specialising in different areas. Port Health has regular meetings with our Public Analysts to exchange information about forthcoming requirements and developments and to keep procedures and performance under review. Lancashire County Scientific Services work in conjunction with Concept Life Sciences (previously Scientific Analysis Laboratory) to deliver same day turnaround pesticide results. Kent Scientific Services, an arm of Kent County Council, delivers a range of analytical services for the Port Health service.

The Food and Environment Research Agency (FERA) analyse antimicrobial residue samples submitted by the Authority. Samples of fishmeal which are checked for the presence of mammalian bone are submitted to the Veterinary Laboratories Agency at Luddington which is now part of APHA * as advised by Department of Environment, Food and Rural Affairs (DEFRA).

The review of the legislation covering foodstuffs at risk of contamination from aflatoxin and pesticides and the introduction of the high risk product legislation has seen an increase in the number of non animal origin samples taken and submitted to the Public Analysts.

The Council is a member of Campden BRI and as such has access to technical support on food and safety related matters.

2.3 Compliance and Enforcement Policy

Suffolk Coastal and Waveney District Councils adopted a shared Compliance and Enforcement Policy in November 2014 covering all of the regulatory services delivered by the Councils including the food safety, health and safety and port health services.

The policy reflects changes brought about by the Regulators Code which establishes how non-economic regulators should interact with those they are regulating. The new Code requires regulators to:

- carry out their activities in a transparent way that helps those they regulate to comply and grow
• design simple and straightforward ways to engage with and hear the views of those they regulate
• base their regulatory activities on risk and share information about compliance and risk
• ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities.

Officers, including those with responsibility for the enforcement of food and health and safety laws, must have regard to the Policy when making enforcement decisions.

3 FOOD SAFETY SERVICE

3.1 Scope of the Food Safety Service

Suffolk Coastal and Waveney District Councils’ (the Councils’) Food and Safety Team carry out all functions relating to food safety eg

• carry out interventions eg inspections and other visits at food establishments
• contribute to the national Food Hygiene Rating Scheme
• provide advice to food business operators including help on implementing the FSA’s Safer Food, Better Business food safety management system
• do checks on inland imported food control at retail and catering establishments etc.
• register, and where appropriate approve, food establishments
• issue food export/health certificates
• investigate complaints concerning food, food establishments and food handling practices
• investigate cases of suspected and confirmed food poisoning
• deliver a food safety education programme, including the level 2 Award in Food Safety in Catering.

Waveney’s food and safety service also carries out all functions relating to food safety at ports in Waveney eg inspect ships and issue Ship Sanitation Control Certificates.

3.2 Demands on the Food Safety Service

The numbers of food establishments approved/registered under food safety legislation in Suffolk Coastal and Waveney are 1,291 and 1,256 respectively. A profile of registered/approved food establishments classified in accordance with the FSA’s main use codes is given in table 2.
Table 2 - Profiles of registered/approved food establishments in Suffolk Coastal and Waveney. Source: LAEMS returns for 2016/17.

<table>
<thead>
<tr>
<th>FSA Category</th>
<th>Number of establishments in Suffolk Coastal</th>
<th>Number of establishments in Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary producers</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Manufacturers and Packers</td>
<td>57</td>
<td>51</td>
</tr>
<tr>
<td>Importers/Exporters</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Distributors/transporters</td>
<td>13</td>
<td>8</td>
</tr>
<tr>
<td>Retailers</td>
<td>279</td>
<td>309</td>
</tr>
<tr>
<td>Restaurants and caterers</td>
<td>932</td>
<td>879</td>
</tr>
<tr>
<td>Total</td>
<td>1,291</td>
<td>1,256</td>
</tr>
</tbody>
</table>

The number of food establishments approved/conditionally approved under EU Regulation 853/2004 is:
- Suffolk Coastal: 17
- Waveney: 19

Suffolk Coastal has approved establishments that produce fish, meat and dairy products including a dairy that pasteurises milk and produces cream, yogurt and ice cream. Suffolk Coastal also has two shellfish producers who have shellfish harvesting and depuration facilities together with food businesses which manufacture and export yeast for the bakery industry, mill rice, and manufacture sauces and condiments.

The approved establishments in Waveney mainly comprise many wholesale fish businesses operating out of Lowestoft, it being a port authority with a long-established fishing industry, together with a variety of other fish-related businesses eg smokehouses. Waveney is also the originating authority for a large frozen food manufacturing establishment owned by a multinational company. Waveney also has several other smaller food manufacturers and has two establishments that supply raw cows’ drinking milk.

The districts attract many tourists particularly during the summer months. Events attracting several thousands of people are held in both districts, these include the Suffolk Show at Trinity Park and the Latitude Festival that takes place at Henham Park on a site that extends into both Suffolk Coastal and Waveney. The Food and Safety Team works with the event organisers and others during the planning and delivery of the festival to ensure that the food stored, prepared and served is safe to eat and comply with food safety laws.

The Food and Safety Team perform out of hours inspections where this is necessary eg some large outdoor events and Sunday/farmers' markets. Some food businesses that are open for business at night, at weekends or in the early hours of the morning are identified for occasional inspection at these times.

Waveney’s food and safety service inspects ships, whilst in the Port, under the International Health Regulations 2006 to ensure ships are free from rodents and other health risks and issues Ship Sanitation Control Certificates. The service retains the ability to carry out inspections at sea, within UK sovereign territory. Whilst the inspections are the same, this procedure involves more time and special transport and safety arrangements. Vessels or
shipping agents are charged a standard fee for these inspections, with additional costs specific to the offshore activity.

The recovery of the costs of providing the ship sanitation inspections by Waveney contributes towards the costs of officer time, allowing backfilling inspection work to be undertaken at unsociable hours. Port Health Authorities are Category 1 Responders under the Civil Contingencies Act 2004. This work has proven to be a fluctuating demand on resources.

**Ships sanitation inspections anticipated in 2017/18:**

<table>
<thead>
<tr>
<th></th>
<th>Number of inspections</th>
<th>Time per inspection (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Waveney:</td>
<td>30</td>
<td>2.5</td>
<td>75</td>
</tr>
</tbody>
</table>

There are a large number of food businesses associated with and/or operated by the ethnic minorities within the districts - including Chinese/Cantonese, South Asian (particularly Bangladeshi), Turkish, Greek, Thai, Portuguese and Polish. The majority of food businesses run by these groups are takeaways, restaurants and retail shops. The food and safety service makes use of translated information made freely available by the FSA eg advisory leaflets. Our website provides information about free translation services that can translate it into languages other than English. Additional translation services may be used where there is a legal requirement to do so, or where it is necessary to help ensure that FBOs understand where action needs to be taken to protect against serious risk to public health, or to assist in efficient and effective service delivery. Additional translation services are rarely needed.

Letters sent to business operators or customers known to have a poor understanding of English may include sentences in appropriate languages/alphabets advising the recipient of the legal importance of the letter and the need to obtain a full translation. Ship Sanitation and Vessel Food Hygiene Inspections at Waveney frequently involves working with crew and staff from all parts of the world, with the inevitable difficulties associated with a very limited understanding of English.

Several food businesses cater specifically for people who are vulnerable eg as a result of age or disability. This is taken into account by appropriate risk scoring criteria used in the risk rating of such premises to determine interventions.

### 4. SERVICE DELIVERY – FOOD SAFETY

#### 4.1 Interventions at Food Establishments

The Food and Safety Team aim to ensure that food in the districts is fit for human consumption and those outbreaks of food poisoning and other infectious diseases are controlled. To achieve this inspections and other interventions are carried out at food establishments using a risk based approach in accordance with the Food Law Code of Practice. Specialist computer software is used to record all food business establishments. These records updated daily and are used to administer the programme of risk based inspections and other interventions.
Food establishments are risk rated using criteria set out in the Food Law Code of Practice. Establishments receive a risk rating comprised of two sets of criteria:

- the nature of their business eg risk associated with the type of food handled, processing methods, number and vulnerability of customers and
- the standard of food safety achieved ie compliance with food safety law.

Hence establishments may be rated as higher risk either because of the high risk nature of their business or because of the lower standards of food safety or both. Establishments receive a risk rating ranging from A (highest risk) to E (lowest risk). Unrated establishments include new businesses that are waiting for an inspection to be carried out eg they may have registered but are not ready to start trading. Establishments in the outside category include premises such as primary producers that do not form part of the risk based intervention programme. The procedure for handling food registrations, including the initial action to be taken where businesses should be registered but are not, is set down in working procedures.

Profiles of the food establishments in each district by risk are shown below in table 3.

**Table 3 - Profiles of food establishments according to risk. Source: LAEMS returns 2016/17.**

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>Unrated</th>
<th>Outside</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>3</td>
<td>16</td>
<td>150</td>
<td>524</td>
<td>561</td>
<td>25</td>
<td>12</td>
<td>1,291</td>
</tr>
<tr>
<td>Waveney</td>
<td>3</td>
<td>47</td>
<td>215</td>
<td>438</td>
<td>472</td>
<td>23</td>
<td>58</td>
<td>1,256</td>
</tr>
</tbody>
</table>

The minimum intervention frequency as required by the Food Law Code of Practice and the estimated time per intervention for each risk category are set out below in table 4.

The range of available interventions for food establishments includes inspections, monitoring, surveillance, verification, audit, sampling, education, advice, coaching, information and intelligence gathering. The regulatory burden is minimised by selecting the most appropriate intervention appropriate for the risk category of the establishment. Alternative enforcement strategies include the use of questionnaires for appropriate lower risk category E food business establishments.
Table 4 – Food Law Code of Practice minimum intervention frequency and locally estimated time per intervention for each risk category.

<table>
<thead>
<tr>
<th>Category</th>
<th>Minimum intervention frequency</th>
<th>Estimated time per intervention (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>6 months</td>
<td>5</td>
</tr>
<tr>
<td>B</td>
<td>12 months</td>
<td>5</td>
</tr>
<tr>
<td>C</td>
<td>18 months</td>
<td>3.5</td>
</tr>
<tr>
<td>D</td>
<td>24 months</td>
<td>2</td>
</tr>
<tr>
<td>E</td>
<td>Alternative enforcement every 3 years</td>
<td>1</td>
</tr>
<tr>
<td>Unrated</td>
<td>-</td>
<td>2</td>
</tr>
</tbody>
</table>

The numbers of food interventions due in 2017/18 by risk category in each district are show below in table 5.

Table 5 – Number of food interventions due and time by risk category in 2017/18.

<table>
<thead>
<tr>
<th>Category</th>
<th>Suffolk Coastal interventions</th>
<th>Total time (hours) for Suffolk Coastal interventions (number x time)</th>
<th>Waveney interventions</th>
<th>Total time (hours) for Waveney interventions (number x time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>3 (x 2)</td>
<td>30</td>
<td>3 (x2)</td>
<td>30</td>
</tr>
<tr>
<td>B</td>
<td>16</td>
<td>80</td>
<td>47</td>
<td>235</td>
</tr>
<tr>
<td>C</td>
<td>92</td>
<td>322</td>
<td>134</td>
<td>469</td>
</tr>
<tr>
<td>D</td>
<td>239</td>
<td>478</td>
<td>240</td>
<td>480</td>
</tr>
<tr>
<td>E</td>
<td>188</td>
<td>188</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Unrated (estimate)</td>
<td>125</td>
<td>250</td>
<td>115</td>
<td>230</td>
</tr>
<tr>
<td>Total</td>
<td>666</td>
<td>1,348</td>
<td>667</td>
<td>1,569</td>
</tr>
</tbody>
</table>

The food interventions at predominantly lower risk premises that were not completed in 2016/17 will be picked up during 2017/18 and are shown below in table 6. These are often as a result of access issues with seasonal businesses or because resources were focused on higher risk premises.
Table 6 – Number of food interventions due in 2016/17 to be carried forward into 2017/18. Source: LAEMS returns 2016/17.

<table>
<thead>
<tr>
<th>Category</th>
<th>Suffolk Coastal interventions</th>
<th>Total time (hours) for Suffolk Coastal interventions (number x time)</th>
<th>Waveney interventions</th>
<th>Total time (hours) for Waveney interventions (number x time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>B</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>C</td>
<td>1</td>
<td>3.5</td>
<td>2</td>
<td>3.5</td>
</tr>
<tr>
<td>D</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>E</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unrated (estimate)</td>
<td>25</td>
<td>50</td>
<td>23</td>
<td>46</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>59.5</td>
<td>28</td>
<td>51.5</td>
</tr>
</tbody>
</table>

Interventions are undertaken following documented procedures. The date of a primary inspection may be brought forward eg in response to a complaint, a new food registration, material change in the business, receipt of information from the FSA, an outbreak, or seasonal business that may be closed at the time of the next date due etc. Other interventions are carried out at other times eg in response to customer complaints, alleged cases of food poisoning, food alerts, sampling, revisits and requests for advice.

Most food businesses that supply food direct to the public receive a rating under the Food Hygiene Rating Scheme (FHRS). These ratings range from 0 (urgent improvement necessary) to 5 (very good). Businesses that receive a rating of 0, 1 or 2 have a poor level of compliance with food safety and hygiene law ie they are poor compliers. Businesses that are broadly compliant with these laws will receive at least a rating of 3 and the businesses that reach at least the minimum standards of food safety law will receive the top rating of a 5.

Interventions will be brought forward for poor compliant businesses ie even if the next minimum inspection frequency date is after 31 March 2018. These interventions aim to achieve better and sustained compliance rates at poor compliant businesses. Revisits of poor compliant businesses due in 2017/18 will also be carried out. An estimate of the number of these types of interventions expected in 2017/18 and the estimated time to complete is shown below in table 7.

Markets/stalls and similar premises that are likely to change in the nature of their business will be selected for intervention even if the minimum inspection frequency date is after 31 March 2018. An estimate of the number of visits to markets/stalls in 2017/18 and the estimated time to complete is shown below in table 7.
Table 7 – Estimated interventions at poor compliers and approved premises in 2017/18.

