



**Joint
Food and
Health and Safety
Service Plan**

2015/16

Approved by

**Suffolk Coastal District Council on XXXX 2015
Waveney District Council on XXXX 2015**

**SUFFOLK COASTAL DISTRICT COUNCIL
WAVENEY DISTRICT COUNCIL
JOINT FOOD AND HEALTH AND SAFETY SERVICE PLAN 2015/2016**

1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

1.1.1 Food and Safety Service

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

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

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

1.1.2 Port Health Service

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

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

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

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

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

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

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

To ensure the safety of high risk animal feed imported through Felixstowe in accordance with the agreement made between Suffolk County Council and Suffolk Coastal District Council.

To support and further develop the Port Health Interactive Live Information System (PHILIS) system for Suffolk Coastal PHA, London PHA and Liverpool PHA

1.2 Links to Council Objectives and Plans

In March 2012 the Councils agreed their Business Plans for 2012 – 2022 (Appendix 1) aligning the Councils' Vision and Priorities with their current and future financial resources.

The Vision for both Councils is to focus on maintaining and sustainably improving the quality of life for everybody growing up in, living in, working in and visiting our area.

To deliver this Vision the Councils have agreed a set of priorities which include the protection and promotion of the health and well-being of all our communities to ensure they remain safe from harm, and able to live healthy lifestyles.

The Councils are also committed to embracing a more business like approach in directing resources to support the delivery of key services whilst optimising both quality and performance.

During 2015/16 Suffolk Coastal and Waveney District Councils will continue to transform public services and work in partnership to deliver sustainable efficiencies and drive out unnecessary cost.

A Joint Partnership Board with member representation from both Councils has been established and agreed a Statement of Partnership (Appendix 1).

- 1.3 Corporate Team Service Plans across both Councils' Food and Safety Services and Port Health have been agreed for 2015/16 and are posted on the Councils' intranet and are updated throughout the year. The Councils' performance against these plans will be reported to both Cabinets on a quarterly basis and will be published separately in the Councils' Annual Reports.
- 1.4 Budget Plans (Appendix 2) have also been prepared for each service area matching resources to anticipated workloads.
- 1.5 Regular performance review meetings are held between Heads of Service, their Cabinet Member and the team to monitor performance against targets and to assist in identifying areas for improvement within the service.

2. BACKGROUND

2.1 Profiles of the Local Authorities

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

Table 1 - Profiles of Suffolk Coastal and Waveney

	Suffolk Coastal District Council	Waveney District Council
Population (Mid-year estimates 2013)	124,400	116,000
Size	374 square miles (90,000 hectares)	143 square miles (37,041 hectares)
Economy	The East of England is one of the fastest growing regional economies in the UK. Suffolk Coastal and the neighbouring centres of Ipswich and the other Haven Gateway ports of Harwich and Felixstowe, along with the increasing scale of investment expected in low carbon energy generation, contain important economic drivers which are of local, regional and national	Historically Waveney's economy has been based on farming, printing, manufacturing, food processing and industries taking advantage of the coastal location, such as tourism, shipbuilding, fishing and offshore oil and gas. The District, and in particular Lowestoft, where 75% of the District's employment is found, has

