



# EAST SUFFOLK

## Food and Health & Safety Service Plan 2021/23

DRAFT. For consultation

For **Steve Rock**, our environmental health officer colleague and friend who died in service on 8 September 2021 and was an absolute expert in all of this.

We miss you, Rocky.

# FORWARD

I am proud to introduce this Food and Health & Safety Service Plan for East Suffolk Council as part of my role as Cabinet Member for Community Health.

The plan presents a comprehensive review of performance and looks ahead to future challenges, painting a picture of the vital roles these services play in keeping the residents, businesses and visitors in East Suffolk, safe from harm. The content of the plan meets the Food Standards Agency's service planning requirements of us as a local authority responsible for delivering official food controls, inland and at the port. Therefore, the imported food work carried out by our colleagues at Suffolk Coastal Port Health Authority based at Felixstowe port, is an important part of this plan.

This year we've taken the decision to produce more than just the prescribed content, by including all of the work of the Food and Safety Team,, as well as that of the Corporate Health and Safety Team. Also for the first time, the presentation of the plan contains many pictures which bring to life some of the many diverse tasks we carry out and the range of work settings where we deliver our services.

Since March 2020, we've adapted our services to be as effective as possible given the restrictions we all faced during the COVID-19 pandemic. We helped businesses operate safely using different approaches, working around the clock and in partnership with public health colleagues, the Police and others. As we look ahead to (hopefully) fewer COVID-19 worries, we plan to take with us some of the innovative approaches we've developed.

For our colleagues in Port Health, EU Exit has presented numerous challenges and continues to do so. Additional checks on incoming food from the EU will start incrementally during 2021 and 2022 that will mean new rules to implement, new IT systems and many questions from the trade. Felixstowe is the largest container port in the UK and we're proud to be on a good footing to be able to flex and respond to what's required of us as we work to ensure safe food reaches inland destinations in the UK.

I congratulate everyone who has contributed to the achievements set out in this plan: the staff of East Suffolk Council and Suffolk Coastal Port Health Authority, the businesses who work so hard to comply, our partner organisations, stakeholders and everyone behind the scenes.



**Cllr Mary Rudd**  
Cabinet Member for  
Community Health

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# 1.0 SERVICE AIMS AND OBJECTIVES

## 1.1 Aims and Objectives

### Food and Health & Safety

The Food and Safety Team aims:

- To ensure food businesses have adequate arrangements in place to enable safe and hygienic food handling.
- To control the spread of infectious diseases through the investigation of cases and outbreaks.
- To secure and maintain a safe and healthy environment, for employees and members of the public, in those establishments for which we have a health and safety enforcement responsibility.
- Support businesses by providing food/health export certification.
- To provide advice and assistance to businesses and consumers.



### Suffolk Coastal Port Health Authority

Suffolk Coastal Port Health Authority (SCPHA) aims to be the UK's leading Port Health Authority, delivering an effective and efficient service protecting public and animal health at the border to contribute to the UK biosecurity control measures.

### Corporate Health and Safety

The Corporate Health and Safety Team (CHST) aims to provide competent advice, guidance, support and training in matters relating to health and safety in respect of all the Council's employees, activities and workplaces. This enables the Council to comply with its legal obligation to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees and the health and safety of anyone who might be affected by the Council's activities.



# Looking for a career with a dynamic and friendly organisation?

East Suffolk Council is an exciting place to work, the largest district council in the country and a great place to make a real difference in people's lives, delivering vital services to a quarter of a million people across East Suffolk.

If you are looking for a dynamic and friendly organisation that will support your professional career, take a look at our careers page at Suffolk Jobs Direct <https://www.suffolkjobsdirect.org/eastsuffolkcouncils/index.aspx> for the fantastic opportunities our council has to offer.

If you cannot access parts of the careers page and need information in a different format like accessible PDF, large print, easy read, audio recording or braille, please contact the HR Team by emailing [HR@eastsuffolk.gov.uk](mailto:HR@eastsuffolk.gov.uk).

New job vacancies are added regularly. Some examples of the roles in Environmental Services and Port Health are:

**Apprentices**

**Business Analysts**

**Administration**

**Port Health Officers**

**Import Control Assistants**

**Food and Safety Officers**

**Business and Administration Officers**

**Environmental Health Officers**

**Managers and Team Leaders**

**Health and Safety Officers**



If you register your details at [Suffolk Jobs Direct](#), we'll send you email alerts with jobs that match the criteria.

**East Suffolk...**



**...our values!**



# 1.2 Links to corporate objectives and plan

## Strategic Plan

Our Strategic Plan\* shows the direction the Council is taking from 2020 to 2024. The plan and the five key themes within it, runs through all the work we do as part of our overriding objective - delivering the highest quality of life possible for everyone who lives in, works in and visits East Suffolk.

Members and staff took part in a Hothouse event to create the new plan, based around five key priorities – the previous existing three: Economic Growth, Enabling Communities and Financial Self-Sufficiency, with two further themes: Environment and Digital Transformation. The final plan was formally adopted by Full Council in February 2020.

The Strategic Plan 2020-2024 provides the framework to deliver the huge range of vital services for our local communities.



## Five key themes of Strategic Plan

The Strategic Plan is the council’s compass, guiding all its decision making, with five key themes showing the direction we are taking:



**GROWING OUR ECONOMY**

**ENABLING OUR COMMUNITIES**

**REMAINING FINANCIALLY SUSTAINABLE**

**DELIVERING DIGITAL TRANSFORMATION**

**CARING FOR OUR ENVIRONMENT**

## Team service plans

All teams have completed their service plans which have been pulled together to create a ‘master plan’ of everything we are doing and how it feeds into the Strategic Plan priorities and themes.

\*East Suffolk Council Strategic Plan 2020-2024 - <https://www.paperturn-view.com/?pid=Nzg78875>



## Strategic Plan Delivery Board

Officers from across the Council have formed five groups to look after each theme and a Strategic Plan Delivery Board (SPDB) has been established, comprising Cabinet members and Senior Management Team. The SPDB meets six times per year – five of these meetings focus on a particular theme and the remaining meeting in April will give an overview of progress on delivering the whole plan.

Since March 2020, the Council’s focus has been on the pandemic and supporting local communities and businesses. However, our response has proved how robust and adaptable our Strategic Plan is.

## Food Safety and Health & Safety Service Plan

This plan sets out the delivery of services by the Food and Safety Team and Suffolk Coastal Port Health Authority that principally align with the Enabling Our Communities theme within the Strategic Plan. The services of the Corporate Health and Safety Team contribute to the Governance of the delivery of all the Council’s services. See Figure 1 The Golden Thread.



Fig. 1 The Golden Thread.

## Food and Health & Safety

The primary work of the Food and Safety Team is to deliver official food controls and other enforcement activities. It is therefore advisory as well as regulatory. Effective regulation, using digital reports and communication, supports compliant businesses to thrive, which creates a level playing field for business, boosts the economy and provides safe employment in East Suffolk. These factors contribute to the Council's Strategic Plan.



## Suffolk Coastal Port Health Authority

The work of Suffolk Coastal Port Health Authority (SCPHA) in relation to official food controls, is delivered separately to the inland responsibilities of the Food and Safety Team but is still part of the official controls landscape. At the border, official controls dovetail with biosecurity and the wider protection of public and animal health.



## Corporate Health and Safety

The Corporate Health and Safety Team works across the whole Council to assist all teams to work safely. This enables others to support the Council's objectives.

Good health and safety culture reduces staff absence and improves the organisation's overall resilience and business continuity.



# 2.0 BACKGROUND

## 2.1 Profile of the local authority

Located on the east coast of England, East Suffolk is a diverse local economy, with both outstanding economic assets and potential, and in some areas, continuing regeneration challenges.

The profile of East Suffolk is set out in our Economic Growth Plan, 2018-2023<sup>1</sup>. The largest town is Lowestoft with a population of around 70,000 and home to just under a third of the 240,000 people who live within East Suffolk. Almost 50 miles away and to the south, Felixstowe is the second largest settlement home to around 25,000 people. Then there are smaller market towns – like Woodbridge, Leiston, Framlingham, Halesworth, Beccles, and Bungay – which are distributed around East Suffolk and typically have populations of 5,000-10,000 people.

East Suffolk has a wide-ranging portfolio of cultural, heritage and environmental assets and a very distinctive and diverse visitor economy. It is home to outstanding landscapes of rivers, estuaries and nature reserves (some within the Suffolk Coast and Heaths Area of Outstanding Natural Beauty) as well as the ‘southern gateway’ to the Broads National Park and a coastline that extends for close to fifty miles. Major heritage assets range from Anglo-Saxon archaeology and the birthplace of radar at Bawdsey to castles, forts and museums. It is an area which people enjoy, and many choose to spend their leisure time there.



The area also hosts economic assets and opportunities that are amongst the most significant anywhere in the UK and are defining features of East Suffolk’s current economic character and its future potential. These include the UK’s busiest container port at Felixstowe, the home of BT’s Global Research and Development Headquarters at Adastral Park in Martlesham, major developments in offshore and renewable energy in Lowestoft and potential future growth surrounding nuclear power in relation to Sizewell. Freeport East, one of eight Freeports announced this year, will act as a global hub for trade, delivering significant inward investment and driving inclusive growth to address areas of local deprivation.

Alongside these national assets is another important narrative which relates in part to the micro- and small businesses that are found across the area. In total, there are over 9,000 businesses within East Suffolk and the vast majority of these are small (with fewer than 10 employees). In addition, there is a high incidence of self-employment, particularly in the south of the area.

<sup>1</sup><https://www.eastsuffolk.gov.uk/assets/Business/East-Suffolk-Growth-Plan.pdf>

## Food and Health & Safety

East Suffolk's historical agricultural and fishing strengths see it blessed with national and international food and drink companies. This sector is an important employer in rural areas and includes seasonal and migrant workers. Specialisms include the production and processing of pork, poultry, wines, beer, spirits, chocolate, sauces, yeast, ice cream, smoked fish, shellfish and dairy products.

## Suffolk Coastal Port Health Authority

- SCPHA delivers the port health function for the Port of Felixstowe, and is contracted to provide some port health functions for Tendring District Council and Ipswich Borough Council.

### Felixstowe

- The Port of Felixstowe is the UK's busiest container port and one of the largest in Europe. It provides some of the deepest water close to the open sea of any European port.
- The Port of Felixstowe is a primarily container port handling more than four million Twenty-foot Equivalent Units (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. Around 17 shipping lines operate from Felixstowe offering approximately 33 services a week to and from 700 ports around the world.
- As well as being the UK's largest container port, Felixstowe is also a key gateway for roll-on/roll-off (ro-ro) trade with Europe, with up to 3 daily sailings to the Netherlands.



### Harwich

- Harwich International Port (HIP) is the key element of the service provided to Tendring District Council, whilst there are other wharfs and quays which are monitored, HIP is of national significance.
- HIP is a major roll-on/roll-off port handling in excess of 250,000 commercial vehicle movements per year. With up to 4 sailings per day from the Netherlands, the importance of this North Sea trading route to Europe is second only to the trade crossing the English Channel.

### Ipswich

- Ipswich port has less trade of interest to port health, being mainly focused on bulk handling of aggregates, grain and forestry products. However, the public health element for seafarers, including testing of potable water sources, are the main SCPHA inputs.



## Corporate Health and Safety

The Council provides a wide range of services, manages a diverse estate and employs around 850 members of staff in eleven service areas.

The Council owns and manages:

- 4,500 houses.
- Parks and gardens.
- Beaches.
- A caravan park.
- Harbours and marinas.
- Playgrounds.
- Sports centres.

Staff are involved in:

- Property maintenance.
- Regulatory inspections and enforcement.
- Sport and community activities.
- Harbour management.
- Office-based work.

## 2.2 Organisational structure

East Suffolk Council operates a Leader and Cabinet structure and the Cabinet Member with responsibility for Community Health is Councillor Mary Rudd.

The Corporate Management Team comprises the Chief Executive, two Strategic Directors and eleven Heads of Service. The Corporate Management Structure is shown in Appendix 1. The Chief Executive, Stephen Baker, has overall responsibility for the efficient management and execution of the Council’s functions. The Environmental Services and Port Health Service Area reports to Nick Khan, Strategic Director.

Helen Buckingham, Regulatory Consultant - Environmental Services & Port Health manages the Environmental Services and Port Health Service Area. The service area has five teams, each team has a manager responsible for the delivery of their team’s services as shown in Figure 1. The three teams covered by this plan are the Food and Safety Team, Suffolk Coastal Port Health Authority, and the Corporate Health and Safety Team.

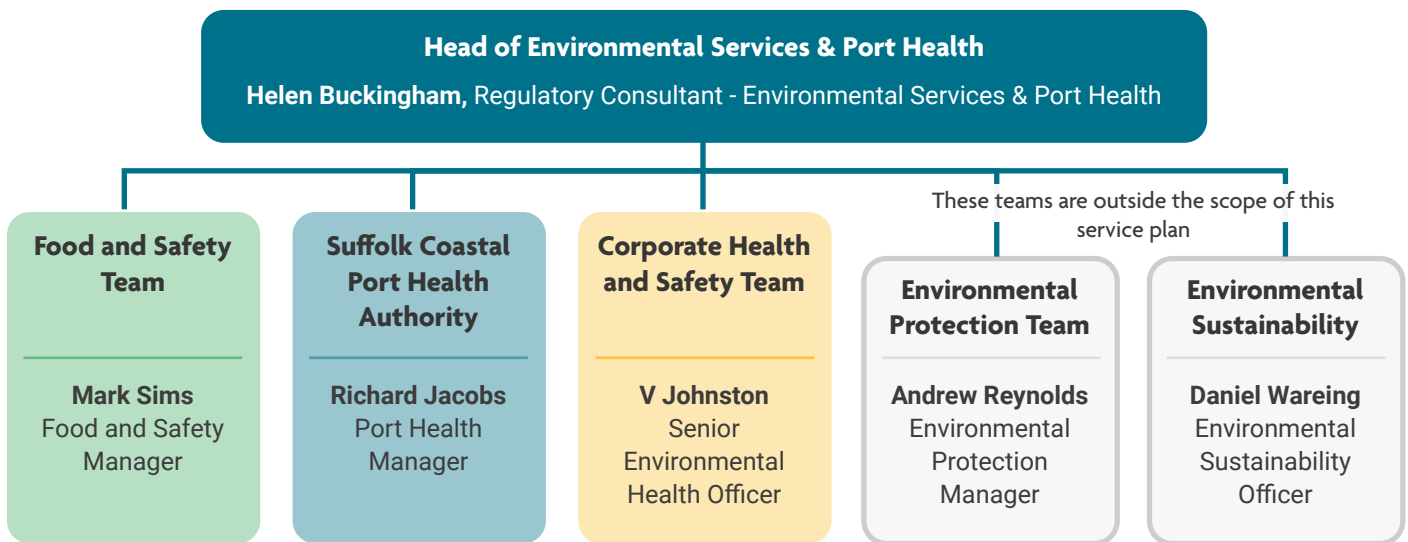


Figure 1. Structure of the Environmental Services & Port Health Service Area.

This plan’s route to adoption by East Suffolk Council is shown in Figure 2.



Figure 2. This service plan’s route to adoption by East Suffolk Council

## Food and Health & Safety

The Food and Safety Team is managed by the Food and Safety Manager. The team's organisation chart is provided in Appendix 2.

The team comprises:

- Food and Safety Manager
- Senior Environmental Health Officer
- Environmental Health Officers
- Food and Safety Officers
- Environmental Health Technical Support Officers

All members of the team have contributed to the development of this plan, via participation in a half day workshop at the outset and ongoing discussion via regular team meetings.

## Suffolk Coastal Port Health Authority

SCPHA organisational chart is provided in Appendix 3. The Port Health team is currently expanding to accommodate the expected demands brought about by EU Exit. By October 2021, it will have risen from around 80 individuals to approximately 140 personnel.

The strategic SCPHA management team comprises of the Port Health Manager, Compliance Manager, Business Manager and Operational Manager.

The Port Health Manager, along with the technical lead (Non Animal Origin) are both nominated as Lead Food Officers, whereas the technical lead (Products of Animal Origin) is the Senior Official Veterinary Surgeon (OVS). An OVS is required in order that the Border Control Post (BCP) can operate within its approvals.

A highly trained multi-discipline team, comprising of Official Veterinary Surgeons, Port Health Officers, Authorised Officers, Port Health Support Officers and Import Control Assistants deliver the operational elements of SCPHA, in what will soon be a 24/7 service. Shift operations are supported by team leaders.

The multidisciplinary teams are supported by an IT/business solution team and a business compliance/support team.

## Corporate Health and Safety

The Corporate Health and Safety Team is managed by the Senior Environmental Health Officer. The team organisation chart is provided in Appendix 4.

The team comprises:

- Senior Environmental Health Officer
- Health and Safety Advisors
- Health and Safety Officer – Housing Maintenance
- Health and Safety Officer/Trainer - Port Health

People that contribute to this plan.