<table>
<thead>
<tr>
<th></th>
<th>Suffolk Coastal: number of interventions</th>
<th>Suffolk Coastal: total time (interventions x time)</th>
<th>Waveney: number of interventions</th>
<th>Waveney: total time (interventions x time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interventions at poor compliers (6 hours)</td>
<td>9</td>
<td>54</td>
<td>31</td>
<td>186</td>
</tr>
<tr>
<td>Approved premises (30 hours)</td>
<td>17</td>
<td>510</td>
<td>19</td>
<td>570</td>
</tr>
<tr>
<td>Total</td>
<td>26</td>
<td>564</td>
<td>50</td>
<td>756</td>
</tr>
</tbody>
</table>

The estimated number of interventions at poor compliers is based on the number of businesses with a FHRS of 2 or worse.

The Trading Standards Department of Suffolk County Council has responsibility for food standards matters. Liaison arrangements are in place through the Suffolk Food Liaison Group to develop joint work arrangements and to help ensure that matters of joint interest, such as food labelling, imported food, Animal By-Products and allergens are discussed. Joint visits with Trading Standards Officers are made where appropriate. Copies of all food registrations received are forwarded to Suffolk County Council’s Trading Standards Department.

4.2 Food/hygiene of premises complaints

Officers investigate food complaints in accordance with documented procedures and, where necessary, liaise with Primary, Originating and Home Authorities during the course of investigations. In determining an appropriate course of action, the Food and Safety Team takes into consideration any reports received from the Primary, Home or Originating Authorities, and the food business identified as the cause of the complaint, and will have regard to the Councils’ joint Compliance and Enforcement Policy.

**Food/hygiene of premises complaints anticipated in 2017/18:**

<table>
<thead>
<tr>
<th></th>
<th>Number of complaints</th>
<th>Time per complaint (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>110</td>
<td>2</td>
<td>220</td>
</tr>
<tr>
<td>Waveney:</td>
<td>150</td>
<td>2</td>
<td>300</td>
</tr>
</tbody>
</table>

4.3 Food Sampling Policy

The Councils recognise the contribution food sampling can make to the protection of public health and the food law enforcement functions of the Authorities. The Councils are committed to providing the resources necessary to carry out a sampling programme. Authorised Officers are responsible for undertaking the food sampling functions of the Councils. The Councils have a food sampling programme for microbiological and algal toxin purposes. The food sampling is prioritised to concentrate upon one or more of the following criteria:

- foods which are produced within the Councils’ districts
- the risk ratings of the premises
The majority of samples taken are for the purpose of monitoring, surveillance and intelligence gathering. Samples are taken in compliance with the relevant Code of Practice and consideration of the Councils’ Compliance and Enforcement Policy. Official laboratories as designated by the FSA will be used for samples obtained during the sampling programme. The Public Health England Laboratory, London, Eurofins trading as Public Analyst Scientific Services, the Councils’ Public Analyst, CEFAS laboratories at Lowestoft and Weymouth and other accredited laboratories are used for the analysis of samples.

Samples may be taken during manufacturing/production processes, for the purposes of ensuring food safety and for ensuring the effectiveness of the critical controls in the process. The manufacturer will be notified of the result of any such sample analysis or examination.

The Councils do not currently act as a Home Authority or Primary Authority for any food business. Where sampling identifies a problem with food manufactured outside the districts, the relevant primary, home or originating authority will be notified, and a copy of the certificate of analysis or examination forwarded to them.

Food sampling will not normally be undertaken as a constituent part of food safety intervention. It may take place if, during the intervention, the authorised officer identifies a particular problem that needs further investigation.

Samples of food received as a food complaint may require microbiological examination, chemical analysis or expert identification.

Where a particular premise or food produced in the districts is implicated with a case or cases of food borne disease, food samples may be taken and submitted for examination, for the purpose of identifying any likely source of infection, and controlling any risk to public health.

Food samples may be taken and submitted as part of a special investigation eg in response to a food hazard warning, or to other intelligence received about potential food safety and quality issues.

**Samples anticipated in 2017/18.**

<table>
<thead>
<tr>
<th></th>
<th>Number of samples</th>
<th>Time per sample (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>30</td>
<td>3</td>
<td>90</td>
</tr>
<tr>
<td>Waveney:</td>
<td>30</td>
<td>3</td>
<td>90</td>
</tr>
</tbody>
</table>

The sampling of shellfish and river water in commercial shellfish production areas is carried out in consultation with the FSA and CEFAS for the purpose of maintaining the necessary EU classifications for those areas and for monitoring the risk of algal toxins. Shellfish and river water is sampled from shellfish beds in the River Deben and Butley Creek and their associated depuration plants. Samples of shellfish flesh and water are sent to CEFAS Laboratories in Weymouth and Lowestoft. It is anticipated that the main shellfish sampling and follow up action will require up to two working days per month. The majority of the sampling work at these producers is undertaken by the Student Environmental Health Officer.
4.4 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Food and Safety Team will assess and respond accordingly to reports of communicable diseases, including food-associated illness. The investigation of outbreaks of food poisoning is conducted in liaison with the Consultant in Communicable Disease Control (CCDC) having regard to the PHE East of England Public Health Response to Notifiable Gastrointestinal Infections (July 2015). Certain infections requiring particular information will be collected as a matter of urgency and passed to the Anglia Health Protection Team, PHE in accordance with the East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases.

Responses to reports of communicable diseases, including food-associated illness is undertaken following documented procedures.

**Gastrointestinal disease cases notifications anticipated requiring follow up in 2017/18:**

<table>
<thead>
<tr>
<th></th>
<th>Number of cases*</th>
<th>Time per case (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>45</td>
<td>2.5</td>
<td>112.5</td>
</tr>
<tr>
<td>Waveney</td>
<td>45</td>
<td>2.5</td>
<td>112.5</td>
</tr>
</tbody>
</table>

*Excluding Campylobacter.

During 2015/16, in consultation with Public Health England, it was decided along with other local authorities, to no longer follow up isolated cases of Campylobacter.

Joint civil contingency and emergency stand-by arrangements exist to respond to suspected or confirmed outbreaks of infectious disease or food poisoning with either the potential to cause serious harm or death to any person, or debilitating illness or disease to significant numbers of people, or illness or disease to particularly vulnerable populations.

4.5 Food Safety Incidents

Arrangements are in place to receive FSA Food Alerts for Action and take specified action on behalf of consumers.

**Food alerts for action anticipated in 2017/18:**

<table>
<thead>
<tr>
<th></th>
<th>Number of alerts</th>
<th>Time per alert (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>4</td>
<td>7</td>
<td>28</td>
</tr>
<tr>
<td>Waveney</td>
<td>4</td>
<td>7</td>
<td>28</td>
</tr>
</tbody>
</table>

4.6 Primary Authority and Home Authority Schemes

The Regulatory Enforcement and Sanctions Act 2008 introduced into law the principle of the Primary Authority (PA). All local authorities are required, by law, when considering enforcement action against a business with multiple outlets to follow advice agreed between the business and its PA. The purpose of these requirements is to achieve greater consistency in enforcement action in large, multi-outlet businesses.

The Food and Safety Team supports PA and Home Authority (HA) schemes. Where PA partnerships are registered with the Better Regulation Delivery Office (BRDO), an officer will contact the PA to ensure that proposed actions are not contrary to appropriate advice that the PA has previously issued.
4.7 Advice to Business

The Food and Safety Team endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides advice to businesses eg

- the provision of proformas to assist businesses comply with the law
- directing enquiries to relevant sources of competent and reliable advice eg FSA website
- distribution of FSA and other guidance to businesses giving guidance on specific and topical issues
- provision of advice to businesses during inspections
- mailshots
- responding to requests for advice from businesses and members of the public.

Requests for food safety advice/assistance anticipated in 2017/18:

<table>
<thead>
<tr>
<th></th>
<th>Number of requests</th>
<th>Time per request (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>200</td>
<td>1.5</td>
<td>300</td>
</tr>
<tr>
<td>Waveney:</td>
<td>220</td>
<td>1.5</td>
<td>330</td>
</tr>
</tbody>
</table>

The Food and Safety Team contributes updates to the Councils’ website pages. These have information on setting up a new business, Safer Food Better Business, commonly used forms to download, the facility to book places on training courses, how to make complaints or make an enquiry, general food safety information and a link to the FSA’s website for more information.

4.8 Economic Challenge

The Food and Safety Team is conscious of the need to help deliver conditions for business success whilst meeting our aims and objectives. During the current economic challenge we are particularly aware of the benefits of listening to the needs of businesses and will continue to:

- provide information and advice
- signpost sources of information
- provide local low cost training
- monitor and respond as appropriate to regular feedback from questionnaires
- deal with applications to trade in a prompt manner eg food establishment approvals/registrations
- take account of and respond to national and local influences
- regularly review our procedures.

We have supported the work of engaged Suffolk and Norfolk regulatory services working with and the Norfolk and Suffolk Local Enterprise Partnership (LEP) to develop stronger links to help improve the effective and efficient delivery of regulatory services via the New Anglia Better Business for All (BBfA) partnership.

There continues to be a significant number of enquiries received from people seeking advice who are exploring the setting up of their own small business from home eg home catering. Although these tend to be low risk activities they do involve some time in tailoring appropriate advice.
The ministerial Food Law Code of Practice requires that all food establishments should receive an initial inspection. This should normally take place within 28 days of registration or from when the Authority becomes aware that the establishment is in operation. This reflects the importance of ensuring new food establishments are complying with food law.

**Food Registrations/changes to registrations anticipated in 2017/18:**

<table>
<thead>
<tr>
<th>Food registrations</th>
<th>Time per registration (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Waveney:</td>
<td>115</td>
<td>115</td>
</tr>
</tbody>
</table>

4.9 **Liaison with other Organisations**

The Food and Safety Team has extensive liaison in place with a wide range of other organisations. For food safety matters these include:

- Food Standards Agency
- Suffolk Food Liaison Group
- Eastern Region Sampling Group
- Association of Port Health Authorities
- CCDC and the Anglia Health Protection Team, Anglia and Essex Public Health England Centre
- DEFRA
- The Thames Estuary, Essex and Suffolk Shellfish Liaison Group
- Liaison with HM Revenue and Customs nationally and locally in relation to imported food controls and smuggled products of animal origin
- Liaison with Planning and Building Control Teams to review related applications
- Campden BRI - an independent membership-based organisation carrying out research and development for the food and drinks industry.
- Associated British Ports
- Maritime and Coastguard Agency
- Trading Standards/Environmental Health Departments nationally as required
- Care Quality Commission
- Suffolk Adult Safeguarding Board
- New Anglia Better Business for All partnership.

4.10 **Food Safety Promotion**

The Food and Safety Team promotes food safety using materials made available by the FSA that are intended for businesses or the public. Examples include helping business operators meet regulations on food hygiene through promoting and supporting the FSA’s Safer Food, Better Business packs together with the use of FSA material such as during Food Safety Week. The team has a programme to deliver the Level 2 Award in Food Safety in Catering.
5. RESOURCES

5.1 Financial Allocation

Details of budgetary provision are included as Appendix 1.

The Councils maintain their own legal services to provide support to service areas. There is also financial provision made to enable the use of external legal services, where appropriate.

5.2 Staffing Allocation

5.2.1 Head of Service

The Head of Environmental Services and Port Health is Phil Gore who provides a 0.45 FTE towards achieving the Joint Food and Health and Safety Service Plan.

5.2.2 Food and Safety Team

The Food and Safety Team has full time equivalents available for food safety related work as follows in table 8.

Table 8. FTE food safety

<table>
<thead>
<tr>
<th>Professional staff</th>
<th>Support staff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Suffolk Coastal</strong></td>
<td></td>
</tr>
<tr>
<td>Food safety (excluding Port Health) 3.01 FTE</td>
<td>0.49 FTE</td>
</tr>
<tr>
<td><strong>Waveney</strong></td>
<td></td>
</tr>
<tr>
<td>Food safety (excluding Port Health) 3.58 FTE</td>
<td>0.49 FTE</td>
</tr>
</tbody>
</table>

These are detailed in Appendix 6.

The resource allocation set out in table 8 above is sufficient to complete the estimated programme of work outlined in the service plan for 2017/18 and set out in table 9 below. Additional unplanned work may require reprioritisation within the plan.

Table 9 Summary of work programme: professional staff time allocation

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Time allocation (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interventions due 2017/18</td>
<td>1,348</td>
</tr>
<tr>
<td>Interventions carried over from 2016/17</td>
<td>59.5</td>
</tr>
<tr>
<td>Poor compliers</td>
<td>54</td>
</tr>
<tr>
<td>Approved premises</td>
<td>510</td>
</tr>
<tr>
<td>Complaints</td>
<td>220</td>
</tr>
<tr>
<td>Sampling</td>
<td>90</td>
</tr>
<tr>
<td>Gastrointestinal cases investigations</td>
<td>112.5</td>
</tr>
<tr>
<td>Food alerts</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>Waveney</td>
</tr>
<tr>
<td></td>
<td>1,569</td>
</tr>
<tr>
<td></td>
<td>51.5</td>
</tr>
<tr>
<td></td>
<td>186</td>
</tr>
<tr>
<td></td>
<td>570</td>
</tr>
<tr>
<td></td>
<td>300</td>
</tr>
<tr>
<td></td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>112.5</td>
</tr>
<tr>
<td></td>
<td>28</td>
</tr>
<tr>
<td>Service</td>
<td>2019</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Advice/assistance</td>
<td>300</td>
</tr>
<tr>
<td>Food registrations</td>
<td>125</td>
</tr>
<tr>
<td>Revisits, report writing, appraisals, procedure updating, officer training and development, lead officer roles, peer review, student training, Eat Out, Eat Well award, port health (Waveney) food export/health certificates, FOIs and EIRs, media enquires, data protection requests, further enforcement and advisory work, teaching courses and website updates etc.</td>
<td>2,847</td>
</tr>
<tr>
<td>Total</td>
<td>4,840</td>
</tr>
</tbody>
</table>

### 5.2.3 Staff Development Plan

The Councils have harmonised their staff appraisal schemes and have a Joint Competency Framework. As part of the scheme, officers formally discuss and agree an individual performance and development plan with their line manager every 12 months. Progress with the plan is reviewed so any issues can be raised.