<p>(Suffolk Coastal District Council's Adopted Core Strategy & Development Management Policies – July 2013</p> <p>Waveney District Council's Core Strategy Development Plan Document Adopted January 2009)</p>	<p>significance.</p> <p>The economic profile of Suffolk Coastal is itself unique within the region. The district has an economy that supports a high proportion of small and medium sized businesses vital to the local economy (70% of businesses in the district employ 5 people or less). However, the district also boasts several regionally significant employers and economic drivers (Oxford Economics Suffolk Coastal Profile & Outlook 2010):</p> <p>The Port of Felixstowe, the biggest container port in the country is planned to grow substantially over the plan period, requiring good rail and road links. A 2008 Felixstowe Port Logistics Study identified a need for additional land to support other port related uses. A 2010 Economic Assessment of the port and its associated businesses, confirms the significance of this sector to the local and wider economy, although the rate of expansion of traffic is likely to be somewhat lower than expected prior to the recession;</p> <p>Sizewell has been identified by government as one of the potential sites to accommodate additional new nuclear provision. It has a role to play within the larger Low Carbon Energy Corridor stretching north from Sizewell to Lowestoft;</p> <p>The licensing of the East Anglian Array Offshore wind project creates a range of potential possibilities for energy development with the nuclear regime; not least in the learning and skills provision and in the local engineering and ports sectors; and</p> <p>BT Research and Development headquarters at Martlesham Heath forms a key part of the information, communication and technology (ICT) cluster for the East of England including Innovation Martlesham. Its research and development function is considered to be of importance nationally.</p>	<p>suffered a decline in employment in a number of key industries for over 20 years. New forms of offshore work such as wind power generation are proposed to fill this gap.</p> <p>The market towns of Beccles, Bungay, Halesworth and Southwold continue to make notable contributions to the employment in the area, although in common with Lowestoft, they rely heavily on a few key employers, such as Adnams Brewery in Southwold, Clays Printers in Bungay, Clowes printers in Beccles and Bernard Matthews at Holton. Employment in agriculture has declined across the District although as an industry it has remained relatively prosperous.</p>
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	<p>Tourism and the arts are also major drivers for the local economy, including internationally recognised organisations such as Aldeburgh Music. Agriculture and associated businesses also form an important employment sector. Overall the employment sectors within Suffolk Coastal complement those within neighbouring Ipswich Borough as evidenced in the Strategic Housing Market Assessment.</p> <p>The East of England is commonly assumed to be affluent yet parts, including some areas within Suffolk Coastal, face problems associated with being remote, i.e. limited employment opportunities, low wages and lack of access to services, including broadband. The relative remoteness and quality of the natural and built environment does however make the district an attractive tourist destination.</p>	
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2.2 Organisational Structure

2.2.1 The Councils

Suffolk Coastal has 42 elected members, reduced from 55 following a boundary review, and the Conservative Group holds the majority of seats. Waveney has 48 elected members and a Conservative administration. Both Councils operate a Leader and Cabinet structure and the Cabinet Member with responsibility for food safety matters is Councillor Steve Gallant at Suffolk Coastal District Council (SCDC) and Councillor Mary Rudd at Waveney District Council (WDC).

The Councils comprise of 11 Service Areas:

- Legal and Democratic Services
- Planning & Coastal Management Services
- ICT Services
- Economic Development & Regeneration Services
- Environmental Services & Port Health
- Financial Services
- Housing Operations & Landlord Services
- Commercial & Leisure Partnerships
- Communities
- Customers Services and
- Audit Partnership.

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

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

The Corporate Management Team comprises the Chief Executive, two Strategic Directors and eleven Heads of Service. The Chief Executive, Stephen Baker, has overall responsibility for the efficient management and execution of both Councils' functions. See Appendix 3 for further information on the management structure.

2.2.2 Service Area for Environmental Services & Port Health

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

- Food and Safety
- Port Health
- Environmental Protection
- Environmental Sustainability Partnership
- Emergency Planning

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

- food safety
- imported food controls
- food hygiene regulation and promotion
- health and safety regulation and promotion
- the monitoring and control of infectious diseases including food poisoning
- Council occupational health and safety
- animal welfare
- smokefree legislation and
- joint working with others on environmental sustainability

The Port Health Team is responsible for protecting the health of the community, by monitoring the standards of safety of all foodstuffs imported into the European Union and the United Kingdom at the Port of Felixstowe and for ensuring the control of hygiene and infectious disease on board vessels. The food and safety service at Waveney undertakes Port Health work at Lowestoft.

The structures of the Food and Safety and Port Health Teams are provided in Appendix 4.

The Food Safety Manager and three Port Health Technical Managers and Port Health Manager have been appointed as Lead Officers for food hygiene and food safety matters, in accordance with the Food Safety Act Food Law Code of Practice. Letters of appointment are contained in Appendix 5.