Suffolk Coastal Port Health Authority team



Photo to be added

Food and Safety Team

Photo to be added

Corporate Health & Safety Team

## 2.3 Scope of our responsibilities

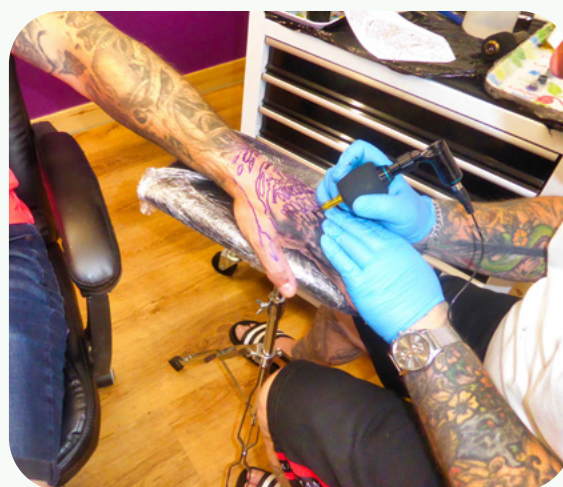
### Food and Health & Safety

Food and Safety Team has the responsibility for:

- registering and, where appropriate, approving food establishments
- carrying out food safety inspections and other interventions of businesses
- providing information on food hygiene standards to residents using the Food Hygiene Rating Scheme
- giving advice to food business operators including help on implementing the Food Standards Agency (FSA) Safer Food, Better Business food safety management system
- checking inland imported foods at retail and catering establishments
- issuing Export Health Certificates and Food Safety Premises Endorsements for Export
- investigating complaints concerning food, food establishments and food handling practices
- investigating cases of suspected and confirmed food poisoning
- using a range of food safety enforcement actions, including taking emergency prohibition action where conditions present an imminent risk of injury to health, and prosecution
- delivering a food safety education programme, including the level 2 Award in Food Safety in Catering
- providing the Lowestoft Port Health Authority service, inspecting ships and issuing Ship Sanitation Control Certificates
- carrying out health and safety interventions at premises for which the Council has legal enforcement responsibility. Proactive inspections are 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
- leading East Suffolk's Safety Advisory Group (SAG) to engage with event organisers to address public



- investigating complaints concerning work premises and practices
- investigating accidents and dangerous occurrences reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- using a range of health and safety enforcement actions, including taking action to immediately prohibit work activities likely to involve a risk of serious personal injury, and prosecution
- acting as a Responsible Authority under the Licensing Act 2003
- registering persons carrying out skin piercing practices and the premises used
- investigating cases and outbreaks of infectious disease to control it spreading and identify causes
- enforcing emergency public health regulations e.g. business closure and restrictions regulations
- support the countywide Healthy Suffolk healthy eating award schemes Eat Out Eat Well and Take Out Eat Well.



Helping you make healthier choices





## Suffolk Coastal Port Health Authority

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

- operation of Felixstowe Border Control 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 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. Under contract, SCPHA delivers the day-to-day statutory controls on high risk feed and we are continuing to work with Trading Standards to ensure an effective monitoring procedure for other animal feed imported through Felixstowe.

Note: EU Exit changes will see a Border Control Post (BCP) established for products of animal origin in Harwich International Port by the end of 2021.

To support the Port Health service an internally developed software solution is utilised. This solution, PHILIS, is also licensed to other ports. This, along with support to these ports, is another of the services provided.

**PHILIS**



**Watch the PHILIS video on YouTube**

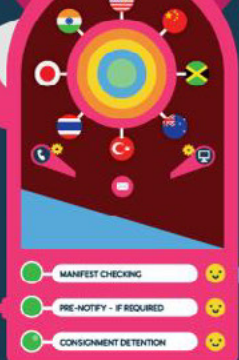
[https://youtu.be/nOhxoV\\_QMWY](https://youtu.be/nOhxoV_QMWY)

**MISSION**  
Protection of Public and Animal Health

COMPETENCY  
**CLOUD**  
FLEXIBLE  
RESOURCING  
ASSESSING  
COMPETENCIES  
CONTINUING  
PROFESSIONAL  
DEVELOPMENT



THE PORT HEALTH MACHINE



NON-ANIMAL ORIGIN

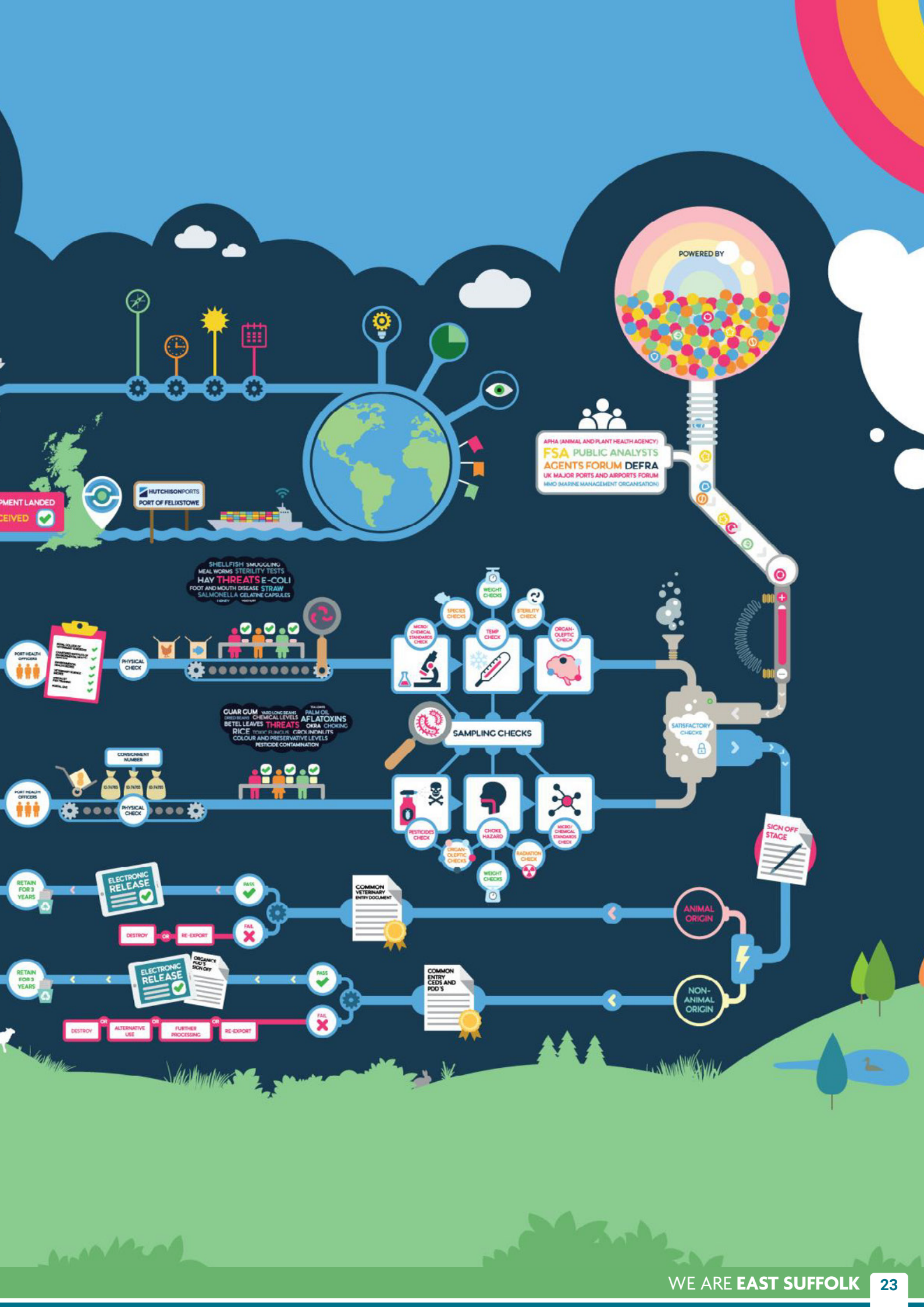
ANIMAL ORIGIN



A14 PORT HEALTH  
A12

MAKING THE UK SAFE SINCE 1899

GO!



## Corporate Health and Safety

Provides professional support, technical and other guidance to the councillors, the Chief Executive, Strategic Directors, Heads of Service, managers, Health and Safety Champions and other employees on matters of health and safety.

Develops health and safety policies and procedures in line with current legislation and best practice.

Carries out inspections and audits and reports findings to the appropriate Head of Service.

Reviews accident and incident data to identify trends and any appropriate remedial action.

Provides reports on health and safety performance as required to members of Corporate Management Team (CMT) and the Health and Safety Committee.

Liaises with the HSE on health and safety matters.

Takes part in the Health and Wellbeing Group to help promote wellbeing within the Council.

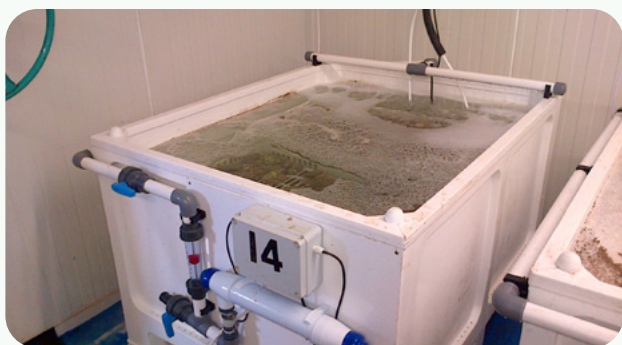
## 2.4 Demands on the Service

### Food and Health & Safety

The food safety and health & safety regulatory service is delivered by a single team of people with a mix of skillsets.

Most of East Suffolk's food businesses fall to the local authority for the delivery of official controls and other aspects of food safety and hygiene legislation. The Council regulates over 2,800 food businesses and the FSA itself regulates an additional six approved establishments in the area, for example slaughterhouses, cutting plants and game handling establishments. Profiles of locally authority regulated food establishments in East Suffolk according to risk are provided in Appendix 5.

An outline of the projected demands on the food safety service is provided in Appendix 6.





The 37 businesses that are 'approved establishments' and the responsibility of East Suffolk, produce fish, shellfish, meat, poultry, and dairy, including raw cow's drinking milk.



Adnams PLC, St Peter's Brewery, Birds Eye Limited, Indo European Foods Limited, Lallemand Baking and Stokes Sauces Limited are large food and drink businesses and many of them export.

East Suffolk attracts many tourists particularly during the summer months and supports events which will boost the local economy.

We have a diverse range of businesses operated by and/or associated with ethnic minorities. This includes Chinese, Bangladeshi, Turkish, Portuguese and Polish. The majority of these businesses are takeaways, restaurants, retail shops and barbers.

Lowestoft Port Health Authority inspects ships under the International Health Regulations 2006 to ensure ships are controlling health risks. We issue Ship Sanitation Control Certificates and charge fees for this service.

Health and safety law is regulated either by the Health and Safety Executive (HSE) or the local authority with the split being determined by the main activity carried out at the premises. The Council generally enforces health and safety law in workplaces where members of the public have access, such as hospitality, retail, consumer services, leisure activities, places of worship and residential care homes along with offices, warehouses and undertakers. The Council enforces health and safety law in around 5,700 enterprises. A significant proportion of these are, Micro, Small or Medium-sized Enterprises (SMEs).



The Food and Safety Team works with event organisers and others during planning and delivery via the Safety Advisory Group to ensure that persons involved in the events, and the members of public that attend them, are protected from risks to their health or safety. Events attracting up to 80,000 people include the Suffolk Show at Trinity Park, Latitude Festival at Henham Park and First Light Festival in Lowestoft. Some events only come to the Food and Safety Team's attention at short notice and require significant intervention which can have an impact on the team's workload.

For easy and 24-hour customer convenience we provide all of our application and notification channels online via our website. The Food and Safety Team provides a 24-hour, seven-days a week, 52 weeks a year cover for emergencies.

<https://www.eastsuffolk.gov.uk/contact-us/>

In 2021/22 we will explore HSE's offer to expand the spot checks intervention project to nightclub settings. Also to managing asbestos and legionella risks.

## Suffolk Coastal Port Health Authority

The Port Health Service manages the competing demands of the legislative framework and the commercial activity of the ports and impact on UK trade.

The legislation places an obligation on the service to deliver official controls at the border, however the volume of these controls is determined by the nature of the commercial activity. Legislation is updated frequently to reflect new or emerging risks and trade volumes may vary considerably.

Every imported consignment of product has the potential to present a biosecurity issue. It is imperative that Port Health is vigilant and utilises all methods possible to accurately identify consignments and their nature, that arrive in port.

With the scale and volume of workload and the potential impact on supply chains, it is vital that the service seeks to minimise impact on compliant trade and intervenes on non-compliant trade. This requires a flexible, adaptable service, with a depth of organisational and operational knowledge to be able to react to changing circumstances.

A very significant change is rapidly approaching with the EU Exit. This will see new biosecurity requirements placed upon consignments of goods from the EU. The demands on the service will increase significantly into 2022.

SCPHA is engaged with Government bodies, working groups and other PHAs to shape the future regime.

An outline of SCPHA's current and projected service demands is provided in Appendix 7.

The service is currently provided from several locations within the Port of Felixstowe, including an administration centre and an Operations Centre (encompassing the BCP). The Annex at East Suffolk House (the HQ of East Suffolk Council), is currently home to the IT team and is also used for training new colleagues, given the uplift in staffing intake. Working from home has been a very limited option for SCPHA, due to the nature of the operational environment and inspection regimes. Throughout 2020/21 COVID crises, the service was maintained.

The current SCPHA service is provided:

**Mon - Thur** 0630 -2200

**Fri** 0630-2130

**Sat/Sun** 0630-1430

We will be moving to a 24/7 service in Sept 2021, however full operating capacity is not anticipated before 1 July 2022.

In addition to the forthcoming pressures of EU Exit, the provision and maintenance of the existing high quality 3rd Country service has continued.



### Port Health Machine

[To watch the full story of how Suffolk Coastal Port Health works, click here.](#)

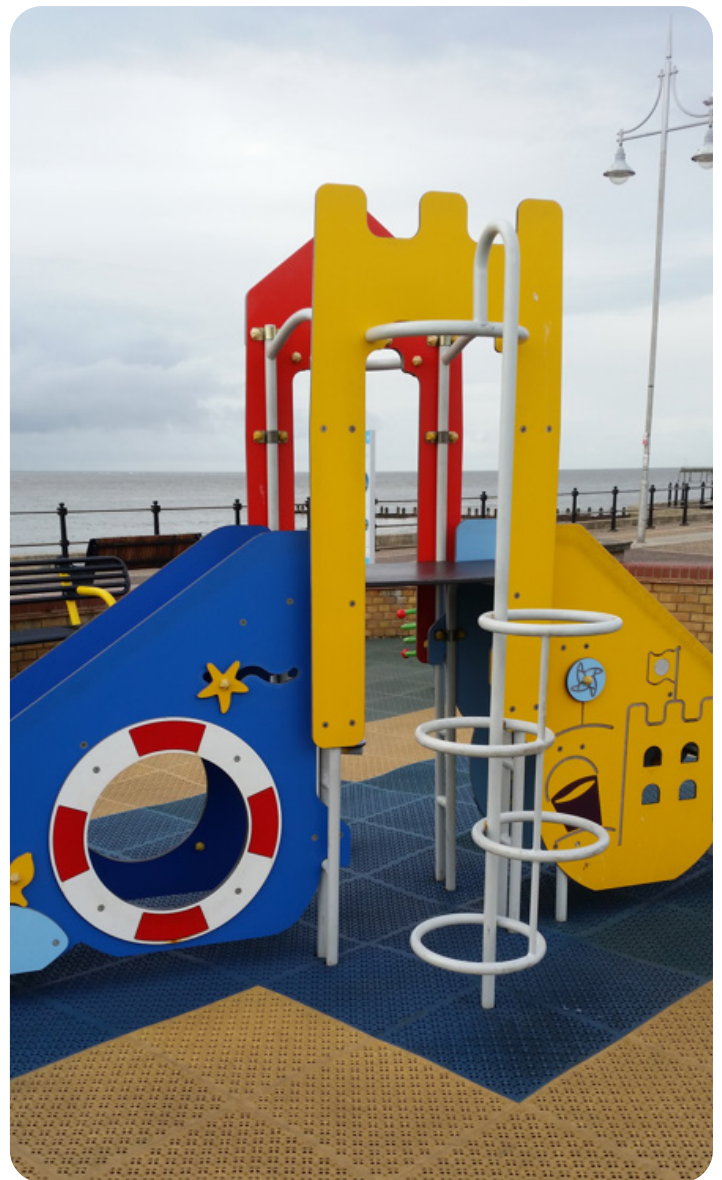
## Corporate Health and Safety

The CHST supports the whole Council and responds to internal and external demands, both proactively and reactively.

The Council has around 850 employees across eleven service areas.

The greatest demand on the CHST in the last 18 months has been the COVID-19 pandemic.

The CHST has given advice in a rapidly changing environment to ensure that the Council could deliver essential services safely, for example the teams delivering supplies to vulnerable people, locating and housing 'rough sleepers,' maintaining and repairing the Council's housing stock, operating a Building Control and Port Health service and enforcing the business restrictions that were in place at various times.



## 2.5 Compliance and Enforcement Policy

Our Compliance and Enforcement Policy<sup>2</sup> covers all of the regulatory services delivered by the Council including official controls and those in the wider food safety, health & safety and port health services.

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.

The policy reflects Government expectations, via the Regulators' Code, towards the regulation of individuals and businesses and endorses the Government's commitment to better regulation, reducing regulatory burdens on business and supporting economic growth.



The policy sets out the Council's commitment to fair, open, transparent, proportionate and intelligence led regulatory services and advocates a staged approach to enforcement using a range of enforcement options available to secure compliance.

### Food and Health & Safety

Decisions made in relation to health and safety regulation will also be made in accordance with the Health and Safety Executive's Enforcement Management Model (EMM). This takes the officer through a logical and demonstrable assessment process to determine an appropriate and consistent level of enforcement, in line with the Compliance and Enforcement Policy.

### Suffolk Coastal Port Health Authority

The overarching East Suffolk Compliance and Enforcement Policy is applicable to SCPHA, however, the port health regulatory framework is prescriptive in many areas. SCPHA follows the regulatory requirements and the advice and guidance of national competent bodies. Where there is latitude in the approach to enforcement, the Compliance and Enforcement Policy is utilised.

### Corporate Health and Safety

The CHST does not make enforcement decisions.

The Council is regulated by the Health and Safety Executive who will use the EMM and their own Enforcement Policy Statement. The CHST uses the principles of the EMM to benchmark compliance.

<sup>2</sup><https://www.eastsuffolk.gov.uk/yourcouncil/compliance-and-enforcement-policy/>

# 3.0 SERVICE DELIVERY

## 3.1 Interventions

### Food and Health & Safety

Inspections and other interventions are normally carried out at food establishments using a risk-based approach set out in the Food Law Code of Practice (FLCoP). Establishments may be rated as a higher risk either because of the higher-risk nature of their business or because of the lower standards of food safety, or both.

Establishments receive an overall risk rating ranging from A (highest risk) to E (lowest risk).

Profiles of the food establishments in East Suffolk by risk rating categories A to E are shown below, in Appendix 5.

Unrated establishments are new businesses that have not had a completed inspection. Establishments in the outside category include premises such as primary producers that do not form part of our risk based intervention programme.