Relevant training areas are identified to ensure the requirements for authorised officers in accordance with the Food Law Code of Practice are met. The Regulators’ Development Needs Analysis Tool is used to help identify training and development needs.

The Food and Safety Team ensures that all enforcement officers are appropriately qualified and receive regular training to maintain and improve their level of competency. All officers are expected to have access to the equivalent of at least 10 hours update training which is monitored through the team’s internal Service Plan. A mixture of both internal and external training is provided for officers to achieve this aim. The Food and Safety Team will take advantage of opportunities for low cost training offered by the Food Standards Agency.

A well established programme at Suffolk Coastal helps to provide practical training to student EHOs. Arrangements are in place for Suffolk Coastal’s Port Health Authority to fund the annual appointment of a student EHO to receive practical training. The appointment of the student is coordinated by an officer from the Food and Safety Team who also manages and oversees the student’s training programme.

### 6. QUALITY ASSESSMENT

#### 6.1 Quality Assessment

The Food and Safety Team has a range of documented procedures which are subject to monitoring and review. A countywide common procedure template, aligned to the current Food Law Code of Practice, has been adopted.

#### 6.2 People Development Strategy

Suffolk Coastal and Waveney have previously achieved Investors in People status. We have not sought to renew this status but have a revised People Development Strategy that has the development of our workforce at its heart. Evidence requirements are around good understanding of objectives and drivers, meeting skills needs, reviewing the learning.
In 2016, volunteers were sought from across the partnership to form a 'natural work team' to develop and launch a set of staff 'values'. The values are about a collective, positive attitude; about working together as one team, every day and how we aspire to behave collectively. The five values are proud, dynamic, truthful, good value and united. These values will be embedded as an important part of staff culture and development.

6.3 Inter Authority Audits and Peer Review

The principle of inter authority audits (IAA) is fully supported. The Food and Safety Team has undertaken inter-authority inspection and quality and monitoring. Peer review takes place amongst the team eg discussions during team meetings and joint visits.

6.4 Internal Monitoring Arrangements

The Food and Safety Team has the following arrangements in place to assist in the quality assessment of the work carried out:

- documented work procedures (under a process of continuous review)
- samples of post-inspection reports, letters and notices are checked
- a sample number of inspections, either by shadowing or a follow-up visit or file review team meetings, including team meetings
- performance reviews via the joint internal Service Plans
- one to one meetings.

The contents of statutory notices will be discussed and agreed, where appropriate, with the appropriate manager or colleague before service.

6.5 Customer Satisfaction Surveys and Complaint Procedures

Customer satisfaction is collected on training courses and business satisfaction is collected via online surveys and feedback forms. A statistical summary of the results of these surveys is shown in Appendix 7.

The Councils publish complaint procedures and customer service standards on their website. A summary of complaints received in 2016/17 is produced in Appendix 8.

The FSA introduced an Independent Business Appeals Panel in response to the government’s small food manufacturers review (part of the Focus on Enforcement Campaign). The Independent Business Appeal Panel considers complaints or appeals against advice given by local authorities in England about food safety and food standards that a food business operator thinks is incorrect or goes beyond what is legally required.

6.6 Team Meetings

The Food and Safety Team schedules monthly meetings to discuss all matters relating to the service, including issues relating to competency and consistency. The meetings provide an opportunity to promote, explore and produce benefits of partnership working.
6.7 **Bench Marking**

The Food Standards Agency (FSA) publishes on their website the food safety enforcement activity carried out by all local authorities in the UK. This information is collated from the Local Authority Enforcement Monitoring System (LAEMS) statistical returns provided by local authorities and provides a useful tool for benchmarking performance with other local authorities. The FSA also reports this performance data to Government and Europe.

Monitoring performance against the standards set out in the Joint Food and Health and Safety Service Plan will be via management meetings and annually to full Councils.

7. **REVIEW – FOOD SAFETY**

7.1 **Identification of any Variation from the Service Plan – Food Safety**

The Suffolk Coastal and Waveney Food and Safety Team continue to perform well during a period of significant changes and challenges to working practices. The team continues to work hard to meet the challenges facing local authorities and reduced staff resources in recent years.

Factors that adversely affected the team’s capacity to deliver the service in 2016/17 were predominantly unplanned and not routine:

- realignment of the management responsibilities for the Environmental Health Technical Support Officers (EHTSOs)
- EHTSO maternity leave
- delays in recruiting suitable EHTSO maternity cover
- internal promotion of an EHTSO to another team
- recruitment of replacement EHTSOs and associated induction, training and familiarisation
- enforcement staff dealing with three fatal incidents at various stages
- prosecution for alleged contraventions of health and safety law involving public safety at a stadium
- following the decision by our existing training course awarding organisation to voluntarily surrender its own recognition, we worked through the registration process with a new awarding organisation to provide food hygiene and occupation health and safety qualifications.

These factors put pressure on staff but the team responded well to ensure that consumers were protected.

The Joint Food and Health and Safety Service Plan 2016/17 was largely completed with regards to food safety. However, the priorities of some items in the plan were reviewed taking a risk based approach and they were not completed:

- Plans to incorporate Enterprise performance management software will be carried forward into 2017/18.
7.2 The food safety key achievements in 2016/17 worthy of note are:

- Supported, where appropriate, the progress of the New Anglia Better Business for All (BBfA) partnership. BBfA is a Government supported partnership approach to creating the conditions to support growth. Providing more effective business support to facilitate the growth of Small and Medium-sized Enterprises is an Action point in the East Suffolk Business Plan 2015 – 2023.

- As part of a corporate project, upgraded to a newer version of the environmental health computer system featuring a fresh and innovative user interface with new and revised functionality to provide the user with new time saving functions.

- As part of a corporate project, moved to East Suffolk House, Riduna Park, Station Road, Melton, Woodbridge, IP12 1RT. These are purpose-built offices on a brown field site opposite Melton railway station. The move protects the tax payer, by reducing the Council’s running costs as the old headquarters became increasingly expensive to maintain and run.

- Investigated a complaint about the sale of meat and meat products from a butcher’s shop. The multiagency investigation involved other local authority food and safety teams, trading standards teams, the Food Standards Agency (FSA) and the National Food Crime Unit. The investigation led to the FSA issuing a Food Alert For Action to all Heads of Environmental Health Services and Directors of Trading Standards telling them that they should be aware that a number of pork stuffing products and pork cocktail sausages, found on sale at different shops trading as Nicholls Meats Ltd in the Norfolk area had ‘use by’ dates that had been extended beyond those set by the manufacturers without appropriate scientific evidence. Products may not have been kept under the correct temperature control, had been previously frozen and were also the subject of a number of labelling and traceability contraventions.

- We carried out an environmental sampling project involving a selection of food premises including cafes, restaurants and butcher shops. This was part of a UK coordinated food liaison group study into monitoring the hygiene practices in food businesses. Swabs were taken from food preparation areas, food containers and hand contact surfaces. Cloths used to clean these areas were also taken for microbial examination. A total of 15 premises were visited and 38 swabs taken. The swabs were sent to the Food, Water and Microbiology Laboratory, PHE Colindale for testing for pathogenic bacteria and hygiene indicator organisms. 18 out of 38 swabs reported as unsatisfactory for hygiene. Three of the swabs taken were positive for presumptive Bacillus cereus and two swabs were unsatisfactory for Listeria monocytogenes. The food business operators of all the premises sampled were informed of the results. Premises that had unsatisfactory results were given advice on how to clean effectively.

- Took samples of shellfish/river water in Suffolk Coastal as part of the statutory shellfish harvesting classification programme and algal bio-toxin monitoring programme. This work was largely undertaken by the student EHO as part of practical training.

- Completed a Food Standards Agency grant funded project to carry out biotoxin monitoring of locally produced shellfish to enhance the evidence base for a future
monitoring programme. The project began in Q4 of 2015/16 and ran through to the end of Q3 of 2016/17. The project enables the FSA to work in line with recommendations from the EU Food and Veterinary Office that a risk assessment was required to justify a sampling frequency which was anything less than weekly sampling for biotoxins in accordance with EU regulation 854/2004.

- We continued to deliver the food hygiene training programme with 100 candidates attending the full day CIEH Level 2 Award in Food Safety in Catering. One candidate failed and was offered an opportunity to retake the exam.

- Customer satisfaction surveys show that over 95% of delegates rate training courses with the top rating of ‘good’ and the other 5% rated them ‘average’.

- 80% businesses who responded to a survey following an inspection said that they were treated fairly.

- We worked with our Communication Teams to support Food Safety Week 2016 by publishing information online, tweets and press releases on: Eat it, Cook it, Freeze it! The week was run by the FSA in partnership with Love Food Hate Waste.

- We worked with other Suffolk local authorities to encourage businesses to sign up to the Suffolk Health and Wellbeing Board supported Eat Out Eat Well award. To qualify for the award, businesses must show their commitment to providing healthier choices; this includes keeping fat, sugar and salt to a minimum, making fruit and vegetables widely available and basing main meals on starchy carbohydrates. There are three levels of award: bronze, silver and gold. The level awarded is based on an assessment that takes into account the type of food on offer, cooking methods, and how businesses promote healthy choices to their customers. As at March 2017 there were 5 gold, 7 silver and 8 bronze awards in East Suffolk. The development and launch of the Eat Out Eat Well award has delivered a specific Action point in the East Suffolk Business Plan 2015 – 2023.

- We continued to focus on targeting poorer complying food businesses. This included arranging for pre-arranged meetings with FBOs to review their compliance history with them, identify barriers to complying and agreeing future actions.

- Lowestoft Port Health Authority issued 33 Ship Sanitation Control Certificates/Ship Sanitation Control Exemption Certificates

- We submitted annual data returns to the FSA’s Local Authority Enforcement Monitoring System (LAEMS) relating to food safety in 2016/17. A summary of the interventions, enforcement actions and compliance data is shown in table 10 below (2015/16 data provided for comparison). Higher risk establishments food establishments were prioritised for inspection. Outstanding interventions will be rolled over to 2017/18.
Table 10. Summary of food interventions, enforcement actions and compliance data for Suffolk Coastal and Waveney. Source: LAEMS returns for 2016/17.

<table>
<thead>
<tr>
<th>LAEMS Criteria</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2016/17</strong></td>
<td><strong>2015/16</strong></td>
<td><strong>2016/17</strong></td>
</tr>
<tr>
<td><strong>Total % of interventions achieved by premises category (excluding unrated)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A None due (0 interventions)</td>
<td>100% (10 interventions)</td>
<td>100% (12 interventions)</td>
</tr>
<tr>
<td>B 100% (32 interventions)</td>
<td>100% (65 interventions)</td>
<td>100% (77 interventions)</td>
</tr>
<tr>
<td>C 99.32% (148 interventions)</td>
<td>96.63% (201 interventions)</td>
<td>99% (198 interventions)</td>
</tr>
<tr>
<td>D 99.3% (284 interventions)</td>
<td>96.57% (197 interventions)</td>
<td>98.67% (222 interventions)</td>
</tr>
<tr>
<td>E 99.19% (246 interventions)</td>
<td>98.5% (131 interventions)</td>
<td>100% (241 interventions)</td>
</tr>
<tr>
<td><strong>Unrated</strong></td>
<td>(84 interventions)</td>
<td>(69 interventions)</td>
</tr>
<tr>
<td><strong>% Broadly compliant. All categories (excluding unrated and outside)</strong></td>
<td>99.04%</td>
<td>98.32%</td>
</tr>
<tr>
<td><strong>% Broadly compliant. All categories (including unrated)</strong></td>
<td>97.11%</td>
<td>96.92%</td>
</tr>
<tr>
<td><strong>Number of establishments subject to:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Written warnings</td>
<td>264</td>
<td>288</td>
</tr>
<tr>
<td>Improvement notices</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Emergency Prohibition Notices</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prohibition Orders</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Voluntary closures</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Seizure, detention and surrender of food</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Remedial Action Notices</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Table 10. Summary of food interventions, enforcement actions and compliance data for Suffolk Coastal and Waveney. Source: LAEMS returns for 2016/17.

<table>
<thead>
<tr>
<th>LAEMS Criteria</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016/17</td>
<td>2015/16</td>
</tr>
<tr>
<td>Prosecutions</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Simple cautions</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Suspension/revocation of approval</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Samples taken</td>
<td>21</td>
<td>18</td>
</tr>
<tr>
<td>Complaint investigations - food</td>
<td>11</td>
<td>15</td>
</tr>
<tr>
<td>Complaint investigations – hygiene of premises</td>
<td>107</td>
<td>79</td>
</tr>
</tbody>
</table>

- Suffolk Coastal completed a sixth and Waveney a fifth year of participating in the FSA’s Food Hygiene Rating scheme (FHRS). The scheme helps people choose where to eat out or shop for food by giving information about hygiene standards in places supplying food direct to the public. It also recognises businesses that achieve good standards of food safety and hygiene.

- Each food business is given a food hygiene rating on a scale from 0 to 5 when it is inspected by a local authority officer. The top rating is ‘5’ – this means the hygiene standards are very good. A business that meets the legal minimum standard will achieve a 5. The bottom is ‘0’ – this means urgent improvement is required. Food businesses are given a sticker that they can put on their window/door. All ratings are published on the FSA’s website. The distribution of ratings is shown in Figures 1 and 2. The figures show that over the five years up to April 2017 369 more businesses in Suffolk Coastal and 351 more businesses in Waveney achieved a top FHRS rating of 5.
Fig. 1 Suffolk Coastal Food Hygiene Ratings 2012, 2016 and 2017

Food Hygiene Rating Band

- 5 - Very Good: 980
- 4 - Good: 912
- 3 - Generally Satisfactory: 611
- 2 - Improvement Necessary: 236
- 1 - Major Improvement Necessary: 140
- 0 - Urgent Improvement Necessary: 25

Source: FSA FHRS website.
Fig 2. Distribution of Food Hygiene Ratings in Waveney. Source: FSA FHRS website.