The Microbiology Department, Ipswich Hospital and Public Health England (PHE), Collindale Food, Water and Environmental Laboratory (United Kingdom Accreditation Service (UKAS) Testing Laboratory No. 1734) provide specialist services in food microbiology and pathology. The laboratory services provided by PHE have been formalised in Service Level Agreements. The Council has appointed a number Public Analysts to provide specialist advice on food composition, labelling, and chemical and physical contaminants of food. The Council minute confirming those appointments is contained in Appendix 6. More recent appointments have been made under delegated authority to the Head of Environmental Services & Port Health and have been confirmed in a letter of appointment to the analyst. The Public Analyst Scientific Services Ltd, an arm of Eurofins, is an international organisation with eleven laboratories in the UK and a total of 200 laboratories in 36 countries specialising in different areas. Port Health has regular meetings with our Public Analysts to exchange information

about forthcoming requirements and developments and to keep procedures and performance under review. Staffordshire County Council works in conjunction with Scientific Analysis Laboratory to deliver same day turnaround pesticide results. Kent Scientific Services, an arm of Kent County Council, delivers a range of analytical services for the Port Health service.

The Central Science Laboratory in York has been incorporated into The Food and Environment Research Agency (FERA) who analyse antimicrobial residue samples submitted by the Authority. Samples of fishmeal which are checked for the presence of mammalian bone are submitted to the Veterinary Laboratories Agency at Luddington as advised by Department of Environment, Food and Rural Affairs (DEFRA).

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

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

2.3 Enforcement Policy

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

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

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

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

3 **FOOD SAFETY SERVICE**

3.1 Scope of the Food Safety Service

Suffolk Coastal and Waveney District Councils' (the Councils') Food and Safety Team carry out all functions relating to food safety e.g.

- carry out interventions e.g. inspections and other visits at food establishments
- contribute to the national Food Hygiene Rating Scheme
- provide advice to food business operators including help on implementing the FSA's Safer Food, Better Business food safety management system
- checks on inland imported food control at retail and catering establishments etc.
- register, and where appropriate approve, food establishments
- issue export certificates
- investigate complaints concerning food, food establishments and food handling practices
- investigate of cases of suspected and confirmed food poisoning and

- deliver a food safety education programme, including the CIEH level 2 Award in Food Safety.

Waveney's food and safety service also carries out all functions relating to food safety at ports in Waveney e.g. inspect ships and issue Ship Sanitation Certificates.

3.2 Demands on the Food Safety Service

The numbers of food establishments approved/registered under food safety legislation in Suffolk Coastal and Waveney are 1,292 and 1,273 respectively. A profile of registered/approved food establishments classified in accordance with the FSA's main use codes is given in table 2.

Table 2 - Profiles of registered/approved food establishments in Suffolk Coastal and Waveney. Source: LAEMS returns for 2014/15.

FSA Category	Number of establishments in Suffolk Coastal	Number of establishments in Waveney
Primary producers	8	7
Manufacturers and Packers	58	55
Importers/Exporters	4	2
Distributors/transporters	15	9
Retailers	262	308
Restaurants and caterers	945	892
Total	1,292	1,273

The number of food establishments approved/conditionally approved under EU Regulation 853/2004 is:

Suffolk Coastal:	22
Waveney:	29

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

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

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

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

Waveney's food and safety service has responsibility for inspection of all landings of fish that are auctioned in the approved auction hall at Lowestoft Fish Market. In addition to this the food and safety service also inspects ships, whilst in the Port, under the International Health Regulations 2006 to ensure ships are free from rodents and other health risks. Ship Sanitation Certificates are then issued. In addition, vessels are required to be inspected as part of the Food Hygiene Inspection Programme. These are incorporated with the Ship Sanitation Inspections. In the past, due to a unique feature of this part of the Suffolk coast there has been a demand for both types of inspection on much larger vessels (in excess of 30,000 gross tonnage), which needs to be done at sea, within UK sovereign territory. Whilst the inspections are the same, this procedure involves more time and special transport and safety arrangements. Vessels or shipping agents are charged a standard fee for these inspections, with additional costs specific to the offshore activity.

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

Ships sanitation inspections anticipated in 2015/16:

	Number of inspections	Time per inspection (hours)	Total time (hours)
Suffolk Coastal:	N/A	-	-
Waveney:	20	2.5	50

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

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

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

4. SERVICE DELIVERY – FOOD SAFETY

4.1 Interventions at Food Establishments

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

Food establishments are risk rated using criteria set out in the Food Law Code of Practice. Establishments receive a risk rating according to:

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

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

Profiles of the food establishments in each district by risk are shown below in table 3. These figures include changes introduced last year by the revised Food law Code of Practice 2014 that re-categorised the better compliant category C premises into category D that had the effect of extending their minimum intervention frequency.