In response to the pandemic, staff resources were redeployed to help ensure businesses and other organisations had controls in place to manage the risk of COVID-19 spreading. Having regard to FSA guidance to local authorities on COVID-19, and in common with other local authorities, our food safety intervention programme was largely paused except for higher food safety risk concerns. As a consequence, as of September 2021, there are 337 registered unrated food establishments. We have prioritised completing the inspection of these unrated businesses according to the expected risk and have used remote interventions where possible to assess controls in place.

We have 1,252 Category A to D interventions to complete before 31 March 2023. Utilising FSA guidance to local authorities we have identified that we need to prioritise 268 of these for inspection before 31 March 2023: this will be our red line. We anticipate we will receive a further 700 new food registrations through to 31 March 2023.

It is our intention to move at the fastest pace to deliver the Recovery Plan in Figure 3 by reinstating staff resources to food safety work.

The plan aims to ensure that during the period of recovery from the impact of COVID-19, our resources are targeted where they add greatest value in providing safeguards for public health and consumer protection in relation to food.

**Food  
Recovery Plan  
to 31 March 2023**



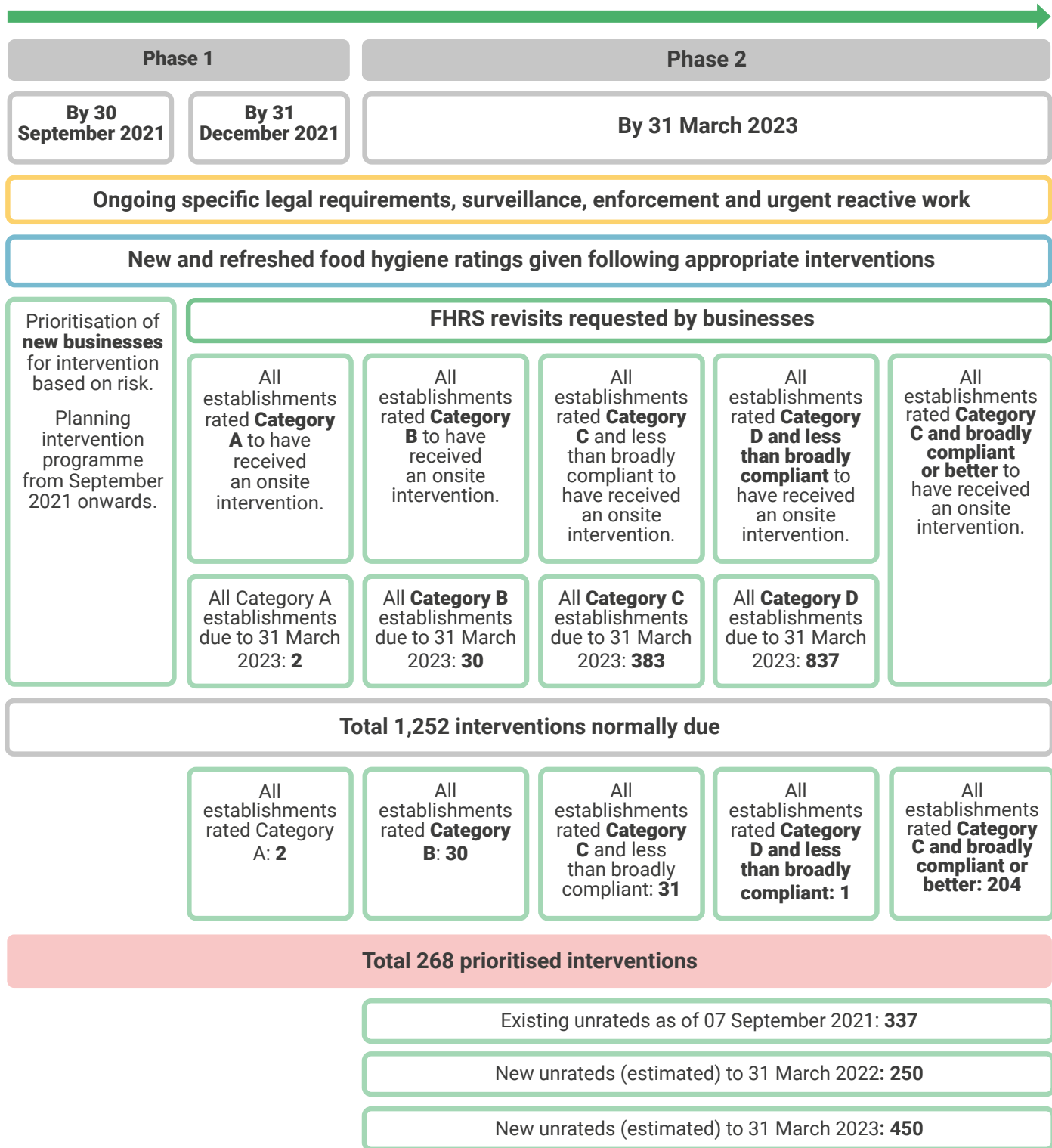


Fig. 3 East Suffolk Food Safety Recovery Plan to 31 March 2023

Health and safety interventions are carried out by authorised Inspectors in accordance with guidance issued by the HSE to Local Authorities via the National Code and LAC67/2 which determines priorities and expectations.

The Food and Safety Team reacts to intelligence from other agencies such as the emergency services, other Council departments and third party complaints.

Proactive interventions are identified using the LAC67/2 and local intelligence, for example, assessing and securing compliance at 25 premises with swimming pools following two separate instances in Norfolk where lack of adequate supervision was determined to have contributed to a child drowning and an adult requiring resuscitation.

There was an approximately tenfold increase in the number of health and safety proactive inspections in 2020/21 compared to the year before. This reflects the number of interventions to ensure that satisfactory viral transmission controls were in place and that businesses were complying with the relevant business restrictions.



## Suffolk Coastal Port Health Authority

The legislation base for port health enforcement is prescriptive and virtually all SCPHA's interventions are driven by this. SCPHA will continue to work hard to deliver effective and consistent application of the legislation.

As the UK exits the EU, it is foreseen that there will be some realignment of legislation and legislative requirements. With a more risk-based approach, greater utilisation of the East Suffolk enforcement policy may become a reality.

Outside of the mandated interventions, SCPHA will be engaging in imported food monitoring sampling. This activity comes in two forms – that which is requested by the FSA or DEFRA or that which is designed in house, based on intelligence. Both have the objective of providing a greater insight to potential or emerging issues. The results acquired help create greater intelligence for the future and allows for smarter targeting of future threats.

SCPHA's service is effectively resourced based on the current and projected levels of intervention required. It also has the ability to flex its service to some degree. Appendix 8 provides an outline of SCPHA's activities.



## Corporate Health and Safety

The CHST has a planned programme of work each year that is completed alongside reactive work.

The CHST audits the Council's main contractor that delivers services on behalf of the Council to give assurance that the contractor is complying with health and safety law whilst providing services such as waste collection and grounds maintenance.

The Health and Safety Advisors work with team leaders to assess risks and devise safe systems of work.

The CHST audits the procedures that Departments have in place to ensure that the risks are being adequately controlled.

Health and Safety compliance within the Council and SCPHA is one of several Corporate Risks that are monitored and reviewed regularly by a senior team across the Council. This provides strategic leadership and commitment.



## 3.2 Investigations

### Food and Health & Safety

Our Common Food Complaints Guide contains self-help advice on some common food complaints together with a short explanation and suggestions for when to contact us or take some other best course of action.

<https://www.eastsuffolk.gov.uk/business/food-safety/food-incidents-and-complaints/report-a-complaint-about-a-food-business/>

Approximately 300 complaints about food and food premises are received each year. On health and safety matters, the Food and Safety Team investigates when third parties report that they have experienced or have seen poor working practices that they believe could result in injury or illness.



An officer will assess the report and prioritise their response in accordance with published criteria such as the HSE's Incident Selection Criteria.

In 2020/21 the number of investigations which required action increased significantly due to many concerns caused by the COVID-19 pandemic. The number of future COVID-19 investigations required will depend on factors such as the number of COVID-19 cases and government expectations of local authorities.

### Suffolk Coastal Port Health Authority

SCPHA does not receive food complaints in the same way as the Council. The protocols for imported goods are very different. This process is more akin to the receipt of information or intelligence that may be utilised to target consignments.

### Corporate Health and Safety

CHST investigates incidents where someone was or might have been injured as a result of East Suffolk Council's activities.

Investigations are carried out when internal audits identify deviations from agreed safe working methods.

## East Suffolk Safety Advisory Group

The management of crowds of people is inherently difficult and the harm that can occur depends on the type of event being run. East Suffolk's SAG has representatives from the district and county councils, emergency services, other relevant agencies according to the type of event and event organisers. SAG members formally meet monthly, to review event applications, meet event organisers and advise on public safety but also review a number of plans without the need for a meeting and will provide constructive feedback to the organisers via the chair. Notes of the advice given are promptly shared with SAG members and event organisers.

Recommendations given by SAG are advisory and presented in a non-adversarial way and it is for the organiser to take such steps that are necessary to ensure an event is managed safely. However individual SAG members may have their own legislative powers that relate to parts of the event and will use their statutory powers if risks will not be mitigated following advice from the group.

East Suffolk welcomes, encourages and supports organisers of safe events. SAG considers events ranging from local community events run by volunteers to large events attracting thousands of people such as the Suffolk Show, Latitude, First Light and international cycle races.

The COVID-19 pandemic had a devastating impact on events in 2020/21. Many were scaled back and some had to be cancelled as a result of emergency health protection laws and organisers' own assessments of the risk. SAG engaged with 31 events to discuss their plans and as a result 20 could go ahead within the COVID-19 restrictions. Unfortunately the Suffolk Shows that normally attract many thousands of visitors were cancelled in 2020 and 2021.

“...thanks to you, for giving us such sound advice, which allowed us to move to make a swift, but nevertheless disappointing decision...”

**Bruce Kerr** Show Director, Suffolk Show

SAG will be working with the organisers during the preparations for the show which returns next year on 31 May and 1 June 2022.



## 3.3 Home Authority Principle and Primary Authority Scheme

The Primary Authority Scheme is intended to ensure that a business can have the benefit of a single point of contact for advice that supports consistent enforcement across the country.



For more information on Primary Authority Scheme follow this link: <https://www.gov.uk/guidance/local-regulation-primary-authority>

### Food and Health & Safety

The Food and Safety Team uses the Primary Authority Register to identify if a duty holder has a Primary Authority Partner and will have regard to the inspection plans and assured advice in any interventions.

The Food and Safety Team does not have any Primary Partnership agreements in place but will consider requests from businesses to explore the feasibility of forming a partnership.

Contact us at: [environment@eastsoffolk.gov.uk](mailto:environment@eastsoffolk.gov.uk)

### Suffolk Coastal Port Health Authority

SCPHA has not been approached by any importer organisations to set up a Primary Authority Partnership.

### Corporate Health and Safety

Not applicable to the CHST.

## 3.4 Advice

Advice is primarily provided via the Council's websites.

- East Suffolk Council [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk)
- East Suffolk Means Business - <https://eastsuffolkmeansbusiness.co.uk/>
- Suffolk Coastal Port Health Authority <https://www.porthealth.uk/>

Our websites provide direct advice, information and online services 24 hours a day, 7 days a week and contribute to the Strategic Plan Priority for the Digital Theme. This information is available for businesses, employees and visitors along with a contact form which allows people to request advice without having to be redirected from the Customer Services Centre.

### **Food and Health & Safety**

Throughout the COVID-19 pandemic the team has been contacting businesses to advise on the business restrictions and to signpost businesses to the help available via the Economic Development Team at East Suffolk Means Business.

The Safety Advisory Group (SAG) provides advice to event organisers on how they can comply with relevant health and safety and licencing requirements. The SAG also ensures that emergency services and civil contingency responders have sufficient knowledge of event plans to understand how they may need to resource the events and the implications for their decision making before, during and after the event.

Events are notified via Temporary Event Notices, SAG notifications, applications to use Council land and by other agencies. The number of events that were notified in 2020/21 fell to 370 from 1,369 in 2019/20, which reflects the restrictions on large gatherings during the COVID-19 pandemic.

Further information about the role of the SAG and further guidance on running events safely is available on the Suffolk Resilience website:

<https://www.suffolkresilience.com/event-safety>

## **Suffolk Coastal Port Health Authority**

SCPHA provides a comprehensive online presence - <https://www.porthhealth.uk/> – whether this is for generic imports or for changes brought about by EU Exit. The breadth of advice provides overviews and principles as well as detailed advice for a specific product. It is expected that the demand for advice will rise after 01 October 2021, as the trade adjusts and learns the new import regimes.

SCPHA will encourage engagement with the trade, with a view to educate and advise, in order that the transition to full EU checks on 01 July 2022 is understood.

SCPHA engages across multiple importers/agents/traders who have goods moving through the port. In particular, relationships with British International Freight Association (BIFA) and Felixstowe Port Users Association (FPUA), provide a good conduit to disseminate information to a wide audience, to support our online information.

## **Corporate Health and Safety**

Corporate Health and Safety offers advice to all levels within the Council e.g. Members, Senior and Corporate Management Teams, 4th Tier Managers and individual employees.

The CHST has a channel on MS Teams which all staff and Councillors have access to. The channel enables staff and members to ask questions and receive communication on health and safety topics.

The CHST publishes a briefing newsletter on a different topic each month.

No one should be digitally excluded from East Suffolk Council services. We work to Level AA of the Web Content Accessibility Guidelines, the standard many governments use as a benchmark. [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk) is usable for everyone.

We aim to ensure our web content and processes are intuitive to make it easy for users to access services. We have online information and transactional services covering business grants and funding, business incentives, business rates, business associations and networks the environment, business support, East Suffolk Economic Growth Plan, supplying the council, business continuity, land and premises, exporting from East Suffolk, East Suffolk Business and community awards, regeneration projects, planning, licensing and waste.

The food safety and health & safety content has our own advice and information and links to other sources. We provide online transactional services:

- register a food business (via GOV.UK)
- order and pay for printed Safer Food, Better Business (SFBB) packs and diaries
- submit a Food Hygiene Rating Scheme (FHRS) appeal, consent for early publication of rating, request a re-visit, and a Right to Reply
- submit a food or health incident or complaint
- register premises and/or people for skin piercing, tattooing, electrolysis, acupuncture or semi-permanent makeup
- submit COVID-19 enquiries and concerns
- apply for ship sanitation inspections and certificates at Lowestoft Port
- apply for export certificates and attentions
- apply for food business establishment approval
- notify us of cooling towers and evaporative condensers
- pay fixed penalties
- register for a food hygiene training course
- request live bivalve molluscs or shellfish registration documents.



[www.facebook.com/eastsuffolkcouncil](http://www.facebook.com/eastsuffolkcouncil)



[www.twitter.com/EastSuffolk?lang=en-gb](http://www.twitter.com/EastSuffolk?lang=en-gb)



[www.linkedin.com/company/eastsuffolkcouncil](http://www.linkedin.com/company/eastsuffolkcouncil)

# East Suffolk Means Business

[eastsuffolkmeansbusiness.co.uk](http://eastsuffolkmeansbusiness.co.uk)



East Suffolk Means Business content is managed by East Suffolk Council's Economic Development and Regeneration Team.

The team invigorate the local economy through physical regeneration whilst enhancing the local environment to support economic growth and prosperity. They encourage new and existing businesses to survive, revive and thrive, making our district more attractive to residents, visitors and investors alike. The team provide ongoing support to the development of a stronger skill base including skills to future-proof tomorrow's generation, today.

The East Suffolk Means Business website content covers the available support, land and premises, grants and funding, invest in East Suffolk, skills and training, and the key sectors in East Suffolk:

- Agriculture, food and drink.
- Energy.
- IT, Tech and digital creative.
- Manufacturing and engineering.
- Marine.
- Ports and logistics.
- Visitor economy and cultural.



[www.facebook.com/EastSuffolkMeansBusiness/](https://www.facebook.com/EastSuffolkMeansBusiness/)



[www.twitter.com/esmbiz](https://www.twitter.com/esmbiz)



[www.linkedin.com/company/eastsuffolkmeansbusiness](https://www.linkedin.com/company/eastsuffolkmeansbusiness)





**Suffolk Coastal Port  
Health Authority**  
[www.porthealth.uk](http://www.porthealth.uk)

Provides Import guidance on all the key SCPHA service areas. It enables users to sign up for automatic updates when information changes, along with useful information areas such as BREXIT, and tools such as the fish scientific name look up

**PHILIS**

Our bespoke Port Health software, developed inhouse , and now licenced to a number of other Port Health Authorities

We are committed to ensure that consignments are cleared as quickly as possible through the Port of Felixstowe.

We make the best use of technology which ensures every step is as efficient and effective as possible.

Our dedicated IT team maintains our in-house system, called PHILIS, which helps us carry out our statutory duty. PHILIS talks to other systems such as UK IPAFFS MCPs Destin8 system and CNS Compass to exchange as much information as possible electronically.

**PHILIS Mobile**

Our bespoke mobile working application. Enables us to undertake examinations quickly and efficiently using mobile devices.

**PHILIS DES**

Our bespoke customer portal.

PHILIS DES (Document Entry System) enables Importer and Agents to make their prenotification

**PRS – PHILIS  
Replacement System**

Our future system currently in development, embracing new and exciting technologies



[www.twitter.com  
/CoastalPort](https://www.twitter.com/CoastalPort)

## 3.5 Sampling

### Food and Health & Safety

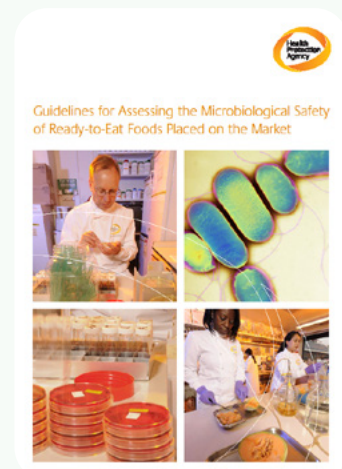
The Food and Safety Team's Food Sampling Policy, including arrangements for the analysis and/or examination of the samples, is set out in Appendix 9.

In 2021/22 we will continue to take samples of water and shellfish for classification and algal toxin monitoring purposes. Unsatisfactory results are followed up in accordance with associated criteria to ensure the risk to public health is protected.