Fig 2. Waveney Food Hygiene Ratings 2012, 2016 and 2017

Food Hygiene Rating Band

<table>
<thead>
<tr>
<th>Rating Band</th>
<th>Number of Businesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 - Very Good</td>
<td>803</td>
</tr>
<tr>
<td>4 - Good</td>
<td>753</td>
</tr>
<tr>
<td>3 - Generally Satisfactory</td>
<td>455</td>
</tr>
<tr>
<td>2 - Improvement Necessary</td>
<td>205</td>
</tr>
<tr>
<td>1 - Major Improvement Necessary</td>
<td>170</td>
</tr>
<tr>
<td>0 - Urgent Improvement Necessary</td>
<td>56</td>
</tr>
<tr>
<td>121821</td>
<td>89</td>
</tr>
<tr>
<td>99</td>
<td>22</td>
</tr>
<tr>
<td>262</td>
<td>0</td>
</tr>
</tbody>
</table>

Number of businesses
In conjunction with our Communication Team we continued to use Twitter to regularly highlight businesses that achieve a top FHRS rating of 5.

We provided our Communications Team with information to enable them to respond to enquiries from local newspapers about poorer performing businesses they had identified from FHRS ratings published by the FSA.

In order to ensure that the FHRS is fair to businesses, it has been designed to include a number of safeguards. These are: an appeal procedure; a right to reply; and an opportunity to request a re-visit when improvements have been made in order to be re-assessed for a new rating. Information about these safeguards is provided to food businesses when they are told of their rating and it is also available on the Councils’ and FSA’s websites. There were no FHRS appeals in 2016/17 as shown in table 11 below.

Table 11. Food Hygiene Rating Scheme Revisit Requests, Right to Reply and Appeals received 2016/17.

<table>
<thead>
<tr>
<th></th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revisit requests</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Right to Reply</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Appeals</td>
<td>Upheld</td>
<td>Not upheld</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

We registered 238 new food business operators/recorded changes to registrations as detailed in table 12.

Table 12 - New food business registrations/changes received 2016/17 (2015/16 data provided for comparison).

<table>
<thead>
<tr>
<th></th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016/17</td>
<td>2015/16</td>
</tr>
<tr>
<td>124</td>
<td>136</td>
<td>114</td>
</tr>
</tbody>
</table>

Food safety advice/assistance provided:
Suffolk Coastal 199
Waveney 221

Infections requiring particular information to be collected were promptly followed up and passed to the Public Health England (PHE) Anglia Health Protection Team, in accordance with the East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases. A national records system is used to help identify common factors and detect links to cases and outbreaks at an early stage. Cases are confirmed when a stool sample is provided by someone suffering from food poisoning symptoms and is sent to a laboratory by a GP or other health professional. Not all people suspected of having food poisoning contact their GP or provide a stool sample for testing. Therefore, the exact numbers of cases of food poisoning are not known and there is under reporting. Tables 13 and 14 below show cases of infections.

<table>
<thead>
<tr>
<th></th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016/17</td>
<td>2015/16</td>
</tr>
<tr>
<td>E coli O157 VTEC</td>
<td>0</td>
<td>&lt;10</td>
</tr>
<tr>
<td>Salmonellosis</td>
<td>12</td>
<td>20</td>
</tr>
<tr>
<td>Campylobacteriosis</td>
<td>148</td>
<td>154</td>
</tr>
<tr>
<td>Cryptosporidiosis</td>
<td>22</td>
<td>14</td>
</tr>
<tr>
<td>Giardiasis</td>
<td>&lt;10</td>
<td>14</td>
</tr>
<tr>
<td>Shigella dysentery</td>
<td>&lt;10</td>
<td>&lt;10</td>
</tr>
<tr>
<td>Total</td>
<td>191</td>
<td>210</td>
</tr>
</tbody>
</table>

Table 14 - Gastrointestinal disease cases April 2016 to March 2017 and April 2015 to March 2016, rate per 100 000 population*. Source East of England Health Protection Team, Public Health England Centre

<table>
<thead>
<tr>
<th></th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016/17</td>
<td>2015/16</td>
</tr>
<tr>
<td>E coli 0157 VTEC</td>
<td>0.0</td>
<td>1.6</td>
</tr>
<tr>
<td>Salmonellosis</td>
<td>9.6</td>
<td>16.0</td>
</tr>
<tr>
<td>Campylobacteriosis</td>
<td>118.4</td>
<td>123.1</td>
</tr>
<tr>
<td>Cryptosporidiosis</td>
<td>17.6</td>
<td>11.2</td>
</tr>
<tr>
<td>Giardiasis</td>
<td>6.4</td>
<td>11.2</td>
</tr>
<tr>
<td>Shigella dysentery</td>
<td>0.8</td>
<td>4.8</td>
</tr>
<tr>
<td>Total</td>
<td>152.7</td>
<td>167.9</td>
</tr>
</tbody>
</table>

* ONS mid-year estimates 2015

8. AREAS FOR IMPROVEMENT – FOOD SAFETY

8.1 In 2017/18 the Suffolk Coastal and Waveney Food and Safety Team plan to:

- Incorporate Enterprise performance management software to provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.

- As part of a corporately led project we will continue to explore improving mobile working options. This will include piloting a mobile working solution provided by the existing supplier of our environmental health computer system.

- Work with Customer Services to further develop the use of online forms and payments where applicable eg Ship Sanitation Control Exemption Certificates/Ship Sanitation Control Certificates, Food Health Export Certificates, Food Hygiene Rating Scheme Request for Revisits, Appeals and Right to Reply forms.
• Review, revise and update the many document templates that we use to include changes to reflect the corporate Style Guide.

• Incorporate the FSA’s range of aide-memoires for local authority officers to use when carrying out hygiene inspections of approved premises. The FSA published the aide-memoires in response to nationwide findings of the Directorate General for Health and Food and the FSA’s Local Authority Audit Team.

• Implement a coordinated plan to sample food produced from approved premises located in East Suffolk.

• Work with other Suffolk LAs to deliver a countywide Outside Event Caterers and Event Venues project to ensure that businesses are provided with consistent advice and people attending events are protected.

• Adopt internal Key Performance Indicators targets for 2017/18:
  Number and percentage of premises with a 3-5 food hygiene rating ie rated ‘generally satisfactory’ or better.
  Suffolk Coastal: Year target: 0.25% improvement
  Waveney: Year target: 0.75% improvement

• Adapt to the decision announced by the FSA in March 2017 to move away from providing traditional classroom-based courses for authorised officers. This will involve improving officer access to on-line training modules.

• Explore opportunities for generating income for advisory services/non statutory activities.
9. HEALTH AND SAFETY SERVICE

9.1.1 Scope of the Health and Safety Service

The Suffolk Coastal and Waveney Councils carry out interventions relating to health and safety matters in those premises for which it has enforcement responsibility eg retail, leisure, catering and hospitality, care homes (employees related only), retail and wholesale distribution warehousing etc.

- proactive inspection will be used to target the high risk activities in sectors specified by HSE in the National Local Authority Enforcement Code or where intelligence suggests risks are not being effectively managed
- engagement with event organisers in partnership with other agencies via the Safety Advisory Group to address public safety at events
- investigation of complaints concerning work premises and practices
- investigation of accidents and dangerous occurrences reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- health and safety education programme, including CIEH Level 2 Award in Health and Safety in the Workplace
- Sunday trading laws
- consultee as a responsible authority under the Licensing Act 2003
- registration of skin piercing activities.

9.10 Demands on the Health and Safety Service

The districts attract many tourists particularly during the summer months. Events attracting several thousands of people are held in both districts, these have included the Suffolk Show at Trinity Park and the Latitude Festival that takes place at Henham Park on a site that extends into both Suffolk Coastal and Waveney. The Food and Safety Team works with the event organisers and others during the planning and delivery of the festival to ensure that persons involved in the events and the members of the public that attend them are protected from risks to their health or safety.

10 SERVICE DELIVERY – HEALTH AND SAFETY

10.1 Health and Safety Premises Inspection and other Interventions

The responsibility for the enforcement of the Health and Safety at Work Act etc. 1974 and relevant statutory provisions is governed by the Health and Safety (Enforcing Authority) Regulations 1998 that allocate enforcement to either the Health and Safety Executive or Local Authority according to the main work activity. Since 1974 local authorities have been responsible for enforcement of the health and safety laws in places such as shops, retail and wholesale warehouses, offices, catering, restaurants, bars, hotels, care homes (without nursing care), leisure and cultural services such as golf courses and horse riding establishments together with consumer services such as undertakers and centres fitting tyres and exhausts.

The Health and Safety Executive is responsible for the remainder of activities eg factories, building sites, farms, vehicle repair workshops, railways, power stations, care homes providing nursing care, docks, fairgrounds, schools, colleges and Council run services.
Under a Memorandum of Understanding the Care Quality Commission now have responsibility for the regulation of health and safety in registered care homes that solely affects the service user under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Local Authorities still have powers under the Health and Safety at Work etc. Act 1974 in relation to the health and safety of employees and matters that might affect both employees and service users such as the control of legionella in hot and cold water systems.

In May 2013 HSE published the National Local Authority Enforcement Code. The Code is designed to ensure that LA health and safety regulators take a more consistent and proportionate approach to their regulatory interventions. It sets out the Government expectations of a risk based approach to targeting.

HELA Circular LAC 67/2 (rev 6) provides a nationally consistent framework for guiding the Local Authority as to the appropriate interventions based on risk and efficacy where local authorities regulate health and safety. There are no predetermined inspection frequencies as it is expected that the LA will follow the Code and use intelligence such as reported incidents or complaints to decide whether a proactive inspection is justified. Suffolk Coastal and Waveney’s Food and Safety Team is committed to improving health and safety outcomes where there is greatest risk and will reserve proactive planned inspections for those premises that present a comparatively high risk. Alternative interventions such as awareness raising campaigns and invitations to particular sectors to engage with the management of health and safety will be incorporated into the workplan.

The Food and Safety Team have used the LA National Code and local intelligence to identify the following priorities for intervention:

- fatalities and significant injuries resulting from being struck by vehicles in high volume warehousing or distribution
- fatalities and significant injuries resulting from falls from height, amputation and crushing injuries in industrial retail or wholesale premises eg steel stockholders, builders/timber merchants
- industrial diseases (occupational deafness/cancer/ respiratory diseases) in industrial retail or wholesale premises eg steel stockholders, builders/timber merchants, in-store/craft bakeries, stone wholesalers’
- falls from height, unstable loads and manual handling in high volume warehousing or distribution
- crowd management and injuries or fatalities to the public at large scale public gatherings eg cultural events, sports, festivals and live music
- violence at work at premises with vulnerable working conditions (lone/night working/cash handling eg betting shops/off-licences/hospitality) and where intelligence indicates that risks are not being effectively managed
- buried pipework and bulk storage of Liquefied Petroleum Gas (LPG) used in food premises and natural gas safety in catering premises will continue to be assessed when the premises are visited for food safety purposes.

Public safety, in particular crowd safety, has been identified by HSE as a priority and in Suffolk Coastal and Waveney Districts there has been a growth in commercial and community events that might pose a risk to those who attend them. Local multi agency Safety Advisory Groups (SAGs) routinely meet on a monthly basis and are made up of representatives from local
authorities, the emergency services and other relevant bodies and chaired by a member of the Food and Safety Team. SAGs review event applications to ensure that the emergency services will be prepared in the event of an emergency and advise the organisers on public safety.

The increasing number of events self-referring to SAG shows that event organisers welcome the opportunity to gain knowledge and assistance in running a safe event. The larger events such as Latitude Festival and the Suffolk Show will always require a multi agency review by SAG due to the nature of the events. The recent inquiry into the events at Hillsborough 25 years ago have highlighted the need for all involved to understand how their actions might affect others and SAG is a useful forum for this.

In 2016/17 the Senior Environmental Health Officer in the Food and Safety Team chaired the county wide Suffolk Event Safety Advisory Group when the Women’s’ Tour cycle tour that had stages of the race in Suffolk were reviewed. The Senior Environmental Health Officer also contributed to a training initiative on behalf of the Suffolk Resilience Forum for police, fire and emergency planning personnel who were new to the SAG process.

The Councils will use a variety of information sources to determine the key risks of serious workplace accidents, injuries and ill-health and review priorities throughout the year eg matters of evident concern identified whilst on site for another purpose such as during a food safety intervention. Unsafe installation and maintenance of gas and electrical systems has once again been identified by officers with Prohibition Notices served where there was a serious risk of personal injury.

Intelligence will also be sought via the Suffolk Health and Safety Liaison Group which is chaired by the Senior Environmental Health Officer. The group is trialing a more regional approach by meeting with the Norfolk Health and Safety Liaison Group representatives every six months to share information and successful project plans. These groups are attended by the HSE’s Enforcement Liaison Officer (ELO) or their representative.

The transfer or assignment of premises, where enforcement responsibility is unclear between the local authority and the HSE, would be carried out in conjunction with the ELO.

10.2 Investigation of complaints about work activities and workplaces

In addition to planned interventions the Food and Safety team will respond to complaints made by employees or other interested parties about either the place of work or work activities that they believe will affect their health or safety. Officers will use previous history and other intelligence to prioritise complaints. In 2015 Suffolk Constabulary and East of England Ambulance NHS Trust both raised concerns about safety at the premises in Suffolk Coastal. Following a visit to the premises four Prohibition notices were served immediately and three Improvement Notices were subsequently served. One notice was not complied with and further enforcement action has been commenced.