Table 3 - Profiles of food establishments according to risk. Source: LAEMS returns 2014/15.

	A	B	C	D	E	Un-rated	Out-side	Total
Suffolk Coastal	8	50	220	424	556	27	7	1,292
Waveney	6	56	263	379	491	15	63	1,273

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

The range of available interventions for food establishments includes inspections, monitoring, surveillance, verification, audit, sampling, education, advice, coaching, information and intelligence gathering. The regulatory burden is minimised by selecting the most appropriate intervention appropriate for the risk category of the establishment. Alternative enforcement strategies include the use of questionnaires for appropriate lower risk category E food business establishments.

Table 4 –Food Law Code of Practice minimum intervention frequency and locally estimated time per intervention for each risk category.

Category	Minimum intervention frequency	Estimated time per intervention (hours)
A	6 months	5
B	12 months	5
C	18 months	3.5
D	24 months	2
E	Alternative enforcement every 3 years	1
Unrated	-	2

The numbers of food interventions due in 2015/16 by risk category in each district are show below in table 5.

Table 5 – Number of food interventions due and time by risk category in 2015/16.

Category	Suffolk Coastal interventions	Total time (hours) for Suffolk Coastal interventions (number x time)	Waveney interventions	Total time (hours) for Waveney interventions (number x time)
A	8 (x2)	80	6 (x2)	60
B	50	250	56	280
C	149	521.5	173	605.5
D	175	350	205	410
E	89	89	151	151
Unrated (estimate)	110	220	90	180
Total	589	1510.5	687	1686.5

The food interventions at predominantly lower risk premises that were not completed in 2014/15 will be carried forward into 2015/16 and are shown below in table 6.

Table 6 - Number of food interventions to be carried forward into 2015/16.

Category	Suffolk Coastal interventions	Total time (hours) for Suffolk Coastal interventions (number x time)	Waveney interventions	Total time (hours) for Waveney interventions (number x time)
A	0	0	1	5
B	0	0	5	25
C	7	24.5	15	52.5
D	10	20	11	22
E	83	83	3	3
Unrated (estimate)	25	50	14	28
Total	125	177.5	49	135.5

Missed inspections arising as a result of access issues with seasonal businesses or because resources were focused on higher risk premises will be picked up during 2015/16.

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

Most food businesses that supply food direct to the public receive a rating under the Food Hygiene Rating Scheme (FHRS). These ratings range from 0 (urgent improvement necessary) to 5 (very good). Businesses that receive a rating of 0, 1 or 2 have a poor level of compliance with food safety and hygiene law i.e. they are poor compliers. Businesses that are broadly compliant with these laws will receive at least a rating of 3 and the businesses that reach at least the minimum standards of food safety law will receive the top rating of a 5. Interventions will be brought forward for poor compliant businesses i.e. even if the next minimum inspection frequency date is on or after 1 April 2016. These interventions aim to achieve better and sustained compliance rates at poor compliant businesses. Revisits of poor compliant businesses due in 2015/16 will also be carried out. An estimate of the number of these types of interventions expected in 2015/16 and the estimated time to complete is shown below in table 7.

Markets/stalls and similar premises that are likely to change in the nature of their business will be selected for intervention even if the minimum inspection frequency date is after 31 March 2016. An estimate of the number of visits to markets/stalls in 2015/16 and the estimated time to complete is shown below in table 7.

Table 7 – Interventions at poor compliers, revisits and markets/stalls in 2015/16.

	Suffolk Coastal: number of interventions	Suffolk Coastal: total time (interventions x time)	Waveney: number of interventions	Waveney: total time (interventions x time)
Interventions at poor compliers (4 hours)	16	64	47	188
Estimated revisits (1.5 hours)	73	109.5	111	166.5
Markets/ stalls (3.5 hours)	12	42	28	98
Total	101	215.5	186	452.5

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

4.2 Food/hygiene of premises complaints

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

Food/hygiene of premises complaints anticipated in 2015/16:

	Number of complaints	Time per complaint (hours)	Total time (hours)
Suffolk Coastal:	110	2	220
Waveney:	110	2	220

4.3 Food Sampling Policy

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

- foods which are produced within the Councils' districts
- the risk ratings of the premises
- any local, regional or national coordinated sampling surveys or programmes.