In 2021/22 we plan to take 60 samples of ready-to-eat cooked chicken served cold at retail and catering outlets as part of a national Public Health England (PHE) co-ordinated survey. Microbiological analysis of the samples will be for:

- Aerobic Colony Count
- *E. coli*
- *Listeria* species and
- Enterobacteriaceae
- Coagulase positive *Staphylococci*
- *Salmonella* species

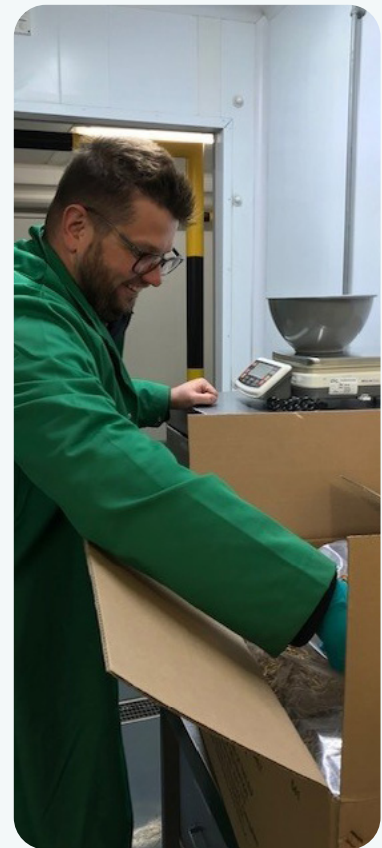
Water samples may be taken when investigating outbreaks of Legionnaires' Disease.



### Suffolk Coastal Port Health Authority

SCPHA's sampling activity is driven by legislative requirements – Appendix 10. This includes sampling activity volumes. It is expected that these volumes will be maintained during readjustment, post EU Exit.

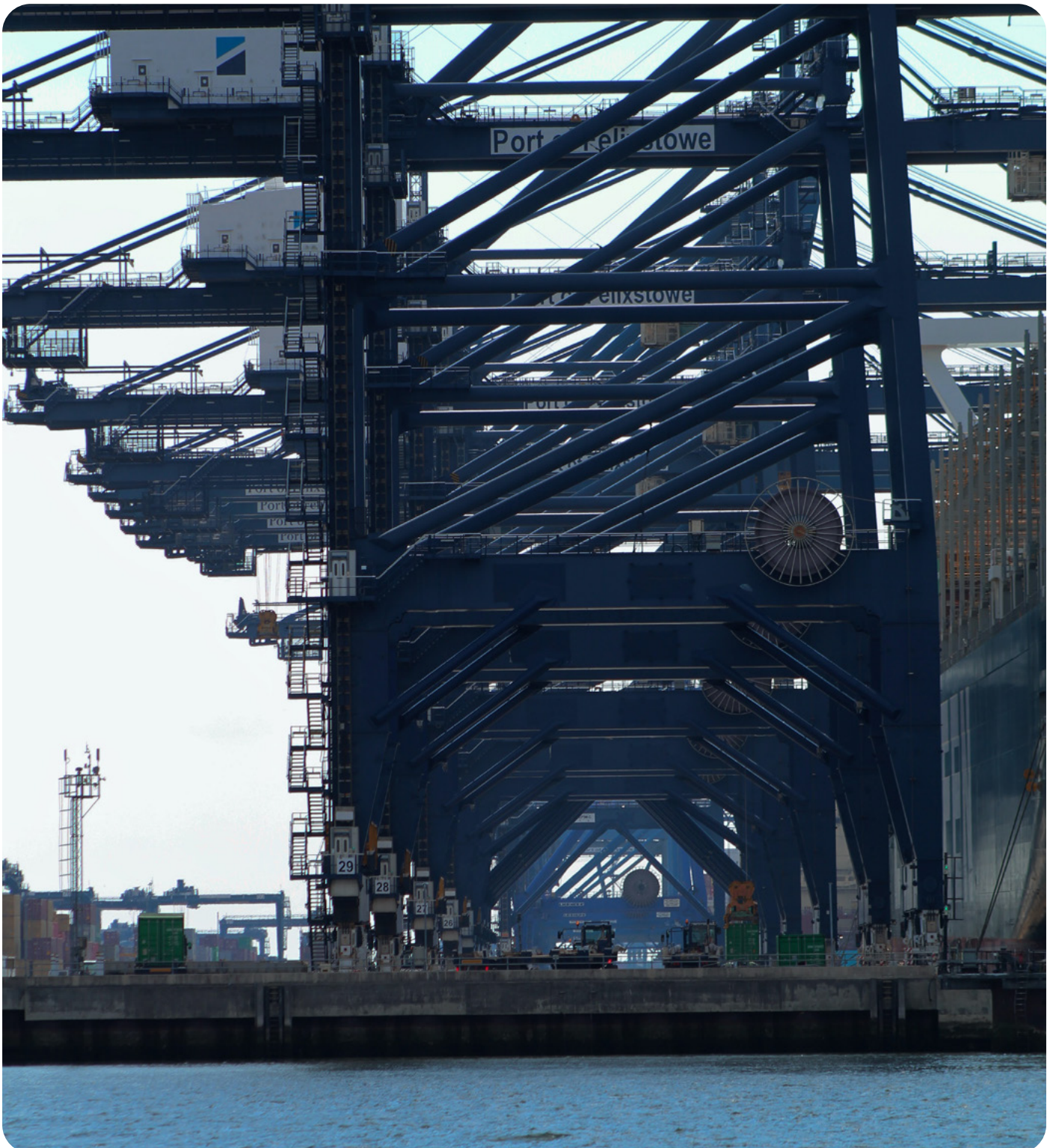
SCPHA utilises a number of public analysts to cover the range of products and examination/analysis required. It has arrangements in place for collection or courier of samples, along with regular reporting on performance.



## Corporate Health and Safety

CHST does not carry out any sampling directly but advises the Asset Management Team and Housing Maintenance Teams on the control of asbestos, legionella and swimming pool water quality which involves the interpretation of sample results.

CHST will advise the relevant team on what the sampling results mean for the council and any action that is required.



## 3.6 Control and investigation of infectious disease and work-related health conditions

### Food and Health & Safety

The Food and Safety Team investigates food poisoning notifications and outbreaks to control the spread of illness, having regard to the PHE East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases. Appendix 11 shows gastrointestinal disease cases in East Suffolk, April 2020 to March 2021 and April 2019 to March 2020.

The work arising from the COVID-19 pandemic in 2020/21 has been a priority for the Food and Safety Team. Appendix 12 reports on the Food and Safety Team's response from March 2020 to end July 2021.

### Suffolk Coastal Port Health Authority

SCPHA has been significantly involved with ongoing COVID-19 issues within the Port of Felixstowe. Relationships have been established with key responders within the Port and Public Health England, and new protocols developed.

Due to the international nature of shipping and the demographics of the vessels arriving in Felixstowe, it is expected that reports and incidents of infectious disease (COVID-19) will continue, albeit at a lower frequency.

### Corporate Health and Safety

CHST has developed policies in relation to the control of legionella, asbestos, hand arm vibration syndrome (HAVS) and noise.

Routine occupational health surveillance is in place for employees who are exposed to health risks such as working with asbestos, silica dust and powered hand tools.

Mental health and work-related stress is a key priority for the Council. The CHST promotes the managers' stress management toolkit and the team stress assessments. These are proactive measures to identify and then modify working practices at an organisational level to reduce the likelihood of people suffering from work related stress. HR leads on the work with individuals who are identified as suffering from work related stress symptoms.

The CHST has worked with individuals to ensure that individuals have appropriate workstations when working from home as a result of the COVID-19 pandemic. This has involved carrying out detailed display screen equipment assessments, remotely.

Since February 2020 the COVID-19 pandemic has been a significant risk to the health of all Council staff and members. The CHST has reviewed and revised the Council's Covid Secure risk assessment and advised senior management throughout the pandemic and has worked with team leaders to ensure that their services can operate without putting their staff at risk of unnecessary exposure to the virus or the risk of onward transmission to their colleagues or customers.

## 3.7 Incidents

### **Food and Health & Safety**

Incidents may be reported to the Food and Safety Team via external agencies such as the emergency services, FSA, Suffolk Public Health, PHE, customer complaints or as a formal report under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

We have procedures for responding to FSA food alerts and arrangements in place to respond out of normal office hours.

Health and safety incident investigations will be prioritised according to risk and a decision to carry out a full investigation will be based on the HSE's published Incident Selection Criteria.

The decrease in the number of reported RIDDOR incidents from 125 in 2019/20 to 92 in 2020/21 is likely to be as a result of many business activities being restricted by emergency COVID-19 legislation.

### **Suffolk Coastal Port Health Authority**

Incidents relating to imports are generally reported through early warning systems, or direct contact with a national competent authority such as the FSA or DEFRA. Notifications are assessed by Technical Leads and appropriate action determined. This is integrated into our normal service delivery. Unless there is a step change, no increase in notifications/issues is expected.

### **Corporate Health and Safety**

All incidents that relate to health and safety and involve a risk of or actual injury, damage to property or reputation are reported via the internal reporting system.

The CHST responds to significant incidents to prevent further injury and collect evidence, first hand.

All incidents are reviewed by the CHST who will offer support to managers investigating the incident to determine whether the risk controls are adequate.

Incident and insurance claim statistics are reported to the quarterly Joint Health and Safety Committee.

Incidents that meet the criteria for formal reporting under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 are reported to HSE by the CHST.

Health and safety compliance is monitored as a corporate risk and is risk rated periodically by the Corporate Governance Group.

## 3.8 Liaison with Other Organisations

The service has wide engagement with third parties, for regulatory purposes or to provide services in order to deliver regulatory requirements, Appendix 13 maps key liaison organisations.

### Food and Health & Safety

The Food and Safety Team is represented at the Suffolk Food Liaison Group. This group has links to regional and national food groups to help achieve consistency. The team is also represented on the Thames Estuary, Essex and Suffolk Shellfish Liaison Group. This group shares information and ensures a coordinated approach by its members that include industry representatives, local authorities, FSA, CEFAS and the Environment Agency.

The team participates in the FSA's FHRs national consistency exercises.

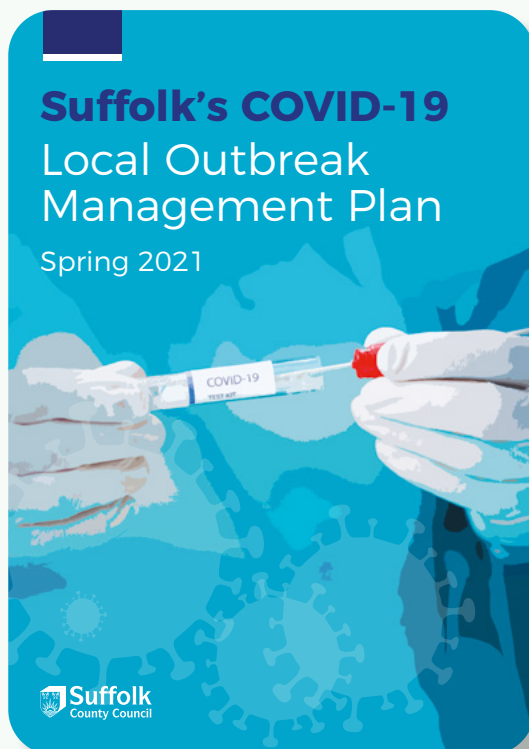
The team is represented at the Norfolk and Suffolk Health and Safety Liaison Group (NSHSLG) by the Senior Environmental Health Officer who also chairs the group.



The NSHSLG annually benchmarks the LAE1 intervention return for the Norfolk and Suffolk authorities.

The Senior Environmental Health Officer attends national meetings with HSE and liaises with the regional representative on HELA Practitioners Forum.

Responding to help control the spread of the COVID-19 pandemic has involved regular and close liaison with organisations such as Suffolk Public Health, Suffolk County Council Trading Standards, Public Health England, police, NHS Trusts and Maritime Coastguard Agency.



## Suffolk Coastal Port Health Authority

SCPHA engages across the spectrum of Port Health, including, but not limited to: (operational examples)

- National Competent Bodies: DEFRA, FSA, APHA, MMO
- Other PHAs: SCPHA is a founding member of the Major Ports Forum
- Smaller Port forum: SCPHA jointly chairs a forum for smaller ports
- Resource hub: SCPHA hosts/manages a resource hub for all PHAs

SCPHA is engaged with a number of EU Exit bodies: (policy development)

- DEFRA Readiness forum
- Cross Whitehall functional testing
- Policy research groups – e.g. Groupage, BCP design, Operational design, Document checks

SCPHA is engaged in longer term strategy / initiatives:

- Border 2025
- Risk Profiling/Supply Chain visibility
- Open Ecosystems/Trust networks

## Corporate Health and Safety

The Senior Environmental Health Officer regularly meets with health and safety managers from all other Suffolk Local Authorities to ensure consistent approaches to common health and safety issues.

A member of the CHST attends the Eastern Region Corporate Health and Safety Advisors Group.

CHST members attend two local health and safety group meetings, the Suffolk and North Essex Occupational Safety Group and the Waveney Safety and Environment Group, which are groups comprised of private and public sector health and safety professionals.

CHST individuals are members of the Institute of Occupational Safety and Health (IOSH) or the Chartered Institute of Environmental Health (CIEH) or both.

IOSH and CIEH both provide learning and networking opportunities along with professional publications.

## 3.9 Promotional and engagement work.

### Food and Health & Safety

The East Suffolk Council website is used to proactively publish information, including downloads and signposts to other websites.

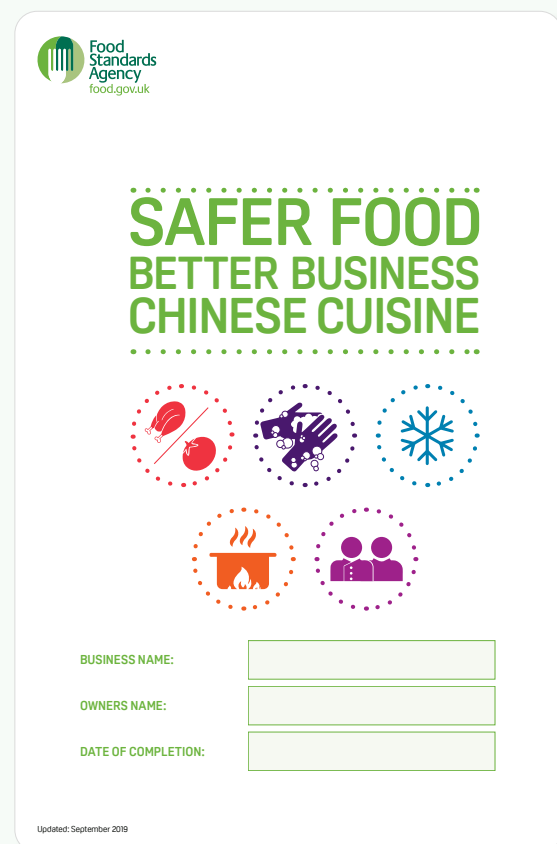
At times other than during site visits, direct contact with businesses is generally via email.

The Food and Safety Team works with the Economic Development and the Communications teams to promote key topics and messages using social media and business networks.

To ensure consistent information is provided, where available, we promote publications made available by the FSA and HSE etc that are intended for businesses or the public. Examples include helping business operators meet regulations on food hygiene through promoting Safer Food, Better Business packs.

Our programme of delivering the Level 2 Award in Food Safety in Catering and countywide, the Eat Out, Eat Well and Take Out, Eat Well assessments have been paused in response to the COVID-19 pandemic.

During the pandemic, businesses have been contacted via emails and letters with targeted COVID-19 information to help them understand closures, restrictions and COVID-19 working safely practices.





## **Suffolk Coastal Port Health Authority**

The primary focus for SCPHA in the coming year will be to ensure the trade is aware of and understands the requirements for importing goods from the EU. The primary mechanism will be utilising our online presence. The objective will be to minimise delay and queries at the border to aid trade flow and prevent unnecessary costs. Readers are invited to sign up to alerts and newsletters, free of charge.

SCPHA is in the process of creating a communication role within its structure to further develop/implement the communication strategy.

## **Corporate Health and Safety**

The CHST engages with individuals and managers across the Council. The Health and Safety Advisors join team meetings for the services they support.

The Council has a Health and Safety Committee which meets quarterly and is attended by the CHST, HR, Unison and champions nominated by their service area.

The CHST produces a monthly newsletter and when the offices were occupied prior to the COVID-19 pandemic the CHST held drop-in sessions in the breakout areas at Riverside, East Suffolk House, Marina Centre and Port Health.

Working in conjunction with the Health and Wellbeing group, the team promotes campaigns, opportunities and techniques for keeping colleagues in good physical and mental health.

# 4.0 RESOURCES

## 4.1 Financial Allocation

Details of budgetary provision for the Service Area are included in East Suffolk's Budget Book 2021-22. <https://www.eastsuffolk.gov.uk/yourcouncil/financial-information/the-councils-budget/>. Financial provision enables the use of external legal services where appropriate.

### Food and Health & Safety

COVID-19 grant funding provided additional resources to carryout COVID-19 work and backfilling.

### Suffolk Coastal Port Health Authority

The Port Health service is entirely self-funding from the cost-recovery arrangements in place for importers – there is no impact on the Council tax payers of East Suffolk. The Port Health service costs can be found on the SCPHA website <https://www.porthealth.uk/>.

The current turnover of the SCPHA service is around £5.3m/year. This covers all costs arising from the delivery of the Port Health service in relation to 3rd Country consignments under the current legislative framework.

In order to add to the service to accommodate the EU Exit requirements, SCPHA bid for and successfully acquired support funding from DEFRA.

It is expected that the EU checking regime will come into effect on 1 July 2022, and at the same time a charging regime will be implemented. The expectation is that sufficient income will be raised by the charging regime to cover the running costs of the expanded SCPHA service.

### Corporate Health and Safety

CHST resources are combined with those of the Food and Safety Team.

### Supplying the council

East Suffolk Council spends around £28 million each year and we are keen to encourage a diverse range of suppliers, both large and small.