It is anticipated that that there will be the following numbers of health and safety related complaints in 2017/18:

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>60</td>
</tr>
<tr>
<td>Waveney</td>
<td>70</td>
</tr>
</tbody>
</table>
10.3 Investigation of Accidents and Dangerous Occurrences

The Food and Safety Team will have regard to the national Health and Safety Executive/Local Authority Enforcement Liaison Committee (HELA) Circular 22/13 (rev1) Incident Selection Criteria Guidance to deliver a common proportionate, transparent and targeted approach for the selection and investigation of accidents and incidents. When deciding which incidents to investigate and the level of resource to be allocated to the investigation, account will be taken of the:

- severity and scale of potential or actual harm
- seriousness of any potential breach of the law
- duty holder’s known past health and safety performance
- enforcement priorities
- practicality of achieving results
- wider relevance of the event, including serious public concern
- national guidance on targeting interventions.

The Care Quality Commission (CQC) have responsibility for investigating injuries and ill health suffered by service users in registered care settings although the provider is still required to notify the relevant health and safety enforcing authority. Such incidents are passed to CQC by Food and Safety Team officers as soon as they are initially received.

It is anticipated that there will be the following numbers of Reporting of Injuries Diseases and Dangerous Occurrences Regulations reports in 2017/18:

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>56</td>
</tr>
<tr>
<td>Waveney</td>
<td>87</td>
</tr>
</tbody>
</table>

10.4 Notification of Asbestos Removal

Notifications of asbestos removal anticipated in 2017/18:

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>2</td>
</tr>
<tr>
<td>Waveney</td>
<td>2</td>
</tr>
</tbody>
</table>

10.5 Registration, Licensing and Planning consultations

The Councils’ Food and Safety Team is involved in the registration process for skin piercing activities eg tattooing under the Local Government (Miscellaneous) Provisions Act 1982. The team is also a responsible authority under the Licensing Act 2003 and is consulted on licensing applications.

10.6 Primary Authority and Home Authority Schemes

In April 2009 The Regulatory Enforcement and Sanctions Act 2008 introduced into law the principle of the Primary Authority (PA). All local authorities are now required by law when considering enforcement action against a business with multiple outlets to follow advice agreed between the business and its PA. The purpose of these new requirements is to achieve greater consistency in enforcement action in large, multi-outlet businesses. The Local Better Regulation Office view Primary Authorities as a solution to the weaknesses that previously existed with the voluntary Home Authority scheme.
The team supports the Primary Authority (PA) scheme managed by the Better Regulation Delivery Officer. Where PA partnerships are registered the team will contact the PA to ensure that proposed actions are not contrary to appropriate advice that the PA has previously issued. Neither Suffolk Coastal nor Waveney has a PA agreement with any company in their districts.

10.7 Advice to Business

The Food and Safety Team endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides free advice to businesses eg and responds to requests for advice from businesses, members of the public and other partner agencies.

Requests for health and safety advice anticipated in 2017/18:

<table>
<thead>
<tr>
<th>Location</th>
<th>Advice Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>15</td>
</tr>
<tr>
<td>Waveney</td>
<td>10</td>
</tr>
</tbody>
</table>

The Food and Safety Team contributes updates to the Councils’ website pages. These have general health and safety information together with a link to the HSE’s website for more information.

10.7 Economic Challenge

The Food and Safety Team endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides advice to businesses eg

- provide free information and advice
- provide signposts to sources of free information
- provide local low cost training
- monitor and respond as appropriate to regular feedback from questionnaires
- process imported food controls promptly
- deal with applications to trade in a prompt manner eg food establishment approvals/skin piercing/general food establishment registrations.
- respond to national influences and
- regularly review our procedures.

We have supported the work of engaged Suffolk and Norfolk regulatory services working with and the Norfolk and Suffolk Local Enterprise Partnership (LEP) to develop stronger links to help improve the effective and efficient delivery of regulatory services via the New Anglia Better Business for All (BBfA) partnership.

10.8 Liaison with other Organisations

There are benefits to be gained by working in close partnership with the Health and Safety Executive and other local authorities. The Food and Safety Team has demonstrated commitment to this by having already undertaken or have plans to liaise with the Health and Safety Executive eg via meetings, other communication and initiatives involving:

- our Health and Safety Executive partnership inspectors at district level
- the Suffolk Health and Safety Liaison Group at county level
• the Health and Safety Executive Regional Partnership Team at regional level and the Health and Safety Policy Forum at national level.

We have also been involved in the co-ordination and conduct of joint visits and campaigns with Health and Safety Executive inspectors and participated in initiatives involving the Health and Safety Executive and neighbouring local authorities.

The Food and Safety Team has extensive liaison in place with a wide range of other organisations on health and safety matters:

• Suffolk Health and Safety Liaison Group
• CIEH
• LGA Practitioner Forum on Health and Safety
• HSE eg staff at the local offices, Local Authority Unit
• Planning and Building Control
• Trading Standards Officers at Suffolk County Council
• Clinical Commissioning Groups
• Suffolk Fire and Rescue Service
• Other LAs directly and through EHCnet
• Public Health England
• Licensing Team (Licensing Act 2003)
• Waveney Safety and Environment Group
• Care Quality Commission
• Suffolk County Council Adult and Child Safeguarding Teams
• Suffolk County Council Trading Standards Team
• Highways England
• Suffolk Resilience Forum
• Suffolk Joint Emergency Planning Team
• HSE/LA Eastern Region Partnership Forum
• Suffolk Police
• Home Office Security Industry Authority
• East of England Ambulance NHS Trust and
• New Anglia Better Business for All partnership.

10.9 Flexible Warranting and local agreements

All of the Suffolk local authorities have signed an agreement under section 113 of the Local Government Act 1972. The agreement provides mutual aid between the participating local authorities by enabling suitably qualified, experienced and competent officers to carry out relevant enforcement functions across the local authorities in the event of:

• a major incident such as a significant human or animal health outbreak or a serious incident in a workplace where considerable additional resources are required
• an emergency where the enforcing authority does not have a suitably authorised officer available when required
• in response to an incident where an officer from another local authority has particular skills, experience or expertise.
11. **RESOURCES**

11.1 **Financial Allocation**

Details of budgetary provision are included as Appendix 1.

The Councils maintain their own legal services to provide support to service areas. There is also financial provision made to enable the use of external legal services, where appropriate.

11.2 **Staffing Allocation**

11.2.1 **Head of Service**

The Head of Environmental Services and Port Health is Phil Gore who provides a 0.45 FTE towards achieving the Joint Food and Health and Safety Service Plan.

11.2.1 **Food and Safety Team**

The Food and Safety Team has full time equivalents available for health and safety regulatory work as follows:

**Table 15 - FTE health and safety.**

<table>
<thead>
<tr>
<th></th>
<th>Professional staff*</th>
<th>Support staff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Suffolk Coastal</strong></td>
<td>Health and safety 0.8 FTE</td>
<td>0.32 FTE</td>
</tr>
<tr>
<td><strong>Waveney</strong></td>
<td>Health and safety 0.7 FTE</td>
<td>0.32 FTE</td>
</tr>
</tbody>
</table>

The resource allocation set out in table 15 is sufficient to complete the estimated programme of work outlined in the service plan for 2017/18. However, any additional unplanned work may require reprioritisation within the plan.

11.3 **Staff Development Plan**

The Councils have harmonised their staff appraisal schemes and have published their agreed values and behaviours. As part of the appraisal scheme, officers formally discuss and agree an individual performance and development plan with their line manager every 12 months. Progress with the plan is reviewed so any issues can be raised.

Relevant training areas are identified to ensure the requirements for authorised officers are met. The Regulators’ Development Needs Analysis Tool is used to help identify training and development needs.

All health and safety enforcement officers can use the Regulators’ Development website to aid and enhance the continuing development of their health and safety competence. To maintain competence, enforcement officers attend training courses run by various organisations including the HSE. The Food and Safety Team will continue to access both local and national training initiatives to ensure that all of its enforcement officers are well trained and competent. Officers will also use of the online Guidance for Regulators – Information Point that is part of the Regulators’ Development website.
A well established programme at Suffolk Coastal helps to provide practical training to student EHOs. Arrangements are in place for Suffolk Coastal’s Port Health Authority to fund the annual appointment of a student EHO to receive practical training. The appointment of the student is coordinated by an officer from the Food and Safety Team who also manages and oversees the student’s training programme.

12 QUALITY ASSESSMENT

12.1 Quality Assessment

The Food and Safety Team has a range of documented procedures which are subject to monitoring and review.

12.1 People Development Strategy

Suffolk Coastal and Waveney have previously achieved Investors in People status. We have not sought to renew this status but have a revised People Development Strategy that has the development of our workforce at its heart. Evidence requirements are around good understanding of objectives and drivers, meeting skills needs, reviewing the learning.

In 2016, volunteers were sought from across the partnership to form a 'natural work team' to develop and launch a set of staff 'values'. The values are about a collective, positive attitude; about working together as one team, every day and how we aspire to behave collectively. The five values are proud, dynamic, truthful, good value and united. These values will be embedded as an important part of staff culture and development.

12.2 Inter Authority Audits and Peer Review

The principle of inter authority audits (IAA) is fully supported. The Food and Safety Team has undertaken inter-authority inspection and quality and monitoring. Peer review takes place amongst the team eg discussions during team meetings and joint visits. In 2016 the Suffolk Health and Safety Liaison Group hosted and facilitated a peer review consistency exercise for health and safety Inspectors from Suffolk, Norfolk, Essex and the Health and Safety Executive. The health and safety regulatory service is also subject to peer review with Local Authorities in Suffolk and Norfolk via the Norfolk and Suffolk Health and Safety Liaison Groups.

12.3 Internal Monitoring Arrangements

The Food and Safety Team has the following arrangements in place to assist in the quality assessment of the work carried out:

- documented work procedures (under a process of continuous review)
- samples of post-inspection reports, letters and notices are checked
- a sample number of inspections, either by shadowing or a follow-up visit or file review team meetings, including joint team meetings which include performance reviews via the joint internal Service Plans
- one to one meetings.
The contents of statutory notices will be discussed and agreed, where appropriate, with the appropriate manager or colleague before service.

12.4 Customer Satisfaction Surveys and Complaint Procedures

Customer satisfaction is collected on training courses and business satisfaction is collected via online surveys. A statistical summary of the results of these surveys is shown in Appendix 7.

The Councils publish complaint procedures and customer service standards on their website. A summary of complaints received in 2016/17 is produced in Appendix 8.

In 2012 the Government established an independent panel to consider challenges to health and safety regulatory advice. The panel looks into issues raised by business where they believe a HSE or local authority health and safety inspector has given advice that is incorrect or disproportionate. The panel will not look at issues where other independent appeals processes exist, such as for enforcement notices or prosecutions. Ministers asked for the panel to be established following a recommendation in the Löfstedt report, which proposed that the Government introduced a challenge mechanism that allows for cases of incorrect, over-application of health and safety legislation to be addressed.

12.5 Team Meetings

The Food and Safety Team holds meetings to discuss all matters relating to the service, including issues relating to competency and consistency. In 2016/17 the Food and Safety Team continued with a programme of joint team meetings to help promote, explore and produce benefits of partnership working.

12.6 Bench Marking

The Councils complete the annual LAE1 return to the HSE that can form the basis of national benchmarking. At a local level the partnership between the two Councils provides opportunities to benchmark and the Suffolk Health and Safety Liaison Group is also a forum to exchange approaches in the way that local authorities and the HSE work.

Monitoring performance against the standards set out in the Joint Food and Health and Safety Service Plan will be via management meetings and annually to full Councils.

13. REVIEW – HEALTH AND SAFETY

13.1 Identification of any Variation from the Service Plans - Health and Safety

See also para 7.1 above.

The Suffolk Coastal and Waveney Food and Safety Team continue to perform well during a period of significant changes and challenges to working practices. The team continues to work hard to face up to the challenges facing local authorities and reduced staff resources in recent years.
Factors that adversely affected the team’s capacity to deliver the service in 2016/17 were predominantly unplanned and not routine:

• realignment of the management responsibilities for the Environmental Health Technical Support Officers (EHTSOs)
• EHTSO maternity leave
• delays in recruiting suitable EHTSO maternity cover
• internal promotion of an EHTSO to another team
• recruitment of replacement EHTSOs and associated induction, training and familiarisation
• enforcement staff dealing with three fatal incidents at various stages
  • prosecution for alleged contraventions of health and safety law involving public safety at a stadium
• following the decision by our existing training course awarding organisation to voluntarily surrender its own recognition, we worked through the registration process with a new awarding organisation to provide food hygiene and occupation health and safety qualifications.

These factors put pressure on staff but the team responded well to ensure that consumers were protected.

The Joint Food and Health and Safety Service Plan 2016/17 was largely completed with regards to health and safety. However, the priorities of some items in the plan were reviewed taking a risk based approach and they were not completed:

• Plans to incorporate Enterprise performance management software will be carried forward into 2017/18.

13.2 The health and safety key achievements in 2016/17 worthy of note are:

• Supported, where appropriate, the progress of the New Anglia Better Business for All (BBfA) partnership. BBfA is a Government supported partnership approach to creating the conditions to support growth. Providing more effective business support to facilitate the growth of Small and Medium-sized Enterprises is an Action point in the East Suffolk Business Plan 2015 – 2023.

• As part of a corporate project, upgraded to a newer version of the environmental health computer system featuring a fresh and innovative user interface with new and revised functionality to provide the user with new time saving functions.

• As part of a corporate project, moved to East Suffolk House, Riduna Park, Station Road, Melton, and Woodbridge, IP12 1RT. These are purpose-built offices on a brown field site opposite Melton railway station. The move protects the tax payer, by reducing the Council’s running costs as the old headquarters became increasingly expensive to maintain and run.

• Drafted work procedures based on Health and Safety Executive/Local Authorities Enforcement Liaison Committee (HELA) Local Authority Circulars eg incident selection criteria and targeting local authority interventions etc.
• Implemented a recording system on the environmental health computer system for health and safety interventions in line with the national reporting structure.