The majority of samples taken are taken informally for the purpose of monitoring, surveillance and intelligence gathering. Formal samples will be taken where enforcement action is anticipated and these samples will be taken in full compliance with the Food Safety Act and relevant Code of Practice and consideration of the Councils' Compliance and Enforcement Policy. Official laboratories as designated by the FSA will be used for samples obtained during the sampling programme. The Public Health England Laboratory, London, Eurofins trading as Public Analyst Scientific Services, the Council's Public Analyst, Norwich, CEFAS laboratories at Lowestoft and Weymouth and other accredited laboratories are used for the analysis of samples. Samples will be recorded, where possible, via the FSA's UK Food Surveillance system (UKFSS).

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

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

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

Samples of food received as a food complaint may require either 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. These samples are likely to be formally taken and examined.

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 and quality issues.

Samples anticipated in 2015/16.

	Number of samples	Time per sample (hours)	Total time (hours)
Suffolk Coastal:	20	3	60
Waveney:	20	3	60

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

4.4 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Food and Safety Team will assess and respond accordingly to reports of communicable diseases, including food-associated illness. The investigation of outbreaks of food poisoning is conducted in liaison with the Consultant in Communicable Disease Control (CCDC) having regard to the Norfolk, Suffolk and Cambridgeshire Joint Communicable Disease Incident/Outbreak Management Plan (revised April 2015). Certain infections requiring particular

information will be collected as a matter of urgency and passed to the Anglia Health Protection Team, PHE in accordance with the East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases.

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

Gastrointestinal disease cases notifications anticipated in 2015/16:

	Number of cases	Time per case (hours)	Total time (hours)
Suffolk Coastal:	260	1	260
Waveney:	190	1	190

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

4.5 Food Safety Incidents

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

Food alerts for action anticipated in 2015/16:

	Number of alerts	Time per alert (hours)	Total time (hours)
Suffolk Coastal:	4	7	28
Waveney:	4	7	28

4.6 Primary Authority and Home Authority Schemes

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

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

4.7 Advice to Business

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

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

Requests for food safety advice/assistance anticipated in 2015/16:

	Number of requests	Time per request (hours)	Total time (hours)
Suffolk Coastal:	250	1.5	375
Waveney:	220	1.5	330

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

4.8 Economic Challenge

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

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

We are working with other Suffolk regulatory services and the Norfolk and Suffolk Local Enterprise Partnership (LEP) to explore developing a stronger link to the LEP to improve the effective and efficient delivery of regulatory services.

There continues to be a significant number of enquiries received from people seeking advice who are exploring the setting up of their own small business from home e.g. home catering. Although these tend to be low risk activities they do involve some time in tailoring appropriate advice.

The ministerial Food Code of Practice requires that all food establishments should receive an initial inspection. This should normally take place within 28 days of registration or from when the Authority becomes aware that the establishment is in operation. This reflects the importance of ensuring new food establishments are complying with food law.

Food Registrations anticipated in 2015/16:

	Food registrations	Time per registration (hours)	Total time (hours)
Suffolk Coastal:	190	1	190
Waveney:	200	1	200

4.9 Liaison with other Organisations

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

- Food Standards Agency
- Suffolk Food Liaison Group
- Eastern Region Sampling Group
- Association of Port Health Authorities
- CCDC and the Anglia Health Protection Team, Anglia and Essex Public Health England Centre
- DEFRA
- Eastern Ports Liaison Network (EPLaN) [the Secretary of the group is from Waveney]
- Essex and Suffolk Shellfish Liaison Group
- Liaison with HM Revenue and Customs nationally and locally in relation to imported food controls and smuggled products of animal origin

- Liaison with Planning and Building Control Teams to review related applications
- Campden BRI - an *independent membership-based organisation carrying out research and development for the food and drinks industry.*
- Associated British Ports
- Maritime and Coastguard Agency
- Trading Standards/Environmental Health Departments nationally as required
- Care Quality Commission
- Suffolk Adult Safeguarding Board and
- Suffolk Regulatory Services and New Anglia Local Enterprise Partnership Working Group.