As a local council we are not just looking for the biggest companies to supply us, we encourage organisations of all sizes to bid on our tenders. There is something for everyone and we are shaping procurements for all kinds of bidders. Head to our website for more information <https://www.eastsuffolk.gov.uk/yourcouncil/supplying-the-council/>

## 4.2 Staffing Allocation

### Food and Health & Safety

Officers are authorised according to the findings of a competency assessment based on qualification, technical knowledge and regulatory experience, according to the FLCoP, Practice Guidance and the Competency Framework

The normal regulatory allocated resources are:

- food and safety - 7.7 FTE
- health and safety - 1.2 FTE

The normal support staff resources are 2 FTE.

The COVID-19 pandemic enormously impacted on the team's work with staff deployed within the team to handle the many COVID-19 related service requests. Staff responded well to these demands with temporary staff, mainly part-time, appointed to help.

Recruitment and retention of staff in 2019/20 and 2020/21 has been a challenge.

### Suffolk Coastal Port Health Authority

Once fully established the service will comprise of approximately 140 FTEs – including all operational, business support, IT support and management staff.

Staff directly engaged with official controls will be:

- OVS - 14
- PHO - 16
- PHSO - 16
- AOs - 21
- Tech Leads - 2

These teams will be supported by:

- Team leaders - 9
- ICAs - 22
- ICT - 6

A total of 106 staff will be directly engaged in the delivery of the Port Health service. The remainder of the service comprises Senior Management, other team leaders and Business Solutions (Finance, compliance, ICT developers, etc).

It is essential that the OVS and PHOs are trained, competent and authorised as these are the key operational decision makers. Some PHSOs and AOs will hold limited authorisations. It should be noted that the requirements under the revised FLCoP permit specific relaxations of qualifications in relation to official controls carried out at a BCP, relying solely on training and competency assessments. Nonetheless, SCPHA intends to minimise use of these relaxations in order to retain the most experienced staff.

## Corporate Health and Safety

The CHST is managed by the Senior Environmental Health Officer

The team comprises:

- Senior Environmental Health Officer (0.4 FTE)
- Health and Safety Advisors (1.5 FTE)
- Health and Safety Officer – Housing Maintenance (1 FTE)
- Health and Safety Officer/Trainer - Port Health (0.5 FTE)

Total 3.4 FTE

## 4.3 Staff Development Plan

Our workforce is at the heart of everything we do. One of the ways we support the development and competence of staff is through ongoing training and development provided in-house and externally.

To meet this challenge, we have created an opportunity for five Council employees to be apprentice environmental health practitioners.

This will develop our staff and help address the challenge of recruiting environmental health practitioners in the future. Starting with a September 2021 enrolment on the Environmental Health Practitioner Apprenticeship (Level 6), one member of the Food and Safety Team and one member of SCPHA will work in the professional field whilst studying for a degree at the same time.

In 2021/22 we will respond to the FSA's revised 2021 Competency Framework by reviewing the arrangements we have in place against the framework.

We will work in partnership with our colleagues in SCPHA to meet competency requirements, given that we all carry out official controls.



### Environmental Health Practitioner Apprenticeship (Level 6)

The four-year course has been developed through consultation with the Chartered Institute of Environmental Health and the Institute for Apprenticeships, along with employers from a range of public and environmental health related fields.

<https://www.ucw.ac.uk/courses/environmental-health-practitioner-degree-apprenticeship/#overview>



# East Suffolk... our values



**PROUD**

*Believing in who we are, what we do and where we live*

**DYNAMIC**

*Transforming the future with you in mind*

**TRUTHFUL**

*Honest and clear in all we do*

**GOOD VALUE**

*Delivering outstanding services, smartly & economically*

**UNITED**

*Whoever we work with, we work as one team*

*Working across boundaries, joining up the dots, serving our communities.*

## Food and Health & Safety

Authorised officers in the Food and Safety Team are required to demonstrate Continuing Professional Development (CPD) in line with their membership of relevant professional bodies e.g. CIEH, Royal Society for Public Health (RSPH), IOSH etc.

Officers carrying out food safety interventions undertake 20 hours of CPD directly related to food safety each year.

Officers are subscribed to an online resource provided by a niche company of food consultants specialising in the training of food law enforcement officers.

In 2021 the Food and Safety Team will support four SCPHA staff to obtain Higher Certificates in Food Control by providing them with case studies and practical experience to complete their competency development portfolio.

The Norfolk and Suffolk Health and Safety Liaison Group holds an annual training day open to all health and safety regulators across Norfolk and Suffolk.

## **Suffolk Coastal Port Health Authority**

SCPHA has two internal trainers – operations and systems. All staff joining SCPHA will undergo a planned schedule of training.

Training content is agreed with our Technical Leads and is specific to the role. Only once training has been completed and the technical lead is satisfied of competency, is a request for authorisation issued.

The FLCoP, Practice Guidance and Competency Framework are relevant here.

SCPHA supports further training opportunities and currently has four individuals on the Higher Certificate in Food Control programme, one Environmental Health apprenticeship plus others completing post Environmental Health degree training.

SCPHA is in the process of acquiring training and competency software to run alongside its HR systems. This will provide far more granularity on competencies held, competency gaps and drive our statement of training needs and future training programmes. It will also help us keep evidence of competency attainment and review it at appropriate intervals.

## **Corporate Health and Safety**

CHST members undertake CPD in accordance with their membership of the Institute of Occupational Safety and Health (IOSH) and/or the Chartered Institute of Environmental Health.

CHST members are encouraged to attend IOSH meetings and webinars.

The CHST uses regular in-house learning and development sessions to update knowledge and maintain competency.

The CHST is a member of the Suffolk and North Essex Occupational Safety Group and the Waveney Safety and Environment Group both of which hold monthly meetings with an education element and CHST members are encouraged to attend when relevant.

One member of the CHST is enrolled on a NEBOSH Level 6 Health and Safety Diploma.

# 5.0 QUALITY ASSESSMENT

## 5.1 Quality assessment and internal monitoring

### **Food and Health & Safety**

The Food and Safety Manager monitors the work of the Food and Safety Team.

The team has documented procedures for all activities with a lead officer for each who is responsible for reviewing and revising the procedures and maintaining an overview of the team's activities in their area of responsibility.

Environmental Health Technical Support Officers carry out the Document Control function for the team.

The HSE's LAE1 return is benchmarked at the Norfolk and Suffolk Health and Safety Liaison Group.

Customer feedback is invited via online surveys. A summary of the results is provided in Appendix 19. 97% of the responses said their business was fairly treated, 98% said the contact was helpful and 98% said communication was clear.

### **Suffolk Coastal Port Health Authority**

SCPHA has its own Compliance Manager and Compliance Officer – one of their roles is to independently internally test and audit policies and procedures.

SCPHA welcomes audits and has undertaken work with London Port Health Authority to cross audit and identify joint working opportunities.

SCPHA is BSI quality accredited for imported food control – the latest audit was very positive with zero non-conformities.

### **Corporate Health and Safety**

The CHST has adopted the principles of HSE's HSG65 for health and safety management Plan, Do, Check, Act.

Incident data for the Council and its contractors is reviewed by the Health and Safety Committee.

Corporate Health and Safety has been entered as a risk on the Corporate Risk Register and is monitored via the Corporate Governance Group.

# 6.0 REVIEW

## 6.1 Review against the Service Plan

Managers are responsible for ongoing reviews throughout the year and key reporting on the delivery of the services to the Head of Service and via briefings with the Portfolio Holder – Community Health.

The provision of the Council’s business as usual tasks and projects are monitored, recorded and reviewed against its Strategic Plan.

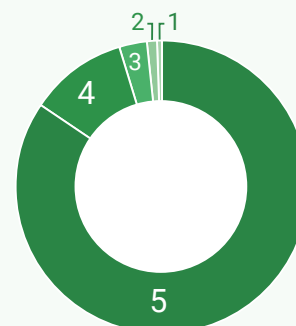
Food Safety and Health & Safety Service Plans reviewing and reporting on the delivery of services are submitted to Cabinet and Full Council for review and adoption. The last Food Safety and Health & Safety Service Plan adopted was for 2019/20 and contained a review of 2018/19. This service plan catches up and reviews 2019/20 and 2020/21. It will be presented to East Suffolk’s Cabinet on 2 November 2021 and to Full Council on 24 November 2021.

### Food and Health & Safety

East Suffolk’s Performance Report includes the Key Performance Indicator (KPI) of: Food Hygiene Rating (% at 3-5) i.e. rated ‘generally satisfactory’ or better. Performance is published quarterly.<sup>3</sup>



East Suffolk Food Hygiene Ratings (April 2021)	Businesses with rating (number)	Businesses with rating (percentage)
5 - Very good	1,756	85%
4 - Good	238	11%
3 - Generally satisfactory	54	3%
2 - Improvement required	18	1%
1 - Major improvement required	6	<1%
0 - Urgent improvement required	0	0%



Regulatory food safety activities are reported to the FSA via the LAEMS report.

Regulatory health and safety activities are reported to HSE via the LAE1 report.

Proactive enforcement interventions conducted as part of a project are evaluated at an early stage to ensure that the project is appropriately targeted at non-compliant businesses.

Initial Food and Safety Team responses to the COVID-19 pandemic were reviewed by Scrutiny Committee in November 2020<sup>4</sup>

<sup>3</sup> <https://www.eastsuffolk.gov.uk/yourcouncil/performance-reports/>

<sup>4</sup> <https://eastsuffolk.cmis.uk.com/eastsuffolk/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/324/Committee/6/SelectedTab/Documents/Default.aspx>



In 2019/20 the Food and Safety Team:

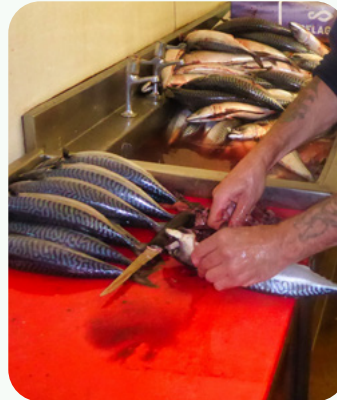
- Submitted an annual LAEMS return to the FSA. A summary is provided in Appendix 14.
  - A high percentage of the food interventions due were carried out.
  - Over 98% of food businesses were assessed as broadly compliant with food safety regulations.
  - 1 business voluntarily closed for a temporary period to make improvements to their food safety standards.
  - 53 food samples results were obtained. 10 were unsatisfactory.

- Appendix 15 sets out additional food and health & safety statistics for 2019/20 and 2020/21 including
- skin piercing registrations, health and safety advice/assistance/complaints,
- asbestos notifications, and reports of lifting equipment defects.



- The Food Hygiene Rating (% at 3-5) KPI was consistently above the 95% target.
- Hosted countywide workshops led by Public Health England's Food Water & Environmental Microbiology Laboratory for officers on:
  - Shiga toxin-producing E. coli and other Pathogenic E. coli.
  - Legislation, Modelling and Challenge Testing.
  - Food and Environmental Sampling.
- Officers attended intelligence awareness training provided by the FSA's National Food Crime Unit.
- Appointed and supported a Food and Safety Apprentice undertaking a NVQ Level 2 Apprenticeship in Business and Administration.
- Provided ships sanitation inspection training via SCPHA.
- Provided a stand promoting Eat Out Eat Well and Take Out Eat Well health eating awards at the 2019 Suffolk Show.
- Supported a Renaissance of East Anglian Fisheries stakeholder workshop to contribute to the aim of developing a long-term strategy for the regional fishing industry.

- Responded to the FSA's request to ensure support for UK trade after the UK left the EU by gaining assurance that fishing vessels based in East Suffolk ports are compliant with hygiene requirements. 59 fishing vessels were inspected using FSA grant funding of £7,079.



- Investigated an outbreak of gastrointestinal illness following a wedding event.
- Adopted the FSA's national Register a Food Business system.
- Submitted an annual LAE1 return to the HSE. A summary of the activity is provided in Appendix 16.
- Arranged for a specialist legal adviser to provide officers with a study day in March 2020 on the Public Health (Control of Disease) Act 1984. This helped to ensure staff had updated information on public health law during the COVID-19 pandemic.
- Appendix 12 reports on the Food and Safety Team's response to COVID-19 between March 2020 to end July 2021.

#### **Covid response: Management, coordination and communication**

- Attended and contributed to regular multiagency Suffolk Covid Task Group/ Workstream Group meetings
- Initiated and contributed to East Suffolk's COVID-19 Corporate Working Party.
- Liaised with East Suffolk's Community Intervention Team.

### **Covid response: Disseminating COVID-19 secure information to businesses and the public**

- 11,820 email, letter and telephone contacts to businesses.
- 5,748 web hits to the team's COVID-19 webpages on [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk)

### **Covid response: Collaboration with the Health and Safety Executive – spot checks**

- 3,685 businesses were submitted to the HSE spot checks project after HSE offered support to councils to carry out assessments of viral transmission controls at local authority enforced businesses.
- Out of the 3,230 checks carried out in East Suffolk, 185 failed stages 1 or 2 and required action at stage 3.

### **Covid response: Event safety**

- Worked with Suffolk Public Health and other Suffolk local authorities to adopt a Standard Operating Procedure: Liaison between SCC and the Safety Advisory Groups in relation to large events led to many organised events being cancelled during 2020, this included Latitude festival and a large fireworks event with an estimated crowd of 5,000 people, where the organisers were advised of direction powers under public health regulations.

### **Covid response: Monitored arrangements and practices at venues through physical visits**

- Made 1,064 visits to monitor arrangements and practices at venues.

### **Covid response: Responded to incidents, information and concerns**

- Made house calls where Test & Trace were unable to get in touch.
- Engaged with the Suffolk Covid Response Hub/Public Health England in response to outbreaks in over 50 workplace settings and other ad hoc situations to control the spread of COVID-19.
- Gathered and fed back information to Suffolk's Contact and Trace Service.
- Responded to 1,493 COVID-19 complaints, requests for advice/enquiry and notifications.
- Assessed 707 Maritime Declarations of Health from vessels using Port of Lowestoft.

### **Health and Safety Executive/ Local Authority Spot Checks**

East Suffolk is one of 140 local authorities who have formally signed up to participate in the Spot Checks project.

Nationally 71,515 Spot Checks have had an outcome of pass, fail to engage or fail at Stage 1.

2,827 progressed to Stage 3.

Data is used across HSE and other government departments as required to provide insights and inform policy.

<https://www.hse.gov.uk/coronavirus/regulating-health-and-safety/spot-inspections.htm>

## Covid response: Enforcement action

- As guided by our Compliance and Enforcement Policy took enforcement using powers under new health protection closure and restriction regulations:
  - Three £1,000 fixed penalty notices were issued.
  - Two of the recipients of the notices chose to pay the penalties.
  - The third did not pay and was found guilty in their absence by the Magistrates' Court for failing to close. The court imposed a fine, victim surcharge and costs totalling £2,930.

## In 2019/20 an investigation began into an incident where a pub worker fell into an unguarded cellar.

The incident was reported to East Suffolk Council as the health and safety enforcing authority. Urgent enforcement action was taken to address the ongoing risk of serious personal injury, and to introduce safety measures in compliance with the law.

A hatch behind the bar, leading down to the cellar, had been left open and unguarded, relying on bar staff remembering to work around it. A new worker, distracted when her attention was sought, walked across the open hatch, and fell more than 2 metres down onto the hard floor of the cellar, hitting the cellar stairs as she fell.

The company pleaded guilty to breaching sections 2 and 3 of the Health and Safety at Work etc. Act 1974.

A sentencing hearing was held in 2021/22. The Judge imposed on the company a fine, surcharge and costs totalling £59,904.91.

As a result of the investigation, the directors of the company installed a new hatch and cordons and a protective grille (to prevent falls through the gap when the hatch was open), relocated items within the building to reduce the need to use the hatch, installed a handrail and non-slip treads to the cellar steps and installed better lighting.

- Organised and hosted a joint health and safety in swimming pools training course for officers and pool operators.
- Delivered a project to assess controls operators of 25 swimming pools had in place to ensure pool user's safety and followed up where it was identified that risks were not adequately controlled.



- We contributed to the Strategic Plan Priority for Digital Theme by creating new e-forms on our website to replace paper-based forms. This means viewers can:
  - Request food export/health certificates, endorsements and Animal Plant Health Agency related applications as well as fishery attestations.
  - Request early publication of a FHRS rating.
  - Order and pay for printed Safer Food Better Business packs.
  - Obtain an application form for food premises establishment approval.
  - Pay online a Fixed Penalty Notice payment for COVID-19 related notices.
  - Report COVID-19 related enquiries, concerns and complaints.
  - Request a remote ship sanitation form, added during the first COVID-19 lockdown.



- We also created an online public register of health and safety notices and Register a Food Business application has been moved to the GOV.UK platform.



In 2020/2021 the Food and Safety Team:

- Submitted an annual LAEMS return to the FSA. A summary is shown in Appendix 17. In line with FSA guidance in response to the COVID-19 pandemic the food intervention programme was reduced. Interventions of higher risk food businesses in categories A and B continued to be a priority. The inspection of lower risk categories was largely paused.
- Investigated a high chlorination incident at a privately operated swimming pool.
- The HSE did not require an LAE1 return from local authorities for 2020/21.
- Appendix 18 shows how the health and safety regulatory activity changed during the COVID-19 pandemic.
- Appendix 12 reports on the Food and Safety Team's response to COVID-19 from March 2020 to end July 2021.
- Customer feedback was invited during 2019/21. When asked, 97% of businesses said their business had been treated fairly, 98% said the contact was helpful, and 98% said communication was clear. See Appendix 20 for a breakdown of the responses.

## **Suffolk Coastal Port Health Authority**

The overarching review of delivery against service plan is undertaken by East Suffolk Council, however SCPHA has an ongoing performance monitoring programme and will continue to utilise this to capture local feedback.

## **Corporate Health and Safety**

The CHST meets weekly and has scheduled reviews of the internal team workplan which feeds into the Strategic Plan.

The CHST reports to Senior Management Team (SMT) and CMT annually on achievements and matters of concern.

## 6.2 Identification of any Variation from the Service Plan

The COVID-19 pandemic has significantly affected the Service Area in terms of what and how services are delivered. In line with corporate policy, many staff have been mainly working from home, but all critical services have been maintained, our services have supported businesses and public health risks have been controlled.