• Suffolk regulatory services, working with the Norfolk and Suffolk Local Enterprise Partnership (LEP), lead to a Better Business for All (BBfA) workshop attended by regulators and stakeholders from Suffolk, Norfolk and Cambridgeshire. BBfA brings together businesses and regulators to consider and change how local regulation is delivered and received.

• The Food and Safety Team was represented at the Suffolk Health and Safety Liaison Group which is also chaired by an EHO from the Food and Safety Team. Six of the seven Suffolk LAs work in partnership which has reduced the number of officers at the county liaison group and is less effective for peer review and benchmarking so Suffolk and Norfolk now meet twice per year to share best practice.

• Buried pipework and bulk storage of LPG serving food premises was assessed when the relevant premises were visited for food hygiene purposes; this initiative will be continued in 2017/18.

• Skin piercing – work began on reviewing and updating registration records. New registrations were dealt with. The work on the records will continue into 2017/18 with the team’s new support arrangements in place.

• Gas and electricity safety in catering premises - one Prohibition Notice was served for electrical safety and two Prohibition Notices for gas safety.

• Evidence was given to a Coroner’s Inquest following a fatality at a swimming pool. The inquest was concluded in December 2016.

• Submitted annual data return to the HSE relating to occupational health and safety (LAE1 Local Authority Health and Safety Return). A summary is shown in table 16 below.

**Table 16. Summary of the health and safety interventions, enforcement actions and compliance data Suffolk Coastal and Waveney Food and Safety Team. Source: LAE1 return 2016/17.**

<table>
<thead>
<tr>
<th>LAE1 Criteria</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proactive inspections</td>
<td>53</td>
<td>37</td>
</tr>
<tr>
<td>Non-inspection interventions</td>
<td>30</td>
<td>19</td>
</tr>
<tr>
<td>Reactive visits</td>
<td>77</td>
<td>87</td>
</tr>
<tr>
<td>Revisits following earlier intervention</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>Improvement Notices</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Deferred Prohibition Notices</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Immediate Prohibition Notices</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Simple cautions</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

• Acted as responsible authority under the Licensing Act 2003 for public safety.
• Received, considered and responded where necessary to licensing consultations and process skin piercing registrations:

<table>
<thead>
<tr>
<th>Temporary Event Notifications</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>468</td>
<td>268</td>
</tr>
<tr>
<td>Other licensing consultations</td>
<td>37</td>
<td>61</td>
</tr>
<tr>
<td>Skin piercing registrations processed</td>
<td>22</td>
<td>14</td>
</tr>
</tbody>
</table>

• 142 events were notified to Suffolk Coastal and Waveney District Councils’ Food and Safety Team. SAG considered 24 events at 21 meetings with the organisers and a further 20 event management plans were reviewed by SAG members as a “virtual SAG”.

• Officers took part in the September 2016 Impact Day by visiting 57 premises in industrial areas of Felixstowe. Information was collected on the main use of each unit to update the authority’s database, at the same time advice was given to occupiers on what was required to comply with health and safety law and where they could obtain information.

• Delivered a local intelligence led project to assess adequacy of controls of Legionella in hot and cold water systems in care homes. 51 inspections were carried out at care homes across East Suffolk following consultation with Care Quality Commission (CQC). Six homes were found to be fully compliant. 19 had adequate risk assessments but were failing to implement the necessary controls and 26 were found to have failed to properly assess the risks or implemented controls that would prevent the growth of legionella.

The results of the interventions were shared with CQC, NHS, SCC Adult Services, Safeguarding and HealthWatch. It was noted that there was a correlation between the homes that were most non-compliant with the Health and Safety at Work etc Act and those homes that were rated as inadequate by CQC. The care homes that were visited were the subject of previous interventions to require suitable and sufficient risk assessments which suggest that their compliance was not sustained. We have reported our findings to the HSE in our annual LAE1 returns and recommended that legionella in hot and cold water systems be considered as a national priority.

Note: A Memorandum of Understanding (MoU) between the CQC, the Health and Safety Executive (HSE) and Local Authorities (LAs) in England outlines the respective agencies’ responsibilities when dealing with health and safety matters in the health and adult social care sectors. Under the MoU HSE/LAs tend to lead where specific health, safety and welfare legislation can most adequately deal with the cause of the harm eg the Legionella.

14 AREAS FOR IMPROVEMENT – HEALTH AND SAFETY

14.1 In 2017/18 the Food and Safety Team plan to:

• Incorporate Enterprise performance management software to provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.

• As part of a corporately led project we will explore improving mobile working options. This will include piloting a mobile working solution provided by the existing supplier of our environmental health computer system.
Review, revise and update the many document templates that we use to include changes to reflect the corporate Style Guide.

15 SUFFOLK COASTAL PORT HEALTH AUTHORITY

15.1 Scope of the Port Health Service – Suffolk Coastal Port Health Authority

The Port Health Service has responsibility for all food safety and food standards matters relating to imported foods and materials in contact with food. The service includes the following:

- operation of Felixstowe Border Inspection Post (products of animal origin)
- imported food control (non-animal origin products) at Felixstowe, Harwich International Port, Harwich Navyard and Mistley Quay
- checking catch certificates for specified products to ensure the legitimacy of the products caught and to prevent the Illegal Unreported and Unregulated activities of fishing vessels
- enforcement of The Plastic Kitchenware (Conditions on Imports from China) (England) Regulations 2011 at Felixstowe, Harwich International Port and Ipswich
- imported food control, vessel inspection, and control of infectious disease at the Port of Ipswich
- control of feed covered by EU 669/2009 and EU 884/2014 at the Port of Felixstowe
- inspection of vessels to ensure compliance with international and United Kingdom health requirements
- food hygiene inspections of vessels within the dock
- control of infectious disease
- verification of organic produce at point of importation
- undertaking monitoring programmes.

Suffolk County Council is responsible for all food standards matters within the District, outside of the Port of Felixstowe and is responsible for non-animal origin (NAO) animal feed arriving at the Port. Although a contract has been negotiated which sees us deliver the day to day statutory controls on high risk feed, we are continuing to work with Trading Standards to ensure an effective monitoring procedure for other animal feed imported through Felixstowe.

15.2 Demands on the Port Health Service

The Port of Felixstowe is the UK’s busiest container port and one of the largest in Europe. It is a dedicated container port handling more than four million TEUs per year and welcoming over 3,000 ships each year including the largest container ships afloat today. Over 40% of the UK’s import and export trade passes through the Port of Felixstowe. 26 shipping lines operate from Felixstowe offering 41 services a week across all continents offering 228 different shipping options.

An extension to berth nine was completed in November 2015; a further expansion will see reclamation of approximately three hectares of seabed behind the berth to enable the construction and operation of additional land for container storage and stacking. Total storage capacity operations on two berths (eight and nine) will increase by nearly 20,000 TEU to 52,500 TEU. This area is to be further enhanced by the addition of two new ship to shore
cranes which will be able to handle the largest container ships afloat. These are due to be delivered in 2018. Plans for further ahead include construction of a further construction of a further berth (10) at a cost of £200m and the development of Bathside Bay at Harwich which when complete will add an additional two million TEUs handling capacity by 2030.

The port has identified a 68 acre site within its boundaries which it is intending to devote to 1.4 million square feet of built to suit distribution warehousing. This will provide port centric logistics for cargo owners and logistics providers. This should deliver reduced transport costs, improved speed to market, reduced environmental impact and better capacity utilisation.

The increasing size of vessels arriving at Felixstowe is delivering significant challenges for our resource planning. Regular arrivals of small to medium sized vessel ensured a constant supply of work throughout the working week. However the fewer arrivals of much larger vessels we have now give rise to large peaks in work. The current schedules for these vessels sees them arriving during the latter part of the week requiring a significant proportion of the statutory checks needing to be carried out at weekends when our staffing levels are at the lowest and our working day the shortest. A piece of work is planned to examine more flexible ways of working which will see us having effective resource plans in place to meet the work peaks and deal with the troughs.

Whilst our BIPs within the TCEF and Ambient Temperature Examination Facility (ATEF) are well established and run to the highest standards, our Designated Point of Entry (DPE) was in need of additional capacity due to increased volumes and additional products being brought within the scope of checks. Construction of the new facilities was completed in summer 2015. In addition to purpose built inspection facilities that now provide physically separate areas for allergenic products, aromatic products and an examination area for general NAO products. It has also been constructed to allow flexibility for the future so that the use of examination chambers can be re-allocated to suit changing trade or statutory requirements. Cross functional working with other statutory bodies is also be facilitated as there are separate areas for other statutory bodies to work. The new office accommodation continues to deliver benefits through its proximity to examination areas.

PHILIS, PHILIS Online and PHILIS Mobile continue to provide a stable in house platform for the Port Health Service, having handled well in excess of 0.5million ‘jobs’ since its implementation. New internal developments such as a mobile solution for seal checks have kept PHILIS at the forefront of enhancing the effective and efficient delivery of the Port Health service.

Externally PHILIS is licensed to London, Mersey and Southampton. The latest extension to PHILIS is a piece of work which is currently close to completion which provides a PHILIS based solution to HARC (Heathrow Animal Reception Centre). The recruitment of an IT Team Leader during 2016 has allowed a review of the capacity and skills of the IT team to be undertaken. This work remains on going. Re-writing of the PHILIS solution remains a high priority and additional resource may be required within the IT team to deliver this whilst still meeting our on-going obligations to support the wide base of PHILIS users.

The Food Standards Agency launched the Regulating our Future programme in February 2016. Its aim is to develop new sustainable approaches to regulation and have in place a new model by 2020. Feasibility studies are being undertaken on various models. A member of the Port Health Management Team is part of programme ensuring that the unique status of Port
Health Authorities is recognised. We will continue to input information into the strategy formulation and assess the impact of the outcomes on our method of service delivery.

The work with our Port Community System Provider, MCP, to make the consignment Combined Nomenclature (CN) codes and Country of Origin available is ongoing, although this has been delayed by other initiatives such as the Consistently Optimised REsilient project (CORE) and One Government at the Border (OG@B). This continues to be one of Port Health’s long term objectives and will be revisited as part of the PHILIS V2 scoping and planning.

There are two National/EU IT initiatives that we have contributed to. One Government at the Border (OG@B) is a UK focused initiative to share data and intelligence across all border agencies in order that effective and efficient identification of non-compliant trade can be made. The CORE project is an EU funded initiative working with industry partners looking at how supply chain data pipelines can provide border agencies with accurate, early consignment information. Both pieces of work are now pending decisions that are outside of Port Health’s control or influence. However it should be noted that the Exiting the EU research and planning has taken priority within Government bodies.

There continues to be a high level of interest from national and international organisations in visiting us to see how we carry out our work; these include visits from senior officials from other Third Country Competent Authorities, the European Commission and representatives from the UK Competent Authorities.

APHA * (Animal and Plant Health Agency) continue to conduct audits on Products of Animal Origin controls. These are now at a reduced level following the incorporation of verification checks into our in-house audit checks. Audits are only now undertaken twice a year although we receive Liaison visits in addition. We will also be receiving audits under the terms of our Contracts from Tendring District Council, Ipswich Borough Council and Suffolk County Council.

Following the staff satisfaction survey of 2014 a considerable amount of work has been undertaken to develop a “People Focus”, Port Health being traditionally focused on legislation and process. This work has resulted in the development of the Port Health Core Values, work on Performance, Appraisals and Communications. The first stages of these initiatives were implemented early in 2016. Work in these areas remains ongoing with staff feedback sought on the appraisal process, a support framework for the Core Values being developed and work on organisational and team performance measures already undertaken. A further staff survey in 2016 revealed significant improvements in many areas and we remain committed to putting staff at the forefront of our service.

The work on the control of products of animal origin and products not of animal origin through Felixstowe continues to develop. Further changes are expected during 2017/18:

- The outcome of the negotiations to exit the EU could have a major impact on the service we are required to deliver. We will continue to monitor developments as negotiations continue. Members of the Port Health Management Team will remain engaged with groups promoting an understanding of Port Health and what we do to those making the decisions to ensure that the outcome for port health controls outside of the EU can be made with a full understanding of what we do and the future implications for the service.
• The final text of the review of Regulation 882/2004 has been agreed. The new Regulation (EU 2017/625) amalgamates controls across sectors such as plant and animal health, consolidates port approval status into one covering all commodities for which the port has approval – Border Control Point (BCP) and merges the current CVED and Common Entry Document (CED) documents into one document, the Common Harmonised Entry Document (CHED) for use for all products requiring statutory controls. Representations regarding the micro-business exemption from charges have been made and the original exemption which was put forward for micro-businesses is not contained within the new regulation. The practical implications of the financial changes on this organisation have yet to be assessed. The new Regulation will come into force in December 2019.

• The revision of Council Directive 97/78 has been incorporated into the review of 882/2004. The provisions outlined by 97/78 now form part of the new Decision EU 2017/625. When the new decision comes into force in December 2019 Council Directive 97/78 will be repealed. The implications of this new legislation on our organisation need to be assessed during 2017/18. “Risk based” checks are an expected outcome so we will need to review our procedures and working methods to ensure they are in-line with the requirements.

• The development of PHILIS to allow the details of available temperature records for those consignments subject such to such controls to be imported into our system. This should help us streamline other processes as we will be able to verify which consignments have remained at the required temperatures and any that have not which require additional attention.

• The Food Standards Agency is reviewing the arrangements for the funding for additional monitoring of non-animal origin products. There is no funding available this year for such work. Initial information suggests that it is more likely that funding for such sampling will be distributed through the FSA’s Food Fraud Team to allow the funds to be directed towards products of interest. We will be formulating our own sampling plan to ensure full monitoring is undertaken of products imported through Felixstowe.

• The quarterly reviews of the high risk products in the Annex to Commission Decision 669/2009 have been reduced to 6 monthly reviews. This was done to improve efficiency whilst maintaining the main features and objectives of the regulation. We will continue to monitor the list for changes to current products, new products being added and products being removed.