4.10 Food Safety Promotion

The Food and Safety Team promotes food safety using materials made available by the FSA that are intended for businesses or the public. Examples include helping business operators meet regulations on food hygiene through promoting and supporting the FSA's Safer Food, Better Business packs together with the use of FSA material such as during Food Safety Week.

The team has a programme to deliver the Chartered Institute of Environmental Health (CIEH) Level 2 Award in Food Safety in Catering together with the CIEH Level 2 in Food Safety in Catering Refresher Course.

5. RESOURCES

5.1 Financial Allocation

Details of budgetary provision are included as Appendix 2.

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

5.2 Staffing Allocation

5.2.1 Head of Service

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

5.2.2 Food and Safety Team

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

Table 8. FTE food safety

	Professional staff	Support staff
Suffolk Coastal	Food safety (excluding Port Health): 3.01 FTE	0.78 FTE
Waveney	Food safety (excluding Port Health) 3.58 FTE	0.54 FTE

These are detailed in Appendix 7.

The resource allocation set out in table 8 above is sufficient to complete the estimated programme of work outlined in the service plan for 2015/16 and set out in table 9 below. Additional unplanned work may require reprioritisation within the plan.

Table 9 Summary of work programme: professional staff time allocation

Tasks	Time allocation (hours)	
	Suffolk Coastal	Waveney
Interventions due 2015/16	1444.5	1618.5
Interventions carried over from 2014/15	177.5	129.5
Poor compliers, revisits and markets/stalls interventions	189.5	379
Complaints	220	220
Sampling	60	60
Gastrointestinal cases investigations	260	190
Food alerts	28	28
Advice/assistance	375	330
Food registrations	190	200
Report writing, appraisals, procedure updating, officer training and development, peer review, student training, healthy food award, food export certificates, FOIs and EIRs, further enforcement and advisory work, teaching CIEH courses and website updates etc.	1894.978	2600.924
Total	4839.478	5755.924

5.2.3 Staff Development Plan

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

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

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

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

6. **QUALITY ASSESSMENT**

6.1 Quality Assessment

The Food and Safety Team has a range of documented procedures which are subject to monitoring and review. In 2015/16 a countywide common procedure template, aligned to the new 2015 Food Law Code of Practice, will be implemented.

6.2 People Development Strategy

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

6.3 Inter Authority Audits and Peer Review

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

6.4 Internal Monitoring Arrangements

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

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

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

6.5 Customer Satisfaction Surveys and Complaint Procedures

Customer satisfaction is collected on training courses and business satisfaction is collected via online surveys. A statistical summary of the results of these surveys is shown in Appendix 8.

The Councils publish complaint procedures and customer service standards on their websites. A summary of complaints received in 2014/15 is produced in Appendix 9.

In January 2014 the FSA introduced an Independent Business Appeals Panel in response to the government's small food manufacturers review (part of the Focus on Enforcement Campaign). The Independent Business Appeal Panel will consider complaints or appeals against advice given by local authorities in England about food safety and food standards that a food business operator thinks is incorrect or goes beyond what is legally required.

6.6 Team Meetings

The Food and Safety Team holds meetings to discuss all matters relating to the service, including issues relating to competency and consistency. In 2015/16 the Food and Safety Team continued with a programme of team meetings to help promote, explore and produce benefits of partnership working.

6.7 Bench Marking

The Food Standards Agency (FSA) publishes on their website the food safety enforcement activity carried out by all local authorities in the UK. This information is collated from the Local Authority Enforcement Monitoring System (LAEMS) statistical returns provided by local

authorities and provides a useful tool for bench marking performance with other local authorities. The FSA also reports this performance data to Government and Europe.

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

7. REVIEW – FOOD SAFETY

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

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

Factors that adversely affected the team's capacity to deliver the service in 2014/15 were predominantly unplanned and not routine:

- some absence of two officers arising from hospital procedures
- one officer was off sick in quarter 4 following a road traffic accident whilst at work and that was not his fault
- delays in completing the migration and linking of Suffolk Coastal's electronic records into a joint electronic document management system that has had a detrimental impact on staff working procedures and morale
- reliability issues with corporate computer systems and team hardware at Suffolk Coastal until the late summer 2014
- work involved around the June 2014 FSA audit at Suffolk Coastal and
- Suffolk Coastal also had an unfilled Environmental Health Officer vacancy during part of the first quarter of 2014/15.