### **Food and Health & Safety**

No Food Safety and Health & Safety Service Plan was published for 2020/21 due to the COVID-19 pandemic.

The 2019/20 Food Safety and Health & Safety Service Plan was largely complete with regards to food safety and health and safety – see 6.1 Review. The introduction of a new set of skin piercing byelaws to have a common set across East Suffolk was put on hold.

The Food and Safety Team responded to the pandemic by redeploying the majority of its resources to help ensure controls were in place.

Emergency health protection regulations introduced to control the spread of COVID-19 required many food businesses in the hospitality sector to close and/or restrict their activities for significant periods, so were not open for inspection.

The COVID-19 pandemic had a significant effect on the regulatory health and safety service as the majority of businesses were restricted in how they could operate and those that were permitted to open needed to implement controls for COVID-19. As a result there was a huge increase in the number of proactive COVID-19 interventions but in premises that would not previously have been deemed to be a priority.

### **Suffolk Coastal Port Health Authority**

The significant SCPHA variance of the last 15 months has been response to and during recovery from, COVID-19.

It is expected that the EU Exit issues will create a further variance in the coming year, as there is likely to be deviance from the anticipated plan due to the evolving nature of the requirements. This will continue until such time that the requirements have become assimilated into business as usual and a suitable adjustment period has passed.

## Corporate Health and Safety

The CHST has undergone a significant change from 2019 to date. A long-standing member of staff retired and two new posts have been created. Three members of staff have been recruited which has brought new ideas and skills to the team.

The COVID-19 pandemic has resulted in changes in the way services have been delivered across the Council. The CHST has been flexible and able to support teams through their new ways of working.

The Annual Cycle process where team leaders were required to submit returns throughout the year to document that they had completed health and safety tasks was a record of activities but was not an effective tool to assist team leaders to successfully manage health and safety. Due to restrictions in the software a request for assistance would not usually be received by the CHST until the end of the year. A new management system has been introduced with the Health and Safety Advisors now working with and alongside team leaders throughout the year.

## 6.3 Areas of improvement

### Food and Health & Safety

In spring 2021 the team held a workshop event which ensured everyone's involvement and began to explore some key aspects of future service delivery. The team worked in three sub-groups, each with a separate brief on flexibility on delivering inspections, remote assessments, and the regulatory support officer role. The outcomes of the workshop will feed into delivering this plan.

The additional workload and demands on the Food and Safety Team during the COVID-19 pandemic should recede in 2021/23 but the ways of working that were developed during that time will be reviewed and any that are perceived to be an improvement will be kept in place. For example, utilising remote inspection techniques, prioritising work according to risk and using the website to signpost businesses and customers to further guidance and self-help tools.

The Food and Safety Team will introduce document automation to improve the clarity and consistency of Food Safety and Hygiene Intervention Reports provided to food business operators.



## **Suffolk Coastal Port Health Authority**

EU Exit plans and review – this is a major change to the service, and the refine element is expected to be ongoing in the short term.

SCPHA will be redeveloping its marking leading IT system; this major IT project will provide a step change for the delivery of Port Health.

SCPHA is undertaking an accommodation review – mindful of the increasing staff base and the need to provide a secure, stable workplace for effective delivery of services.

Organisation performance, both qualitative and quantitative, is under review.

The implementation of the FLCoP, Practice Guidance and the Competency Framework to support the service through the identification of training needs.

## **Corporate Health and Safety**

CHST is implementing a new health and safety management process whereby the Health and Safety Advisors are allocated service areas and will support those teams and becoming the “go to” person on health and safety matters for the managers in that department.

A new post has been created in the Port Health Team to be a dedicated health and safety resource to review and revise the existing procedures and to risk assess and train port health team members. This post sits within the CHST but focuses specifically on SCPHA.

“ Within the CHST we have each been given teams to directly work with, and to be their health and safety “go to” person. At the end of 2020 I started a piece of work with the Communities Team. This involved me initially having a meeting with the team manager to find out more about what their team does. I then attended a Communities team meeting, so I could introduce myself and the rest of the Corporate Health and Safety Team. All Communities team members were then offered the chance to book individual meetings with me for them to ask any me any further questions or raise concerns. These were not mandatory meetings but it was brilliant to see that most officers did approach me. This was all very successful and one specific meeting highlighted several health and safety hazards which were then addressed, which then made the working environment a safer one for this person.

Fast forward 9 months and I now meet monthly with the team manager where we discuss Health and Safety. Several team members have contacted me direct with questions, I have had several meetings with these team members, I have reviewed event plans, helped to signpost where I don't have the answers, and generally I have supported the team as whole. Moving forward I will be attending team meetings as required, and the team all have my contact details and know how to get hold of me if they have had any questions.

Despite the pandemic putting a spanner in the works, meeting virtually has been equally as successful. This has not stopped our team from working proactively with other council teams, which in turn makes the environment a safer place to work.

”

**Alice Kirk**  
Health and Safety Advisor



# 7.0 CARING FOR OUR ENVIRONMENT

The Service Area supports East Suffolk’s Environmental Policy to 2023 Objective 7: Aspire to be the exemplar in efficient and responsible use of natural resources.



## Food and Health & Safety

Food and Safety Team meetings are conducted via MS Teams, which has reduced the miles travelled by car between the two main East Suffolk office locations.

The Food and Safety Team uses touch screen tablets when carrying out inspections, and where possible emails reports to businesses and no longer leaves printed reports at premises.

Remote interventions are carried out where allowed, if they are suitable and appropriate.

Single use PPE is avoided unless it is necessary to meet the requirements of a food manufacturer for food safety purposes.

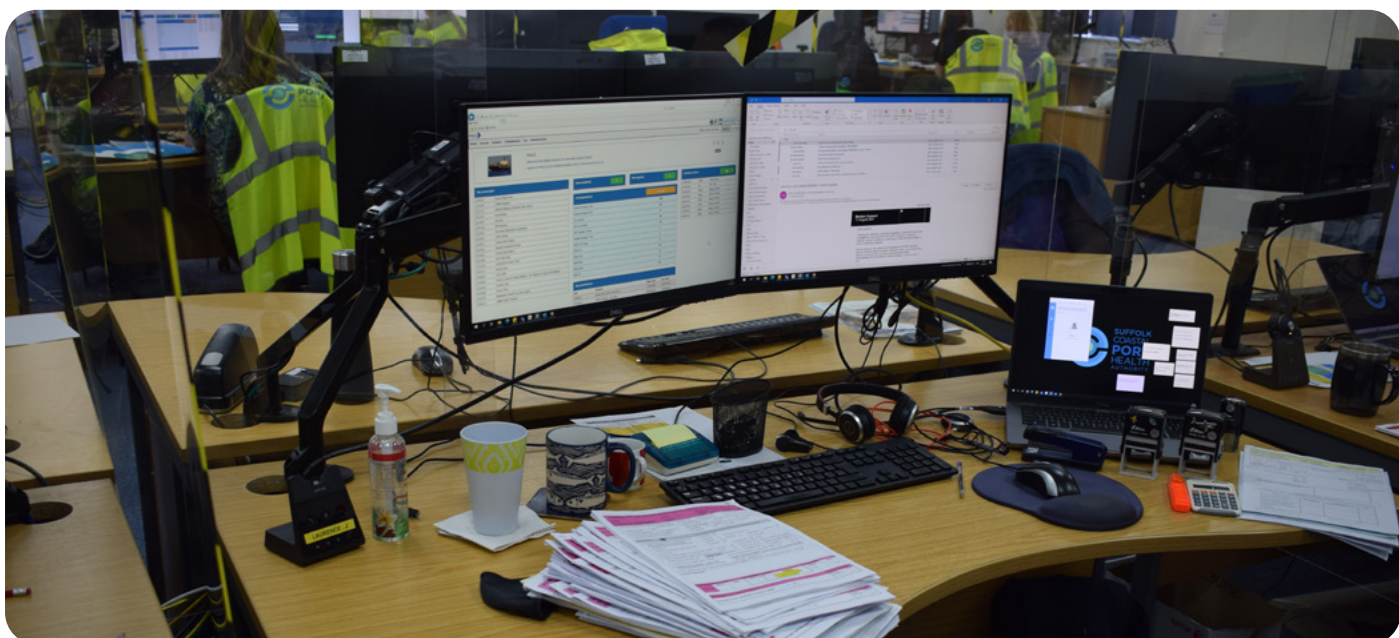
## Suffolk Coastal Port Health Authority

SCPHA has adopted and used tablets or mobile devices, and digital documents wherever possible.

Operational teams work from offices located next to examination facilities, enabling staff to walk to undertake exams.

A fully electric vehicle for journeys within port is available for use.





## Corporate Health and Safety

CHST promotes the efficient and responsible use of the natural environment when giving advice and during policy development.

CHST members work from home, have “paperless” work procedures and avoid unnecessary travel by car.

CHST promoted the use of tablets by all Housing Maintenance operatives (>80 people) to aid communication, ensure safety information is current and available at all times and to reduce the volume of paper risk assessments and method statements which were previously carried in each vehicle.

Single use PPE is avoided when other alternatives are available.

# ABBREVIATIONS

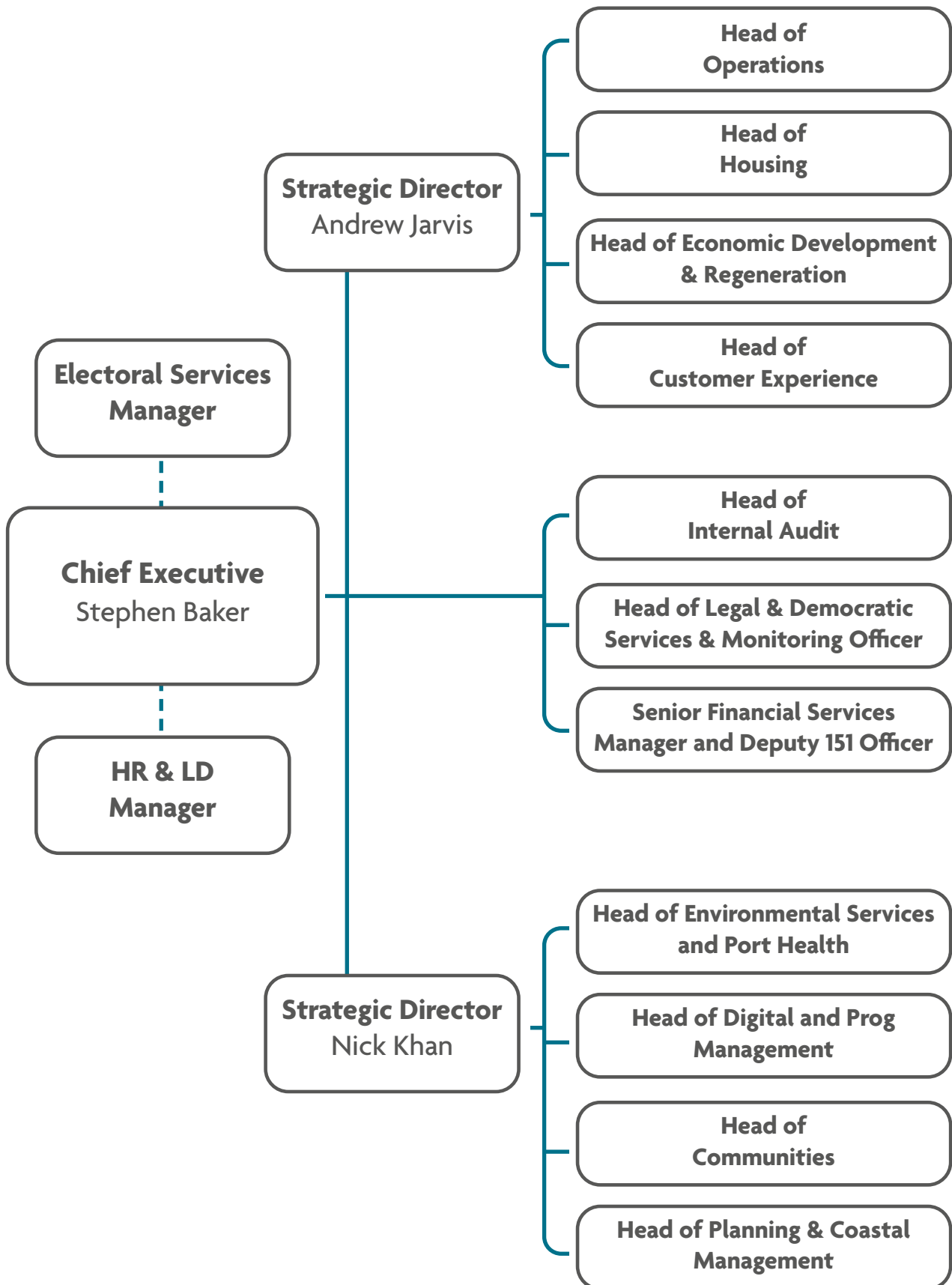
<b>AO</b>	Authorised Officer
<b>APHA</b>	Animal and Plant Health Agency
<b>BCP</b>	Border Control Posts
<b>CIEH</b>	Chartered Institute of Environmental Health
<b>COVID-19</b>	Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)
<b>CPD</b>	Continuing Professional Development
<b>CMT</b>	Corporate Management Team
<b>DEFRA</b>	Department for Environment, Food and Rural Affairs
<b>EMM</b>	Enforcement Management Model
<b>FHRS</b>	Food Hygiene Rating Scheme
<b>FLCoP</b>	Food Law Code of Practice
<b>FTE</b>	Full Time Equivalent
<b>FSA</b>	Food Standards Agency
<b>HAVS</b>	Hand Arm Vibration Syndrome
<b>HRFNAO</b>	High risk food of non-animal origin
<b>HSE</b>	Health and Safety Executive
<b>HIP</b>	Harwich International Port
<b>ICA</b>	Import Control Assistant
<b>ICT</b>	Information and Communications Technology
<b>IUU</b>	Illegal, Unreported and Unregulated fishing
<b>KPI</b>	Key Performance Indicator

<b>IOSH</b>	Institute of Occupational Safety and Health
<b>LAEMS</b>	Annual return to the Food Standards Agency - Local Authority Enforcement Monitoring System
<b>LAE1</b>	Annual return to the Health and Safety Executive on local authority health and safety intervention and enforcement activity
<b>MMO</b>	Marine Management Organisation
<b>NAO</b>	Non-Animal Origin
<b>NSHSLG</b>	Norfolk and Suffolk Health and Safety Liaison Group
<b>OVS</b>	Official Veterinary Surgeon
<b>PHO</b>	Port Health Officer
<b>PoAO</b>	Products of Animal Origin
<b>RIDDOR</b>	Diseases and Dangerous Occurrences Regulations 2013
<b>RSPH</b>	Royal Society for Public Health
<b>PHA</b>	Port Health Authority
<b>PHE</b>	Public Health England
<b>SAG</b>	Safety Advisory Group
<b>SMT</b>	Senior Management Team
<b>SPDB</b>	Strategic Plan Delivery Board
<b>SCPHA</b>	Suffolk Coastal Port Health Authority
<b>SME</b>	Small or Medium-sized Enterprise
<b>TEU</b>	Twenty-foot equivalent unit