• A new contract will be negotiated between ourselves and Tendring District Council for the continuation of the delivery of the port health service at Harwich International Port, Harwich Navyard and Mistley Quay by us. The current contract is reaching the end of its 3 year term.

• We will continue to monitor any changes which affect our role as a Category 1 responder under the Civil Contingencies Act 2004.

The majority of new emergency control measures that have been enacted have continued to make provision for the collection of fees from importers/agents to cover the cost of
delivering the new controls. We continue to make relevant representations to ensure that our ability to cost recover is not diminished.

We continue to undertake routine monitoring and testing of products which pass through our district. All our laboratories are now linked into the UKFSS Network. This is a nationally promoted system supported by the FSA which contains details of samples taken and their results. Submission of sample information here can be done automatically through PHILIS. The public analyst/food examiner can subsequently add the result information onto the system. The FSA have direct access to all of this information so have detailed information about food quickly and can manipulate the information to look for national trends etc. without having to ask individual authorities for information. Changes are expected to the UKFSS system, we are awaiting further information at which point we will be able to assess the impact of it on our organisation and our current working methods which allow us to access it through our own PHILIS system.

16. SERVICE DELIVERY – PORT HEALTH

16.1 Port Health Service

Suffolk Coastal Port Health Authority’s (SCPHA) Mission;
Protection of Public and Animal Health

SCPHA Vision:
To be a Port Health Authority where people are at the forefront of delivering an EU leading service

SCPHA Service delivery principles:
Effective and Efficient

SCPHA Challenge
Is ‘this’ in the best interests of Port Health

The Council undertakes sampling of imported products of animal origin in accordance with detailed rules lay down by the European Commission and its own risk based monitoring plan. In addition to the statutory samples of NAO required to be taken, the Council has recognised the demands of controlling imported foods of non-animal origin and undertakes a risk based sampling programme. A Food Sampling Policy helps us to determine where to focus our sampling activity. Where financial resources allow, enhanced sampling programmes are undertaken when potential problems are identified with a product or range of products. The Food Standards Agency has developed an early warning system for products not of animal origin. The Rapid Alert System for Food and Feed information is being analysed to look at the frequency of notifications for particular hazards. This information can then be used to target products for sampling and analysis. We are currently using this information to target consignments for sampling.
Anticipated imported food samples:

- Microbiological: 250
- Chemical composition: 1900
  including Aflatoxins and others
- Water: 60

Resource requirement 2,210 hours.

TRACES continues to facilitate the checking of the next 10 consignments across Europe where an infringement has been found. Further consignments of the same product which fall outside of the 10 consignments which must be sampled have to remain on the port to await satisfactory results of the 10 consignments sampled. Alternatively the importer may chose to have these consignments sampled also at their expense these can then be released on satisfactory results for that consignment. The national controls on products where an infringement has been identified remain in place. There are currently EU protective measures imposing special conditions on POAOs in relation to:

- Albania - Bivalve mollusc prohibition
- Albania - fishery products (histamine)
- Albania, Macedonia, Serbia, Montenegro - semen, ova, embryos (bluetongue)
- China - Nitrofurans and Chloramphenicol
- Guinea (Guinea Conakry) - all fishery products banned
- India - Farmed fish residues
- Japan radiation
- Peru - Bivalve molluscs ban (Hepatitis A)
- Turkey Bivalve Molluscs
- Ukraine - milk powder.

We have continued to operate our own routine monitoring programme for POAOs received at Felixstowe this is based on the types of products imported through Felixstowe. The need to sample products based on rapid alerts issued by other countries has been removed as the issue of rapid alerts through TRACES triggers the sampling of the next 10 consignments of those products covered by the alert, Europe wide.

The statutory sampling of NAO products continues with changes to the six monthly lists being accommodated through our internal procedures and delivered through administrative changes to the PHILIS system which allow seamless movements between the old and new lists at the appropriate time. Enhanced sampling of NAO products deemed to be high risk but which fall outside the statutory controls is on-going and Rapid Alerts are monitored to check whether any of the products found to be unsatisfactory elsewhere are imported through Felixstowe. Work done by the FSA on consolidating such information is also assisting to identify sampling priorities. The submission and completion of CED documents for NAO products on TRACES means that rapid alerts for such products are now also being completed on TRACES. Recent revisions of existing Emergency control legislation have incorporated a pre-notification requirement on TRACES for those products so we are able to control and release more consignments via the TRACES system.
There is currently EU Emergency Control legislation imposing special conditions on NAO in relation to:

- Indian Guar gum and guar gum products for pentachlorophenol and dioxins
- Indian sesame seeds and betel leaves for salmonella
- Chinese rice and rice products for genetically modified varieties
- Fruits of the forest and wild mushrooms from area affected by the Chernobyl incident for radiation
- Japanese origin food and feed for radiation
- Bangladeshi betel leaves ban
- Nigerian dried beans ban.

Emerging issues are Novel Foods, this complex area is one which is likely to expand in the coming years as greater awareness of issues surrounding these ‘foods’ becomes more widely available.

Charges for water sampling where such sampling is requested by the master or agent of the vessel remain. The charges cover the analysis cost and the time taken to draw the samples. A charge has been introduced and published for the testing of ships water for legionella where this is requested to be done by the master or agent of the vessel. We will continue to undertake water sampling free of charge where such sampling is undertaken due to public health concerns about conditions on board the vessel.

All samples submitted for examination by the Port Health Team will be tested by the Public Health England, London, Colindale Food, Water and Environmental Laboratory, and all samples or complaints submitted for analysis will be tested by one of the Councils appointed, Public Analysts. CEFAS are undertaking the analysis of food and feed samples from Japan.

16.2 Primary Authority Schemes

The organisation has not been approached by any importers organisations to set up a Primary Authority Scheme and is not seeking to engage in any.

16.3 Advice to Business

We have continued to update our website with all new and any relevant changes to legislation or procedures so Felixstowe importers and agents have the most up to date information and details as to how the clearance process will be affected by the changes and what practical actions they need to take to ensure swift clearance. To further publicise the information available on the website, links to the relevant information on the site have been added in to the standard faxes we send out. This allows an agent or importer receiving a request for further detail or information to have a reference point to gain further understanding as to why the additional request has been made.

The Agents Forum meetings - a three-way partnership with the Port of Felixstowe Inspection Facilities, the top 20 agents and ourselves have continued. The meetings allow discussion around each others’ developments, legislation and its impact, and the efficiencies of the Port Health service. Issues raised by agents in this forum have been investigated and positive outcomes have been delivered including the streamlining of our telephone answering to focus it more on agents’ requirements and needs. This has been further supported by the
delivery of a Customer Focus Workshop for all out Import Control Assistants. We are now looking at delivering this to the wider team.

16.4 Economic Challenge

The shipping industry continues to rationalise with the formation of key alliances amongst shipping lines. This, coupled with the expansion of the ULCS (Ultra large Container Ships) fleet continues to pose challenges to Port Health as large volumes of work arrive at one time. A piece of work is planned for 2017/18 to look at the resource challenges.

The BREXIT or Exiting the EU vote has caused a degree of uncertainty and will continue to do so until such time as the exit negotiations produce a definitive UK policy direction. Port Health is playing a significant part in shaping and influencing key Government Bodies with regard to the future of Public and Animal Health controls at the border and has hosted information gathering visits from FSA/DEFRA and DExEU.

Port Health is also one of the founding members of the Major Ports Forum – which is gathering and presenting information to Government on BREXIT issues affecting Port Health in a wider perspective. The group is also undertaking some scenario planning and trying to identify potential solutions to some of the issues raised.

16.5 Liaison with other Organisations

The Port Health Team have extensive liaison in place with a wide range of other organisations.

- Suffolk Food Liaison Group
- CIEH East of England Region
- CIEH Port Health Special Interest Group [Seminar Secretary is a member of the Port Health Team]
- FSA Imported Food Division
- FSA Contaminants Division
- FSA Animal Feed Division
- Animal and Plant Health Agency
- CCDC and Public Health England
- DEFRA – Organic Imports Section
- DEFRA - International Trade Division
- State Veterinary Service
- Eastern Ports Liaison Network (EPLaN) [Chairman of the group is a member of the Port Health Team]
- Haven Ports Welfare Committee
- Liverpool Port Health Authority
- Local Government Association
- London Port Health Authority
- Medicines and Healthcare Products Regulatory Agency
- EETSA Agricultural Focus Group
- National Animal Feed Ports Panel
- National Trading Standards Board
• Liaison with HM Revenue and Customs nationally and locally in relation to imported food controls and smuggled products of animal origin
• HMRC and Border Force with regard to OG@B and CORE projects.
• Campden BRI
• Felixstowe Port Users Association
• Associated British Ports
• Port of Felixstowe
• Port of Ipswich
• Harwich International Port
• Harwich Navyard
• Heathrow Animal Reception Centre
• Marine Management Organisation
• Mistley Quay and Forwarding
• Maritime and Coastguard Agency
• Public Health England/Port Health Liaison Group
• Other Enforcement Authorities on the Port of Felixstowe
• Trading Standards/Environmental Health Departments nationally as required
• World Health Organisation (Facilitator for the Ports and Shipping Group of PAGNet is a member of the port health team)
• SHIPSAN Act project - the project aims at developing and establishing an EU integrated strategy for safeguarding the health of travelers and crew of passenger ships and for preventing the international and trans-national spread of diseases through ships.

17 RESOURCES

17.1 Financial Allocation

Details of budgetary provision are included as Appendix 1.

The Council maintains its own Legal Section to provide support to service areas. There is also financial provision made to enable the use of external legal services, where appropriate.

The high risk product legislation was implemented in January 2010. This allows us to re-coup the full cost of undertaking the checks on a specified list of products assessed to pose a high risk to public health. This includes analytical cost, staff time and on costs. The provision to recover fees covers all products in the Annex so as the lists are updated the provision to charge automatically applies to any new product added to the list. Recent NAO Emergency Control Legislation has also included provisions for us to charge for an additional checks or analysis with the legislation requires.

A review of European charging mechanisms has been included in the overall review of Regulation 882/2004 which has been redrafted as Regulation 2017/625. This will cover charging mechanisms for both POAO and NAO. Local MEPs were briefed on the proposals in the new legislation to allow them to assist us in highlighting the issues affecting delivery of our service. Although the original provision for exempting “micro businesses” (enterprises employing fewer than 10 persons and whose annual turnover and/or balance sheet does not exceed two million Euros) from charges but not from checks put forward in draft legislation have not appeared in the final text. A full assessment of the new financial charges has not yet been carried out. The main provisions of the Regulations come into force at the end of 2019.
17.2 Staffing Allocation

17.2.1 Head of Service

The Head of Environmental Services and Port Health is Phil Gore who provides a 0.45 FTE towards achieving the Joint Food and Health and Safety Service Plan.

17.2.2 Port Health Team

The Port Health Team has a total of 21.2 FTE professional staff and 24.15 FTE support staff and 5 ICT staff.

The ICT team has expanded with the addition of a Team Leader. One of the roles to be undertaken by this post will be a full review of the resource requirements for the IT Team. This will include an assessment of the needs of other organisations to which we are contracted to provide PHILIS and our internal needs to ensure the maintenance and improvement of our own service. The development of PHILIS 2 will also feature in this resource assessment. Further expansion of the PHILIS team may result from this review. The fluid nature of Public and Animal Health controls mean that reprioritisation of planned work may occur especially if emerging threats are identified.

17.3 Staff Development Plan

Staff appraisals are conducted yearly with a follow up review six months later. In between these two meetings staff are having one to one meetings with their manager to ensure time is specifically set aside for any issues to be raised or training / development needs assessed. A review of the staff appraisal process for Port Health was one of the work streams that came out of the Staff satisfaction survey. This work is ongoing with the whole cycle having been completed once. A survey of staff views has been undertaken to get feedback on the new process. The results of the survey are currently being considered by the Appraisal Review Group prior to wider dissemination.

A programme of development devised by external providers ensure the Port Health Management Team reaches its full potential and is equipped to meet the changing needs of the organisation has been undertaken. Work to equip the Management Team with the skills to promote the welfare of the team is now being undertaken. Stress Training and Wellbeing training including an understanding of mental health issues are planned for this year.

The use of our intranet - Nautilus continues to assist with some of our training needs in terms of making particular documents “mandatory reads”. Health and Safety documents which need to be seen and acknowledged by all staff are currently being disseminated by this method and the system records which members of staff have and have not read the necessary documents so this can be followed up with individuals as required. The capacity to expand the use of this system for undertaking online study in areas identified by us to check understanding of new requirements exists and this may be developed further to suit our needs.

Enforcement officers are required to attend POAO update seminars once every two years. These are delivered twice a year and this requirement is built into our training requirement.
After many years of providing funding for imported food training the FSA has withdrawn this for the current 17/18 year. It is not clear if this will be re-instated at a later date or whether it will affect the delivery of the POAO update seminars which are delivered jointly by the FSA and DEFRA. The expected update is running in June. Alternative training resources have been identified with a number of individuals within the organisation trialing an online training subscription. This gives access to a wide range of courses relevant to our work for a year for a single subscription fee. This will be a cost effective way of delivering some of our training requirements if the trial is successful. Training to ensure competency in NAO feed sampling for those undertaking the work on behalf of Suffolk County Council is ongoing and this is currently being reviewed in light of the new Code of Practice. Training of the officers not currently authorised for feed has commenced with additional people having completed the training and now being able to undertake feed work. The online training package also includes training on feed which will assist with CPD requirements and maintenance of competency in this area also. Despite the limited number of places available for the UK we have been successful in obtaining a number of places on the EU’s Better Training for Safer Food programmes. Relevant training areas are identified from a wide range of sources to ensure the requirements for Food Enforcement Officers in accordance with the Food Law Code of Practice are met.