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

The Joint Food and Health and Safety Service Plan 2014/15 was largely completed with regards to food safety. However, the priority of some items in the plan were reviewed taking a risk based approach and they were not completed:

- Some planned, mainly lower risk food interventions were not carried out. Outstanding food interventions will be picked up in 2015/16 on a risk based approach.
- Plans to incorporate Enterprise performance management software will be carried forward into 2015/16. Enterprise will provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.
- The FSA grant to carryout additional sampling of shellfish for algal toxins and microbiological contamination was not taken up. However, a letter was also sent to fish/shellfish retailers/wholesalers reminding them of traceability requirements. This was also supplemented with some focused microbiological sampling of ready to eat seafood. The existing non-grant funded routine sampling to ensure the classification of harvesting beds and algal toxin monitoring of shellfish flesh and water, in accordance with CEFAS/FSA protocols, continued.

7.2 The food safety key achievements in 2014/15 worthy of note are:

- FSA auditors carried out a focused Audit of Service Delivery and Food Business Compliance of Suffolk Coastal on 3rd and 4th June 2014 to provide further assurance that the Authority is effectively delivering official controls in relation to food hygiene. The FSA

published a report following the audit and an action plan drawn up by us in response to address the matters identified.

- As part of a corporate initiative, the migration continued of Suffolk Coastal's current specialist environmental health computer software system to a common software system already used by Waveney. Using a common software system helps to provide ongoing operational benefits and financial savings.
- An integrated electronic document management system (EDMS) was reinstated at Suffolk Coastal. The EDMS is now used in full for all new documents created by us and all incoming documents e.g. food registrations, applications for approval, letters and emails etc.
- An integrated EDMS was introduced at Waveney linking document records to specialist environmental health computer software. The process of scanning paper records began in the fourth quarter of 2014/15 and will be completed in the first quarter of 2015/16.
- To prepare for adopting the EDMS, all paper records at Waveney were sorted in accordance with corporate retention schedules. Bar coded dividers were created for paper records to be scanning and indexed in an electronic format.
- A bar-coding scheme was introduced at Suffolk Coastal and Waveney for outgoing paper documents e.g. forms to facilitate the automatic linking to specialist environmental health computer records when they are received back. The scheme saves time and ensures the accurate linking of documents to records.
- Preparations were made at Waveney to move offices from Mariners to the new Riverside office accommodation.
- Changes resulting from the April 2014 revised Food Law Code of Practice were implemented e.g. re-categorisation of some category C food premises to category D.
- A joint Compliance and Enforcement Policy to guide enforcement decisions was introduced.
- Introduced a Suffolk Flexible Warrant Scheme (see para 10.9).
- We worked with the other local authorities in Suffolk to produce a common template across the county for food law procedures. The template mirrors the 2015 Food Law Code of Practice and will integrate and reinforce the Code into working practices and reduce the amount of reference material for officers.
- The service was represented at a meeting with other Suffolk regulatory services and the Norfolk and Suffolk Local Enterprise Partnership (LEP) to explore whether developing a stronger link to the LEP might be useful. A small working group of district and county council representatives has been set up to take this project forward into 2015/16.
- We worked with Suffolk County Council Trading Standards and other Suffolk LAs to coordinate a mailshot to food businesses giving advice on new regulations that require them to provide information to consumers about allergens in the food that they supply. The letter included advice on easy ways to provide consumers with allergen information and comply with the law.
- A full allocation of Safer Food Better Business (SFBB) catering packs was obtained from the Food Standards Agency (FSA). Packs are provided free to new food businesses to help them manage food safety and comply with food safety laws. New and existing

businesses can continue to download SFBB packs from the FSA website www.food.gov.uk