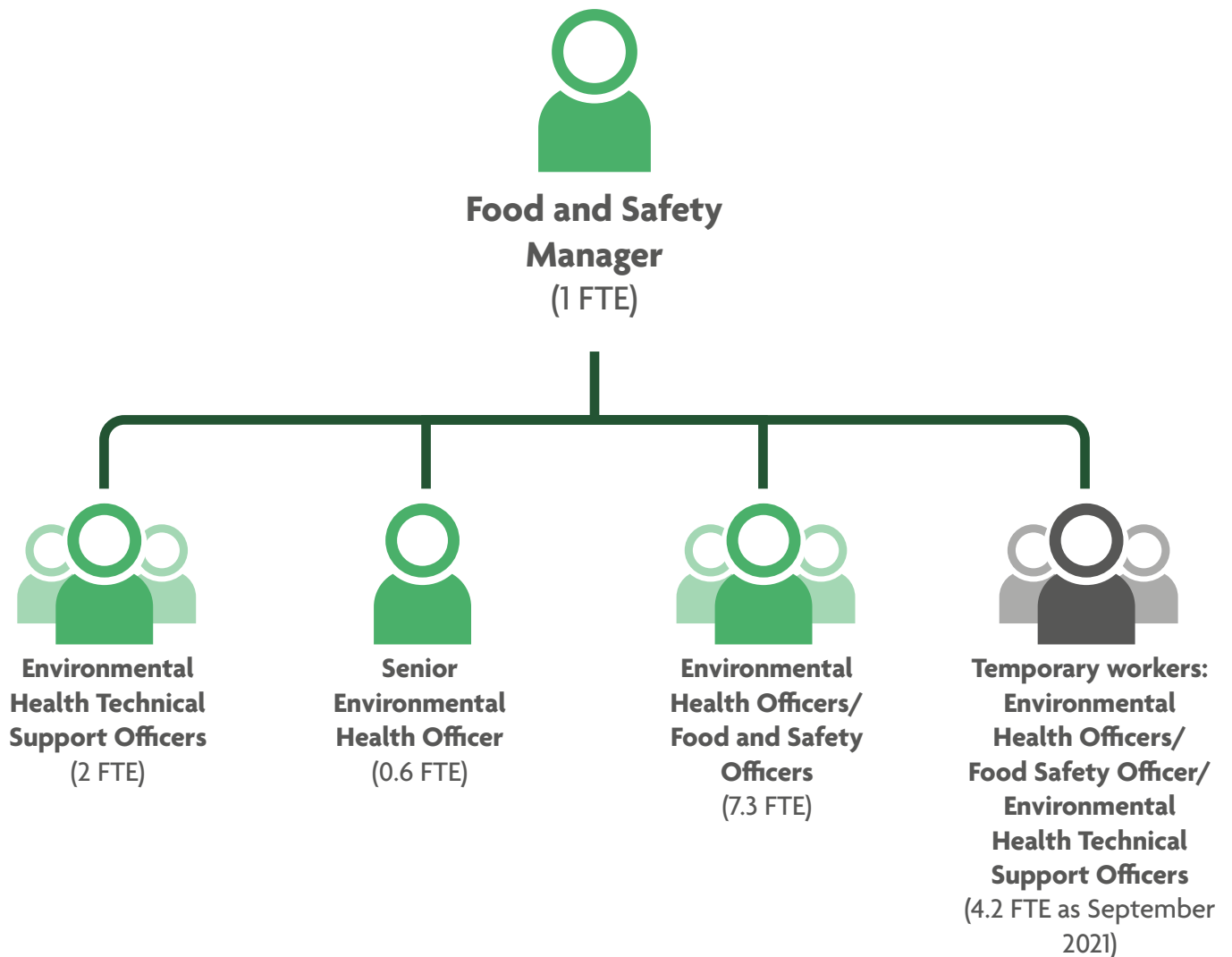




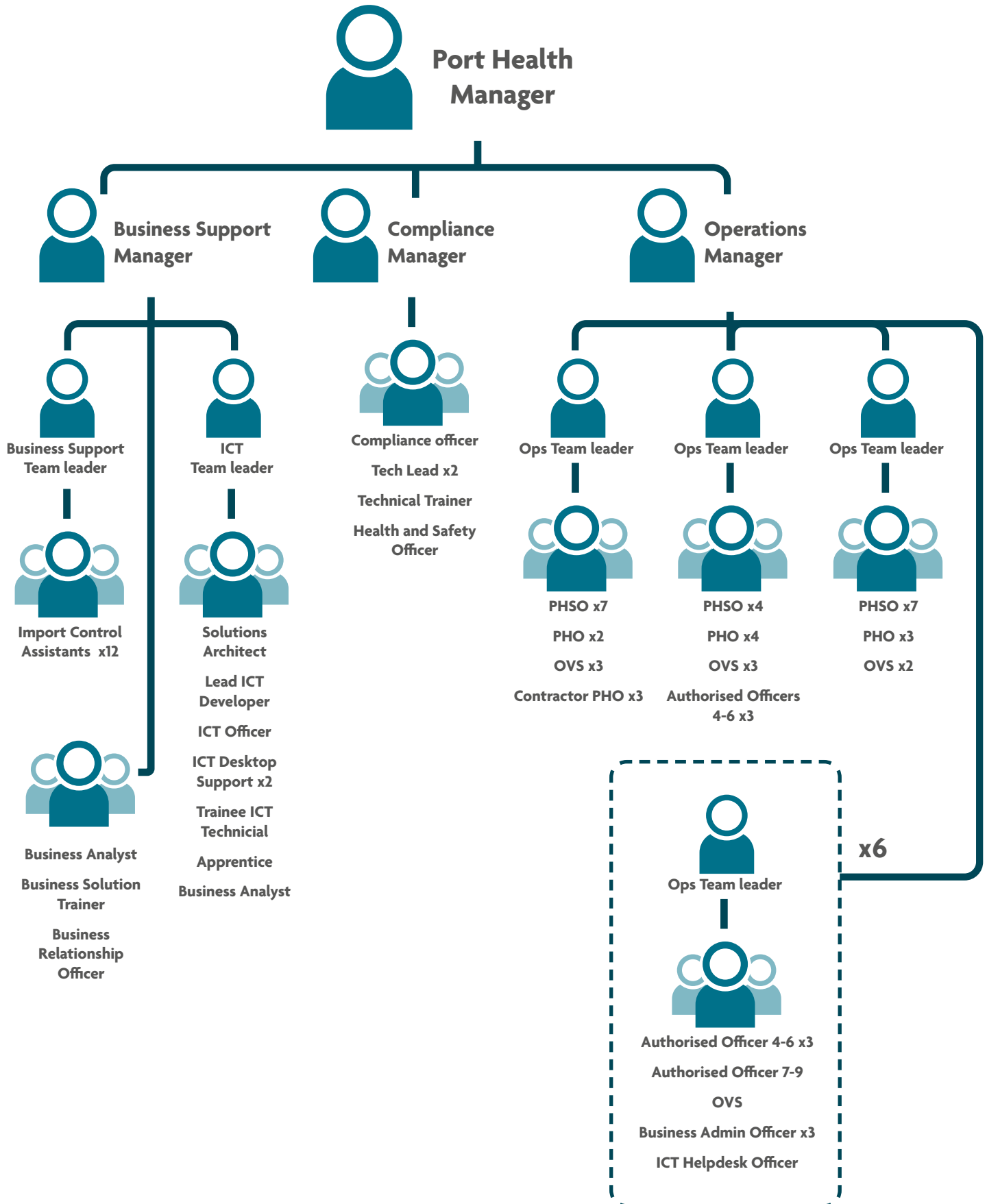
# Appendix 1 Corporate Management Structure.



## Appendix 2 Food and Safety Team Organisational Chart.



# Appendix 3 Suffolk Coastal Port Health Authority Organisational Chart.



## Appendix 4 Corporate Health and Safety Organisational Chart.



## Appendix 5 Profiles of food establishments in East Suffolk according to risk.

Source: LAEMS return 2020/21.

	A	B	C	D	E	F	G	H
<b>Total in category</b>	1	31	396	938	1081	415	8	2,870

## Appendix 6 Food and Safety – Outline of projected food safety service demands.

### Food interventions due to 31 March 2023

Category	Interventions (number)	Estimated time per intervention (hours)	Total time for interventions
A	4	5	20
B	30	5	150
C	383 31 (minimum)	3.5	1,340.5 108.5 (minimum)
D	87 1 (minimum)	3.5	304.5 3.5 (minimum)
E	0	2	0
Unrated (estimate)	1,037	1.5	1555.5

### Other activities (estimated) 2021/22

Activity	Number of activities	Time per activity (hours)	Total time
Lowestoft Port Health Authority Ships sanitation inspections	50	2.5	125
Complaints - food	300	2	600
Samples	60	3	180
Gastrointestinal disease case notifications anticipated requiring follow up	70	2.5	175
Food alerts for action	2	37	74
Requests for food safety advice/assistance	300	1.5	450
Skin piercing registrations - premises	20	5	100
Skin piercing registrations - personal	30	3	90
Asbestos Notifications (ASB5)	4	7	28
Health and safety advice/assistance	30	3	90
Health and safety complaints	70	7	490
Lifting Operations and Lifting Equipment Regulations - reports of defects involving an existing or imminent risk of serious personal injury	6	7	42
Freedom of Information/Environmental Information Regulations requests	25	10	250
Import foods work, revisits, report writing, myConversations, procedure updating, officer training and development, peer review, CPD, team meetings, student training, Eat Out Eat Well and Take Out Eat Well awards, food export/health certificates, providing information and returns to government departments etc. auditing, media enquiries, further enforcement and advisory work, and website updates etc.			

## Appendix 7 Suffolk Coastal Port Health Authority Outline of the current and projected service demands.

	Felixstowe		
	Current	Projected EU	Total (Jan 22)
Products of Animal Origin (PoAO)	19,853	15,613	35,466
High risk food of non-animal origin (HRFNAO)	7494	0	7494
Illegal, Unreported and Unregulated fishing (IUU)	4,956	1,999	6,955
Plastic	621	0	621
Organic	2,263	700	2,963

	Harwich		
	Current	Projected EU	Total (Jan 22)
Products of Animal Origin (PoAO)	0	22,334	22,334
High risk food of non-animal origin (HRFNAO)	0	0	0
Illegal, Unreported and Unregulated fishing (IUU)	22	5,502	5,524
Plastic	0	0	0
Organic	1	1,786	1,787

	Whole Service		
	Current	Projected EU	Total (Jan 22)
Products of Animal Origin (PoAO)	19,853	37,947	57,800
High risk food of non-animal origin (HRFNAO)	7,494	0	7,494
Illegal, Unreported and Unregulated fishing (IUU)	4,978	7,501	12,479
Plastic	621	0	621
Organic	2,264	2,486	4,750

### Notes:

- Figures for PoAO are based on DEFRA estimates and subject to revision
- Figures categories other than PoAO, are based on an extrapolation

## Appendix 8 Suffolk Coastal Port Health Authority Outline of the Service Activities.

### Imported Food - Data Requirement 2019/20

Products at Point of Entry into the UK SCPHA 2019/20		Products of animal origin	Products not of animal origin
1	Number of food consignments entering the port	21,097	243,848
2	Percentage of manifests checked	100%	100%
3	Number of food consignments checked at port (documentary checks)	21,097	15,061
3a	Number of food consignments checked at port (identity checks)	17,876	1,517
3b	Number of food consignments checked at port (physical checks)	6,904	1,372
4	Number of food consignments checked at external temporary storage facility (documentary checks)	N/A	N/A
4a	Number of food consignments checked at external temporary storage facility (identity checks)	N/A	N/A
4b	Number of food consignments checked at external temporary storage facility (physical checks)	N/A	N/A
5	Number of food consignments rejected	244	127
6	Reason for rejection		
	a) Microbiological contamination	1	4
	b) Other contamination	2	52
	c) Composition	0	0
	d) Labelling	14	0
	e) Other	227	71
7	Number of rejected consignments subject to:		
	a) Destruction	137	75
	b) Special treatment or processing	1	9
	c) Re-dispatch	106	28
	d) Re-directed for use other than human consumption	0	1



Products at Point of Entry into the UK SCPHA 2019/20		Products of animal origin	Products not of animal origin
<b>Imported Food Enforcement Activity at Point of Entry and Inland</b>			
<b>Samples</b>			
8	Number of imported food samples taken for microbiological examination	92	111
8a	Number of samples recorded in (8) found to be unsatisfactory	5	4
9	Number of samples taken for chemical/compositional analysis	715	1,725
9a	Number of samples recorded in (9) found to be unsatisfactory	6	92
10	Other samples taken (radiation monitoring)	0	1
10a	Number of samples recorded in (10) found to be unsatisfactory	0	0
<b>Formal enforcement</b>			
11	Number of notices served for products of non-animal origin (PNAO)		127
12	Number of notices served for products of animal origin (POAO)	244	
13	Number of seizures	0	0
14	Number of voluntary surrenders	0	0
15	Number of simple cautions	0	0
16	Number of prosecutions	0	0

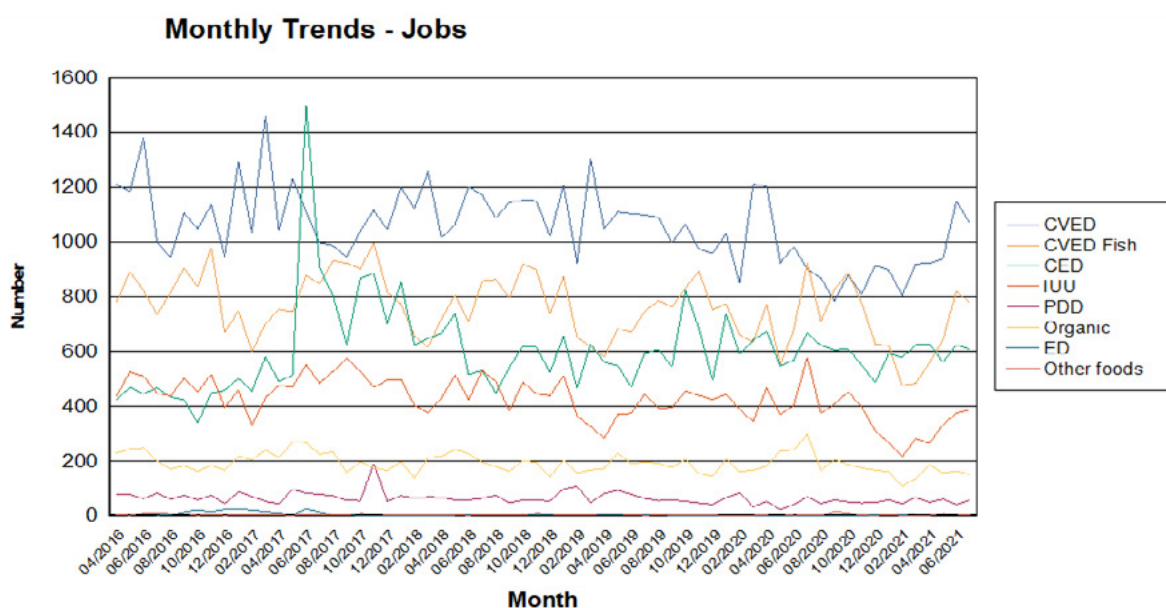
## Imported Food - Data Requirement 2020/21

Products at Point of Entry into the UK SCPHA 2019/20		Products of animal origin	Products not of animal origin
1	Number of food consignments entering the port	19,228	925,409
2	Percentage of manifests checked	100%	100%
3	Number of food consignments checked at port (documentary checks)	19,228	14,607
3a	Number of food consignments checked at port (identity checks)	16,135	1,717
3b	Number of food consignments checked at port (physical checks)	2,736	1,329
4	Number of food consignments checked at external temporary storage facility (documentary checks)	N/A	N/A
4a	Number of food consignments checked at external temporary storage facility (identity checks)	N/A	N/A
4b	Number of food consignments checked at external temporary storage facility (physical checks)	N/A	N/A
5	Number of food consignments rejected	256	193
6	Reason for rejection		
	a) Microbiological contamination	0	0
	b) Other contamination	0	0
	c) Composition	0	94
	d) Labelling	11	3
	e) Other	245	96
7	Number of rejected consignments subject to:		
	a) Destruction	110	107
	b) Special treatment or processing	0	5
	c) Re-dispatch	105	42
	d) Re-directed for use other than human consumption	1	50

### Factors affecting the figures below:

- Impact of COVID-19
- Declarations of EU trade/EU Exit impact

Products at Point of Entry into the UK SCPHA 2019/20		Products of animal origin	Products not of animal origin
<b>Imported Food Enforcement Activity at Point of Entry and Inland</b>			
<b>Samples</b>			
8	Number of imported food samples taken for microbiological examination	44	82
8a	Number of samples recorded in (8) found to be unsatisfactory	2	1
9	Number of samples taken for chemical/compositional analysis	555	1,559
9a	Number of samples recorded in (9) found to be unsatisfactory	7	112
10	Other samples taken (radiation monitoring)	0	0
10a	Number of samples recorded in (10) found to be unsatisfactory	0	0
<b>Formal enforcement</b>			
11	Number of notices served for products of non-animal origin (PNAO)		193
12	Number of notices served for products of animal origin (POAO)	256	
13	Number of seizures	0	0
14	Number of voluntary surrenders	0	0
15	Number of simple cautions	0	0
16	Number of prosecutions	0	0



## Appendix 9 Food Sampling Policy - Food and Safety Team.

This food sampling policy is made available to businesses and consumers in accordance with the Food Law Code of Practice. We recognise the contribution sampling can make to the protection of public health and food law enforcement functions. We are committed to providing the resources necessary to carry out a sampling programme. Trained Authorised Officers are responsible for undertaking our food sampling functions and we have a food sampling programme for microbiological and algal toxin purposes. Food sampling is prioritised to concentrate upon one or more of the following criteria:

- foods which are produced within East Suffolk
- the risk ratings of the premises
- any local, regional or national coordinated sampling studies
- shellfish classification and algal toxin monitoring.

The majority of samples taken are done so for the purpose of monitoring, surveillance and intelligence gathering. Samples may be formal, informal or both according to circumstances. They are taken in compliance with the relevant Code of Practice and consideration of our 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, the Council's Public Analyst(s), CEFAS laboratories at Lowestoft and Weymouth and other accredited laboratories are used for the analysis of samples.

The FSA funds sampling credits used for the analysis of food samples submitted to the Food, Water & Environmental Microbiology Laboratory (PHE), London. Algal toxin examinations are carried out by CEFAS are carried out at no charge to the local authority. The local authority has a budget to fund the analysis of shellfish classification samples as this is not funded by the FSA.

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. Sampling may include swabs taken from surfaces where they are sent to an official control/accredited laboratory. The food business operator will be notified of the result of any such sample analysis or examination

We 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 a 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 e.g. in response to a food hazard warning, or to other intelligence received about potential food safety issues.

The sampling of shellfish and river water in commercial shellfish production areas is carried out in coordination with the FSA and CEFAS for the purpose of maintaining the necessary classifications for those areas and for monitoring the risk of algal toxins. Shellfish and river water is sampled from shellfish beds and their associated depuration plants.

## Appendix 10 Suffolk Coastal Port Health Authority Outline of Sampling activities.

	Total
PASS - Wolverhampton	1,330
West Yorkshire Analytical Services	454
SGS Cambridge Limited	301
Kent Scientific Services	204
Public Health England	187
The Food & Environmental Research Agency	1
CEFAS (Lowestoft)	1
Others	251
<b>Total</b>	<b>2,729</b>

	Total
PASS - Wolverhampton	1,205
West Yorkshire Analytical Services	330
SGS Cambridge Limited	207
Kent Scientific Services	138
Public Health England	126
Others	234
<b>Total</b>	<b>2,240</b>

## Appendix 11 Gastrointestinal disease cases: East Suffolk

Table 1 - Gastrointestinal disease cases in East Suffolk, April 2020 to March 2021 and April 2019 to March 2020. Source - East of England Health Protection Team, Public Health England Centre.

Laboratory reports	2020/21	2019/20
<i>E coli</i> O157 VTEC	<10	0
Salmonellosis	<10	22
Campylobacteriosis	212	307
Cryptosporidiosis	12	24
Giardiasis	<10	29
Shigella dysentery	0	<10

Table 2 - Gastrointestinal disease cases in East Suffolk, April 2020 to March 2021, rate per 100,000 population\*. Source - East of England Health Protection Team, Public Health England Centre.

Laboratory reports	2020/21	2019/20
<i>E coli</i> O157 VTEC	<10	0
Salmonellosis	2.0	8.8
Campylobacteriosis	84.7	123.1
Cryptosporidiosis	4.8	9.6
Giardiasis	3.6	11.6
Shigella dysentery	0.0	1.2
<b>Total</b>	<b>96.7</b>	<b>154.3</b>

\* ONS mid-year estimates 2019

# Appendix 12 COVID-19 – Food and Safety Team Response. March 2020 to July 2021.

## COVID-19 – Food and Safety Team Response March 2020 to July 2021

The Food and Safety Team has dedicated itself to advising businesses and enforcing COVID-19 Regulations in order to protect the public through the pandemic. The outline of activities below provides evidence it has played a major role in East Suffolk during the pandemic.