All staff have received training on the SCPHA Core Values and behaviour framework. This work is fundamental to addressing some issues raised through the staff engagement survey. Further aspects of training covering this area are currently being considered for the future.

18. QUALITY ASSESSMENT

18.1 Quality Assessment

A number of arrangements are in place to ensure the quality of the services provided by the Port Health service.

18.2 BSI ISO 9001

Suffolk Coastal’s Port Health Services are supported by a range of written procedures, which are subject to a programme of internal audit and review. The Quality Management system has its own area on Nautilus with information covering its operation and outcomes being available for all staff. The majority of our work procedures have now been moved over to Nautilus with any new ones or updates automatically being issued through this system. BSI audits are carried out twice a year in order for us to retain the ISO 9001 accreditation. Our continuing assessment audit was carried out in January 2017. Our re-certification audit was carried out in February 2017 and as a result of the audit our certificate confirming compliance with the 2008 standard was re-issued with no major non conformities found. All ISO standards are reviewed every five years to make sure they are still relevant. ISO 9001:2008 has been reviewed and an updated version ISO 9001:2015 was published in September 2015. The changes cover leadership and ensuring the management systems form part of the strategic direction of the business and increases the use of risk in determining outcomes. The organisation will need to make changes to our ISO system to ensure it meets the requirements of the new 2015 standard. We have a BSI 2015 Readiness Audit in July 2017 to assist in identifying what changes need to be made. Once this has taken place our six monthly audits will feature assessment under the 2008 and 2015 standards to help us with the full
migration to the new standard. We have trained additional members of the team in auditing skills so they will be able to assist with maintenance of the ISO system.

18.3 People Development Strategy

Suffolk Coastal and Waveney have previously achieved Investors in People status. We have not sought to renew this status but have a revised People Development Strategy that has the development of our workforce at its heart. Evidence requirements are around good understanding of objectives and drivers, meeting skills needs, reviewing the learning.

18.4 Internal Monitoring Arrangements

The Port Health Team currently has the following arrangements in place to assist in the quality assessment of the work carried out:

- written work procedures (under a process of continuous review)
- Technical Managers/Senior Official Veterinary Surgeon check all notices and rapid alerts prior to them being served
- ongoing internal audit of processed consignments
- verification checks on POAOs
- NAO / quick job monitoring
- team meetings of the technical groupings
- one to one meetings.

A selection of files and correspondence will be monitored during the course of the year.

A piece of work has been undertaken to draw all the elements of our work which are being monitored together. This has been beneficial to see the coverage of areas which are being monitored and the output of these checks. We have agreed that we will use this as a working document to record outcomes, review our activity and identify any gaps.

The Staff Satisfaction Survey identified an issue within the organisation with performance management. The developing of our performance management framework is ongoing with further work planned. Static group performance measures have been developed and are available. Interactive work group information covering our day to day activities is available on Nautilus and large screens within our work areas. Colour coded internal targets for processing our work have been agreed by the Performance review group. The interactive information allows members of the team to see at a glance which work areas are falling outside our acceptable targets facilitating the prioritisation of work for the benefit of the organisation. Further work is planned to develop individual targets so we can feed back to members of the team how well they are performing. This should also help us to praise high performing individuals and identify any if there are any individual training needs which we need to address.

The Nautilus system remains our single point of contact for relevant legislation and procedures used within Port Health. New information is being entered into Nautilus as it arises and existing information is being reviewed and migrated into Nautilus on a rolling programme. Nautilus allows for version control of documents, and can be used for on line
training and assessment of staff understanding of new procedures this will assist with staff monitoring should we develop the system in this way.

18.5 Customer Satisfaction Survey

Our regular Agents forum meetings have allowed our customers to raise any issues with us directly. The face to face nature of this interaction allows for discussion around any issues and then an outcome to be agreed for delivery. Progress on any agreed outcomes will be reported on at the next meeting or sooner by alternative methods as appropriate. A facility exists on the website to automatically provide feedback on our service by e-mail; this comes into our main in-box so it can be dealt with promptly.

A wider customer satisfaction survey beyond those who are members of the Agents forum is planned for this year. The Communications review group will look at this initially deciding what information we would like to find out and translating this into appropriate questions. This will then be reviewed wider within the organisation to ensure we make the best use of this feedback opportunity.

18.6 Team Meetings

The Port Health Management Team holds meetings to discuss all matters relating to the service delivery, including technical and personnel issues. Each grouping within the port health service has its own regular meeting with agendas set in the main by meeting participants with management input into each meeting.

The Review groups have strengthened cross functional meetings in relation to specific work areas and in relation to the port health development project. Members of the groups are consulting with their colleagues over this work through group team meetings.

18.7 Benchmarking

The Multi Annual National Control Plan details the roles and responsibilities of the different authorities and organisations involved in the monitoring compliance with, and enforcement of, feed and food law, animal health and welfare rules and plant health requirements. The plan was updated in March 2016 and covers the period up to March 2018, further changes to update the plan are expected in 2017. Changes have been made to the way the samples which form part of the Control Plan are acquired. The FSA have taken on the role from Defra of developing the monitoring plan for use in UK BIPs. The intention is to develop a flexible risk based plan that links closely with individual BIP sampling plans and which will not create any unnecessary additional costs for the industry. The centrally administered residue monitoring programme has now ceased.

Monitoring performance against the standards set out in the Joint Food and Health and Safety Service Plan will be via management meetings and annually to full Councils.

18.8 Complaint Procedures

The Councils publish complaint procedures and customer service standards on their websites. A summary of complaints received in 2016/17 is produced in Appendix 8.
19. REVIEW – PORT HEALTH

19.1 Identification of any Variation from the Service Plans - Port Health

The key targets from the 2016/17 Service Plan have been completed or have delivered results and as projects with timescales beyond the 2016/17 financial year they remain ongoing.

19.2 The port health key achievements in 2016/17 worthy of note are:

- The implementation of PHILIS at Heathrow Animal Reception Centre. This represents a change in use for PHILIS compared with its other users. HARC focuses on official controls for live animals arriving by air fright as opposed to consignments arriving by sea. It is expected that the roll out will take several months to fully complete. The marketing and improvement of PHILIS forms one of Port Health’s specific actions within the East Suffolk Business Plan.

- Port Health continued to engage with the One Government at the Border and CORE initiatives – both of these projects were looking to provide greater access to import information, with the anticipated benefit to develop intelligence led interventions. These projects are on-going but have been impacted by the Exiting the EU work, as key personnel have been re-deployed. Working on this project forms one of Port Health’s specific actions within the East Suffolk Business Plan.

- A successful bid to the FSA to support enhanced surveillance of imported products through Felixstowe which will allow us to undertake additional sampling.

- A Directorate F audit visit to evaluate the systems in place for enhanced import controls. Directorate F are the European Commission’s audit arm responsible for delivering the DG Health and Food Safety audit programme. The final report noted our electronic system for screening of manifests and detaining the consignments subject to official control as a good practice as regards the organisation and performance of official controls.

- Work with the FSA’s Food Fraud Team to deliver a programme of sampling targeting a specific product of interest.

- The successful completion of the delivery of 5 BTSF POAO courses at Felixstowe over two years. These have been attended by invited officials from third countries and staff from other European Ports and Competent Authorities. High levels of participant feedback were received for all courses.

- Worked in partnership with Suffolk County Council to deliver the statutory controls on feed and the routine monitoring and sampling of imported feed.

• Figures demonstrate the following level of activity during 2016/17
  • 21,468 identity checks on products of animal origin
  • 7,723 physical checks on products of animal origin
  • 5,425 checks on consignments for IUU purposes
  • 5,525 checks on high risk NAO products
  • 2,445 verification checks on Organic products
  • 821 Plastic declaration documents handled
  • 2,011 samples taken
  • 308 unsatisfactory food consignments removed from the food chain.

• Hosted a number of visits by officials wishing to see our operations first hand:
  • the Marine Management Organisation have visited to look our processes and procedure for undertaking the checks and separately to find additional information about specific consignments to ensure compliance by individual countries
  • delegates from the Thailand competent authority visited to gain a wider understanding of issues identified with some imports. This will assist in the implementation of measures to address this
  • the number of visits by individual importers agents and shipping lines who wish to forge a better working relationship with us has increased. We welcome such visits as it allows us to explain the nature of our checks in detail and point them to the areas of information available for them to use and it allows us to get a greater understanding of the difficulties involved for them.

20. AREAS FOR IMPROVEMENT – PORT HEALTH

Suffolk Coastal Port Health Authority continues to be held in high regard nationally and internationally. Development of facilities at other UK ports continues and as their capacity increases completion for trade will intensify. We are the ‘go-to’ Port Health Authority due to our people. However, we cannot be complacent and we recognise that there is always room for improvement and development but that such changes need to be balanced with the efficient delivery of the ‘day job’ so need to be incremental and measured. Areas we intend to work on in 2017/18 are:

• Although our business continuity plans have recently been reviewed with the change of office facilities the appointment of an IT Manager has offered a further opportunity for refinement. The IT infrastructure at Port Health is being re-designed and aging equipment being renewed. A key area of the design is to build in the disaster recovery requirements in conjunction with PHMT requirements to deliver a more resilient system. Defining the timescales in which the specific parts of the Port Health service need to re-establish themselves in line with business expectations in the event of a disaster will form part of the work.

• Roll out of new mobile working tablets for all this will allow us to tighten the security processes for tablet use and issue, backed up by a user policy and to standardise the type of tablets we have which will deliver efficiencies in maintenance.

• Provision of an IT helpdesk complying with ITIL standards. This would allow us to enforce forms of control, gain the ability to track time spent on customers and internal users’
needs and give us a full audit trail of any IT related work carried out. This will involve researching the type of system which would best suit our needs and documenting the processes and service level agreements that we already have in place.

• Identification, assessment and implementation of an appropriate Workforce management solution which simplifies what we currently have. Our resources are presently managed via several spreadsheets for the shift rota and flexi system, a card system for leave and various files for emergency contact details and staff information. This has become increasingly complex and time consuming and is not supporting the business need. A single system which can manage all these areas and assist with planning and projection of our shift rota will deliver benefits for the organisation and free up managerial time for other duties.
GLOSSARY OF TERMS

APHA - Association of Port Health Authorities
APHA * - Animal and Plant Health Agency
ABP - Associated British Ports
ALVS - Automatic License Verification System
BCP - Border Control Point
BIS - Department for Business Innovation and Skills
BRDO - Better Regulation Delivery Office
BSE - Bovine Spongiform Encephalopathy
BSI - British Standard Institute
BTP - British Transport Police
CCDC - Consultant in Communicable Disease Control
Campden BRI - Campden BRI is independent membership-based organisation carrying out research and development for the food and drinks industry.
CEFAS - The Centre for Environment, Fisheries and Aquaculture Science
CIEH - Chartered Institute of Environmental Health
CED - Common Entry Document
CHED - Common Harmonised Entry Document
CHIEF - Customs Handling of Import and Export Freight
CMT - Corporate Management Team
CORE - Consistently Optimised REsilient project
CPS - Crown Prosecution Service
CQC - Care Quality Commission
CVED - Common Veterinary Entry Document
DEFRA - Department of Environment, Food and Rural Affairs
DExEU - Department for Exiting the European Union
DTI - Department of Trade and Industry (now Department for Business, Innovation and Skills)

E. coli O157 - Escherichia coli O157
EC - European Commission
EDMS - Electronic document management system
EETSA - East of England Trading Standards Association
EHO - Environmental Health Officer
ELO - Enforcement Liaison Officer of the Health and Safety Executive
EMM - Enforcement Management Model
EHORB/EHRB - Environmental Health Officers’ Registration Board/Environmental Health Registration Board
EOEW - Eat Out Eat Well
EPLaN - Eastern Ports Liaison Network
ERTS - Enhanced Remote Transit Sheds
EU - European Union
FERA - Food and Environment Research Agency
FSA - Food Standards Agency
FSA 1990 - Food Safety Act 1990
FTE - Full-time equivalent
FPUA - Felixstowe Port Users Association
FVO - Food and Veterinary Office (Audit Branch of the EU)
GM - Genetically Modified
HACCP - Hazard Analysis and Critical Control Points
HAP - Home Authority Principle
HARC - Heathrow Animal Reception Centre
HELA - Health and Safety Executive/Local Authorities Enforcement Liaison Committee
HPA - Health Protection Agency
HPU - Health Protection Unit
HSE - Health and Safety Executive
HMRC - Her Majesty’s Revenue and Customs
IMS - Information Management System
IAA - Inter-Authority Audit
ISO - International Organisation for Standardisation
IUU - Illegal Unregulated and Unreported
KPI - Key Performance Indicator
LAEMS - Local Authority Enforcement Monitoring System
LAC - Local Authority Circular
LAU - Local Authority Unit
LGA - Local Government Association
LGR - Local Government Regulation
LPG - Liquefied Petroleum Gas
MSD - Musculoskeletal Disorders
MCA - Maritime and Coastguard Agency
MCP - Maritime Cargo Processing plc
NAO - Non Animal Origin product
FHRS - Food Hygiene Rating Scheme
OFFC - Official Feed and Food Controls
PASS - Public Analyst Scientific Services
PDD - Plastic Declaration Document
PEHO - Principal Environmental Health Officer
PHSO - Port Health Support Officer
PHE - Public Health England
PHILIS - Port Health Interactive Live Information System
PHMT - Port Health Management Team
POAO - Product of Animal Origin
PT - Phage type
RASFF - Rapid Alert System for Food and Feed
RDNA - Regulators’ Development Needs Analysis
REHIS - Royal Environmental Health Institute of Scotland
RIDDO - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
SCPHA - Suffolk Coastal Port Health Authority
SFBB - Safer Food, Better Business
SLIC - Senior Labour Inspectors’ Committee
SVS - State Veterinary Service
TEU - Twenty-foot Equivalent Units
TRACES - Trade Control and Expert System
UKAS - United Kingdom Accreditation Service
UKFSS - United Kingdom Food Surveillance System
APPENDICES