### 1. Management, coordination and communication

- The former Head of Environmental Services and Port Health jointly established and led, with the Head of SCC Trading Standards, a county-based safer workplace cell to coordinate a county response to COVID-19 in workplaces.
- Attended and contributed to regular multiagency Suffolk Covid Task Group/Workstream Group meetings which have been instrumental in developing, promoting, and coordinating guidance for businesses and tourism across Suffolk.
- Attended the Suffolk Public Health led online System Briefings and cascaded information internally to colleagues and Councillors.
- Initiated and contributed to East Suffolk’s COVID-19 Corporate Working Party.
- Liaised with East Suffolk’s Community Intervention Team to co-ordinate action and share knowledge of common interest.

### 2. Disseminating COVID-19 secure information to businesses and the public

Date	Action	Contacts
March 2020	Contacted food premises telling them about Government social distancing criteria and signposting them to further information.	2,753
March - September 2020	Contacted higher risk complex workplaces, e.g. food manufacturers to collect information on their COVID-19 preparedness and provided advice.	57
May 2020	Sent letters and our COVID-19 safe posters to takeaways.	194
June 2020	Sent letters to hospitality businesses giving advice ahead of reopening on 4 July 2020.	1,035
June 2020	Hand delivered letters and our COVID-19 safe posters ahead of the reopening of non-essential shops.	483
August 2020	Contacted close contact services advising of change in PPE guidance.	780
October 2020	Contacted hospitality businesses advising of change in face covering guidance.	721
October 2020	Sent letters to retailers giving updated guidance on the benefits of face coverings.	1,367

Date	Action	Contacts
December 2020	As part of a countywide COVID-19 project, contacted Hackney Carriage proprietors and Private Hire Operators via our Licensing Team to give advice on collecting passenger contact details.	283
December 2020	In conjunction with Suffolk Resilience Forum, emailed hospitality businesses advising them on escalating COVID cases and the importance of not allowing households to mix.	673
December 2020	Emailed, via the New Anglia LEP, food manufacturers and agricultural establishments with over 50 employees advising on arrangements to manage COVID-19 outbreaks and control spread.	10
January 2021	Sent letters to supermarkets and other food retailers giving advice on COVID-19 secure arrangements.	400
February 2021	Sent COVID-19 advice to pharmacies, DIY and department stores highlighting the important measures they could take to keep staff and customers safe whilst there were high numbers of Covid cases in the region.	108
February 2021	Engaged with employers with larger workforces in to promote Lateral Flow Testing.	61
April 2021	Contacted offices, hospitality businesses, non-essential retail shops, close contact services, indoor and outdoor sports and leisure settings, self-contained accommodation and similar settings with Rapid Testing information for employees and additional tailored COVID-19 information.	2,895
	<b>Total</b>	11,820
March 2020 onwards	Webpages on <a href="http://www.eastsuffolk.gov.uk">www.eastsuffolk.gov.uk</a> providing up to-date sources of COVID-19 related food and safety guidance and information.	5,748 web hits
March 2020 onwards	Online form to assist residents reporting various Covid concerns	137 channel hits

### 3. Collaboration with the Health and Safety Executive – spot checks

- Collaborating with the Health and Safety Executive to carry out 3,230 spot checks at the various stages of the lockdown and the Government Roadmap to ensure businesses were COVID secure to protect staff and members of the public. Out of the 3,230 checks carried out, 185 failed stages 1 or 2 and required action at stage 3.

### 4. Event safety

- Worked with Suffolk Public Health and other Suffolk local authorities to adopt a Standard Operating Procedure: Liaison between SCC and the Safety Advisory Groups in relation to large events led to many organised events being cancelled during 2020, this included Latitude festival and a large fireworks event with an estimated crowd of 5,000 people, where the organisers were advised of Direction powers under public health regulations.
- East Suffolk's Safety Advisory Group, led by the Food and Safety Team, continued to recommend that events likely to attract large crowds be postponed until social distancing rules were relaxed in Step 4 of the Government Roadmap.



## 5. Monitored arrangements and practices at venues through physical visits

Date	Action	Contacts
March – September 2020	Monitoring of social distancing at takeaways.	448
December 2020	Monitoring of social distancing and table meal compliance etc.	50
February – March 2021	Monitoring of queue management, signage, hand sanitiser, face covering, cleaning etc at essential retailers etc.	100
Various dates	Partnership working with the Police to identify non-compliance and achieve consistency.	127
April – May 2021	Roadmap step 2 checks made on enclosed spaces at hospitality premises, and the use of visors and face coverings at close contact settings.	254
May - July 2021	Roadmap step 3 checks when emphasis was given to the tracking of the virus and the gathering of essential customer information via the NHS QR codes and alternative systems.	212
	<b>Total</b>	1,191

## 6. Responding to incidents, information and concerns through physical visits

- Made house calls where Test & Trace have been unable to get in touch with a positive case to determine if self-isolating.
- Engaged with the Suffolk Covid Response Hub/Public Health England in response to outbreaks in over 50 workplace settings and other ad hoc situations to control the spread of COVID-19.
- Gathered and fed back information to Suffolk's Contact and Trace Service.
- Responded to 1,493 COVID-19 complaints, requests for advice/enquiries and notifications.
- Assessed 707 Maritime Declarations of Health from vessels using Port of Lowestoft.

## 7. Enforcement action

- As guided by our Compliance and Enforcement Policy, took enforcement using powers under new health protection closure and restriction regulations:
  - Three £1,000 fixed penalty notices were issued.
  - Two of the recipients of the notices chose to pay the penalties.
  - The third did not pay and was found guilty in their absence by the Magistrates' Court for failing to close. The court imposed a fine, victim surcharge and costs totalling £2,930.

## 8. Conclusions

- In conclusion, it is evident that our timely and comprehensive activities together with our guidance, advice and enforcement visits have had a significant impact in ensuring the business and tourist community stay COVID safe.
- Statistical evidence indicates that East Suffolk Council's area has remained one of the safest locations to reside and visit in the country.
- We genuinely believe that the public health contribution from the Food and Safety Team has played an exceptionally important role in keeping COVID-19 case rate infections low in this area and quite probably prevented a number of deaths which may have resulted without our interventions during this pandemic.

Date of report: 12 August 2021

**Mark Sims**

Food and Safety Manager

[Mark.sims@eastsuffolk.gov.uk](mailto:Mark.sims@eastsuffolk.gov.uk)

## Appendix 13 Key Liaison Organisations.

	Food Safety and Health & Safety Service	Suffolk Coastal Port Health Authority	Corporate Health and Safety
Government Departments/Agencies, public bodies	Food Standards Agency	FSA Import and Export Division	
		FSA Contaminants Division	
	Animal and Plant Health Agency	Animal and Plant Health Agency	
		DEFRA – Organic Imports Section	
		DEFRA - International Trade Division	
		Marine Management Organisation	
		Maritime and Coastguard Agency	
	Health Protection Team and Public Health England	Health Protection Team and Public Health England	
	Fire, Police, NHS, East of England Ambulance NHS Trust, and Maritime Coastguard Agency		Fire, Police, NHS, East of England Ambulance NHS Trust, and Maritime Coastguard Agency
	Suffolk Public Health	Suffolk Public Health	
	SCC Trading Standards	SCC Trading Standards	
	Suffolk Adult Safeguarding Board		
	Suffolk Joint Emergency Planning Unit		
	Suffolk Resilience Forum		
		State Veterinary Service	
		Other Enforcement Authorities	
		HMRC, Border Force, PHSI, HMI, Forestry Commission, MHRA	
		Other Government Departments: Cabinet Office, BPDG, EU Exit Readiness Teams	
	Department for Business, Energy & Industrial Strategy		
	Health and Safety Executive		Health and Safety Executive
	Environment Agency		
	Care Quality Commission		
	Home Office Security Industry Authority		
	Coroner and Coroner's Office		
	Office for Standards in Education, Children's Services and Skills (Ofsted)		

	Food Safety and Health & Safety Service	Suffolk Coastal Port Health Authority	Corporate Health and Safety
Operational and Service Delivery Organisations	Public Analyst(s)	PASS – Public Analyst Scientific Services	
		West Yorkshire Analytical Services	
		SGS Cambridge Limited	
		Kent Scientific Services	
		The Food & Environmental Research Agency	
	Public Health England/ Food Water Environmental Microbiology Services	Public Health England/ Food Water Environmental Microbiology Services	
		Laboratory of the Government Chemist	
	CEFAS – Centre for Environment, Fisheries and Aquaculture Services	CEFAS – Centre for Environment, Fisheries and Aquaculture Services	
	Campden BRI		
	Other teams e.g. communications, HR, finance legal services, licensing, planning and building control.	Other teams e.g. communications, HR, finance and legal services.	Other teams e.g. communications, HR, finance, legal services, licensing, planning and building control.
		BSI – British Standard Institute	
		Other UK Port Health Authorities	
Other local authorities	Other local authorities	Other local authorities	

Other organisations and working groups			Suffolk and North Essex Occupational Safety Group
		Commercial bodies, traders (imports / agents), liaison groups, trade bodies.	
			Waveney Safety and Environment Group
	Associated British Ports		
			Eastern Region Corporate Health and Safety Group
			Institute of Occupational Safety and Health
	Thames Estuary, Essex and Suffolk Shellfish Liaison Group		
	Suffolk Food Liaison Group		
	Norfolk and Suffolk Health and Safety Liaison Group		
	New Anglia Better Business for All		
	New Anglia LEP		
	Chartered Institute of Environmental Health	Chartered Institute of Environmental Health	
	Chambers of Trade and Commerce, Business Associations and other networks		

## Appendix 14 Summary of food interventions, enforcement actions and compliance data for East Suffolk.

Source: LAEMS return for 2019/20.

LAEMS Criteria	2019/20 Interventions	
Total % of interventions achieved by premises category. Interventions include: inspections and audits, verification and surveillance, sampling visits, advice and education visits, and information/ intelligence gathering.	A	11 (100%)
	B	63 (92.65%)
	C	254 (94.78%)
	D	488 (89.54%)
	E	395 (97.53%)
	Unrated	100 interventions

LAEMS Criteria	Other activity
% Broadly compliant. All categories (excluding unrated and outside)	98.2%
% Broadly compliant. All categories (including unrated)	96.08%
No. of establishments subject to:	
• Written warnings	504
• Improvement notices	0
• Emergency Prohibition notices	0
• Prohibition Orders	0
• Voluntary closures	1
• Seizure, detention and surrender of food	0
• Remedial Action Notices	0
• Prosecutions	0
• Simple cautions	0
• Suspension/ revocation of approval	0
Samples taken	53
Complaint investigations - food	49
Complaint investigations – hygiene of premises	249

## Appendix 15 Food and Health and Safety additional statistics: 2019/20 and 2020/21

Activity	2019/20	2020/21
<b>Service Requests</b>		
Food safety advice/assistance	284	334
Food registrations/changes to registrations	335	463
Ship Sanitation Control Certificates/Ship Sanitation Control Exemption Certificates	31	53
Food/Health Export Certificates/Attestations	16	19
<b>FHRS safeguards</b>		
Revisit requests	30	1
Right to Reply	0	0
Appeals - upheld	0	0
Appeals - not upheld	0	0
Appeals - over 21 days	0	0
Early publication of FHRS rating	2	1
<b>Food Hygiene Training</b>		
Candidates attending the full day Level 2 Award in Food Safety in Catering.	35	0
Level 2 Award in Food Safety in Catering first time pass rate.	100%	Not applicable
Level 2 Award in Food Safety in Catering customer satisfaction.	Very good: 69% Good: 31%	Not applicable
<b>Healthy Eating Awards (as of August 2021)</b>		
Eat Out Eat Well	13 gold	20 silver 4 bronze
Take Out Eat Well	12 awards	
<b>Skin piercing registrations</b>		
Skin piercing registrations - premises	15	18
Skin piercing registrations - personal	27	18
<b>Health and safety advice/assistance/complaints</b>		
Health and safety advice/assistance	28	28
Health and safety complaints	70	59
<b>Asbestos</b>		
Asbestos Notifications (ASB5)	4	0
<b>Lifting Operations and Lifting Equipment Regulations reports</b>		
Lifting Operations and Lifting Equipment Regulations - reports of defects involving an existing or imminent risk of serious personal injury	6	7
<b>Freedom of Information/Environmental Information Regulations requests</b>		
Freedom of Information/Environmental Information Regulations requests	20	24

## Appendix 16 LAE1 Local Authority Health and Safety Return summary 2019/21

LAE1 Criteria	2019/20	2020/21*
Proactive inspections	43	245
Non-inspection interventions	18	0
Any other targeted contact (not face to face) to educate, advise or engage duty holders	33	602
Reactive visits	31	11
Revisits following earlier intervention	4	7
Improvement Notices	2	0
Deferred Prohibition Notices	0	0
Immediate Prohibition Notices	2	0
Simple cautions	0	0
Prosecutions resulting in conviction	0	0

\*Not reported  
via LAE1 return

## Appendix 17 Summary of food interventions data for East Suffolk.

Source: LAEMS return for 2020/21.

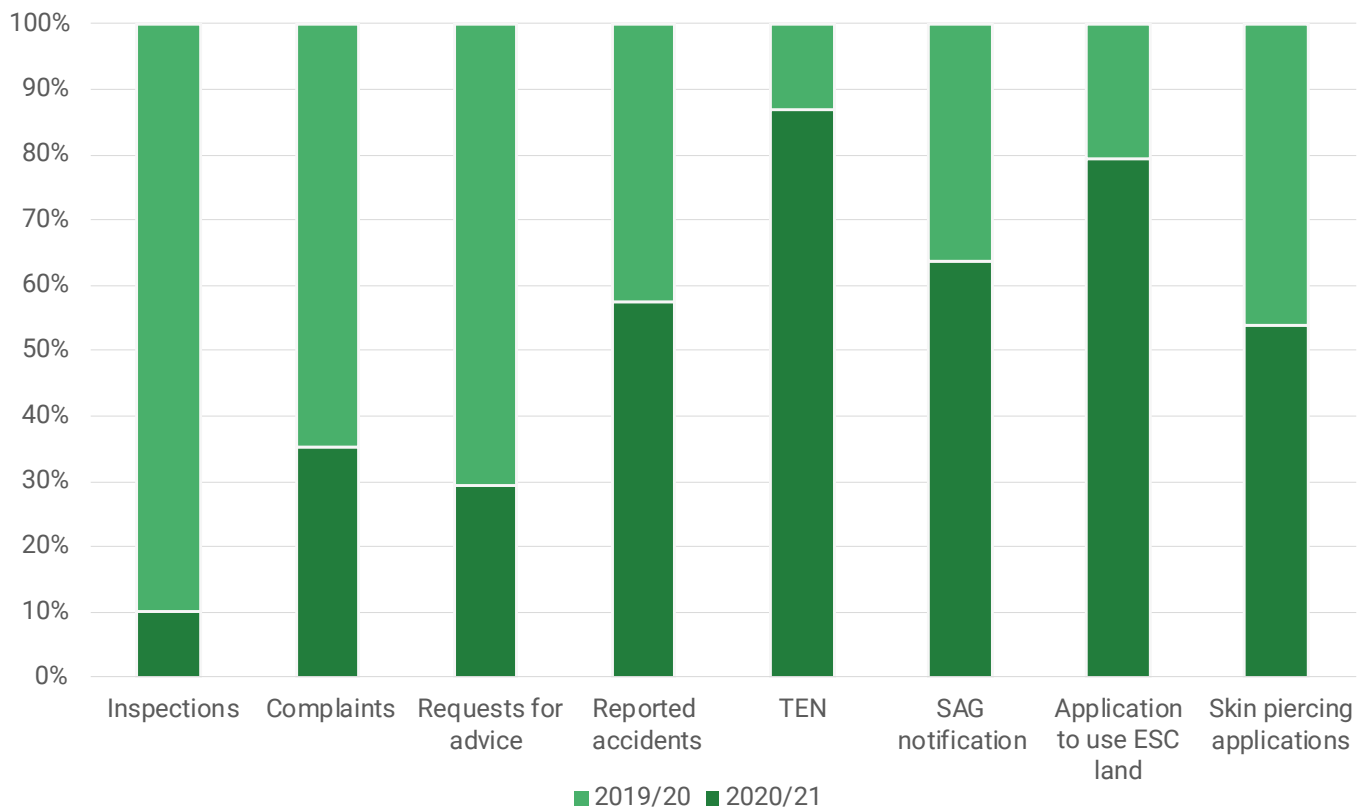
LAEMS Criteria	Premises category	Interventions carried out	Carried forward
Total of interventions achieved by premises category. Interventions include: inspections and audits, verification and surveillance, sampling visits, advice and education visits, and information/intelligence gathering.	A	2	1
	B	28	20
	C	2	253
	D	1	475
	E	0	393
	Unrated	88	456

LAEMS Criteria	Other activities
Samples taken	5
Complaint investigations - food	108
Complaint investigations – hygiene of premises	73



## Appendix 18 Chart showing how the health and safety regulatory activity changed during the COVID-19 pandemic.

Health and Safety Regulatory Activity 2019-21



## Appendix 19 Corporate complaints

Corporate complaint statistics: 1 April 2019 to 31 March 2020				
	Total complaints	Justified	Unjustified	To be determined
Food and Safety Team	0	0	0	0
Suffolk Coastal Port Health Authority	9	6*	3	0
Corporate Health and Safety Team	0	0	0	0

Corporate complaint statistics: 1 April 2020 to 31 March 2021				
	Total complaints	Justified	Unjustified	To be determined
Food and Safety Team	4	1 (part upheld)	3	0
Suffolk Coastal Port Health Authority	9	6	3	0
Corporate Health and Safety Team	0	0	0	0

## Appendix 20 Customer satisfaction

2019/20

Course Evaluation (51 responses)				
	Very good	Good	Average	Poor
How satisfied were you with the course overall?	59%	39%	2%	0%

2020/21

Business satisfaction (98 responses)					
	Strongly agree	Agree	Neither agree/disagree	Disagree	Disagree strongly
I felt my business was treated fairly.	80%	17%	2%	1%	0%
I felt the contact was helpful.	84%	14%	2%	0%	0%
Communication was clear.	81%	17%	2%	0%	0%