- Information published on the Councils' websites about the new FSA MyHACCP online tool designed to guide small food manufacturing businesses through the process of identifying food safety hazards and controls and production of a documented food safety management system.
- We continued to deliver the food hygiene training programme with 181 candidates attending the full day/refresher Level 2 Award in Food Safety in Catering.
- Customer satisfaction surveys show that: 99% of delegates rate training courses with the top rating of 'good' and 1% rated them 'average'.
- A contract to deliver bespoke training for a large food business in Waveney continued into 2014/15.
- We supported 2014 Food Safety Week by publishing information online. The Food Standards Agency's national Christmas food safety campaign was supported by the issue of a local media release and the use of Twitter to highlight that *Campylobacter* bacteria are commonly found on raw poultry meat and that little things in the home can ensure safe food.
- A routine inspection in Suffolk Coastal of a butcher with a poor history of compliance found the same machine was being used to vacuum-pack raw fresh meat and ready to eat food. The inspector served an emergency prohibition notice to control the imminent risk to health. A Magistrates' Court was satisfied the dual use created a health risk condition and made an emergency prohibition order. The court agreed the Council's costs should be paid by the butcher. Action was taken in partnership with jointly authorised staff based at Waveney.
- Submitted annual data returns to the FSA's Local Authority Enforcement Monitoring System (LAEMS) relating to food safety. A summary of the interventions, enforcement actions and compliance data (2013/14 data provided for comparison) is shown in table 10. below. Higher risk establishments food establishments were prioritised for inspection. Outstanding interventions, predominantly involving the lower risk establishments, will be rolled over to 2015/16.

Table 10. Summary of food interventions, enforcement actions and compliance data for Suffolk Coastal and Waveney. Source: LAEMS returns for 2014/15.

LAEMS Criteria		Suffolk Coastal		Waveney	
		2014/15	2013/14	2014/15	2013/14
Total % of interventions achieved by premises category (excluding unrated) Interventions include: inspections and audits, verification and surveillance,	A	100% (26 interventions)	84.62% (11 interventions)	100% (20 interventions)	100% (46 interventions)
	B	100% (45 interventions)	96% (48 interventions)	98.10% (103 interventions)	98.26% (113 interventions)
	C	96.98% (321 interventions)	89.11% (221 interventions)	96.38% (266 interventions)	95.95% (379 interventions)
	D	92.31% (144 interventions)	74.58% (88 interventions)	91.15% (103 interventions)	93.75% (135 interventions)
	E	90% (189)	26.7% (59)	96.49% (87)	97.61% (204)

LAEMS Criteria	Suffolk Coastal		Waveney	
	2014/15	2013/14	2014/15	2013/14
sampling visits, advice and education visits, and information/intelligence gathering.		interventions)	interventions)	interventions)
	Unrated	113 Interventions	65 interventions	87 interventions
Number of establishments not yet rated	26	46	15	19
% Broadly compliant. All categories (excluding unrated and outside)	94.06%	93.84%	87.95%	84.91%
% Broadly compliant. All categories (including unrated)	91.66%	90.59%	82.56%	83.54%
Number of establishments subject to:				
– Written warnings	351	140	418	524
– Improvement notices	2	0	1	9
– Emergency Prohibition Notices	1	0	0	0
– Prohibition Orders	0	0	0	0
– Voluntary closures	3	0	4	2
– Seizure, detention and surrender of food	4	0	3	4
– Remedial Action Notices	0	0	0	0
– Prosecutions	0	1	0	0
– Simple cautions	0	0	0	0
– Suspension/ revocation of approval	0	0	0	0
Samples taken	12	50	22	50
Complaint investigations - food	20	18	19	8
Complaint investigations – hygiene of premises	86	48	89	79

- Suffolk Coastal completed a fourth and Waveney a third year of participating in the FSA's Food Hygiene Rating scheme (FHRS). The scheme helps people choose where to eat out or shop for food by giving information about hygiene standards in places supplying food direct to the public.
- Each food business is given a food hygiene rating on a scale from 0 to 5 when it is inspected by a local authority food safety officer. The top rating is '5' – this means the hygiene standards are very good. A business that meets the legal minimum standard will achieve a 5. The bottom is '0' – this means urgent improvement is required. Food businesses are given a sticker that they can put on their window/door. In line with national

policy issuing printed paper FHRS certificates to food businesses has ceased. All ratings are published on the FSA's website via a free app for smart phones. The distribution of ratings is shown in Figures 1 and 2. The figures show that 217 more businesses in Suffolk Coastal and 228 more businesses in Waveney met the minimum legal standard in the three up to April 2015 and achieved a FHRS of 5.

Fig 1 Distribution of Food Hygiene Scheme Ratings in Suffolk Coastal. Source: FSA FHRS website.

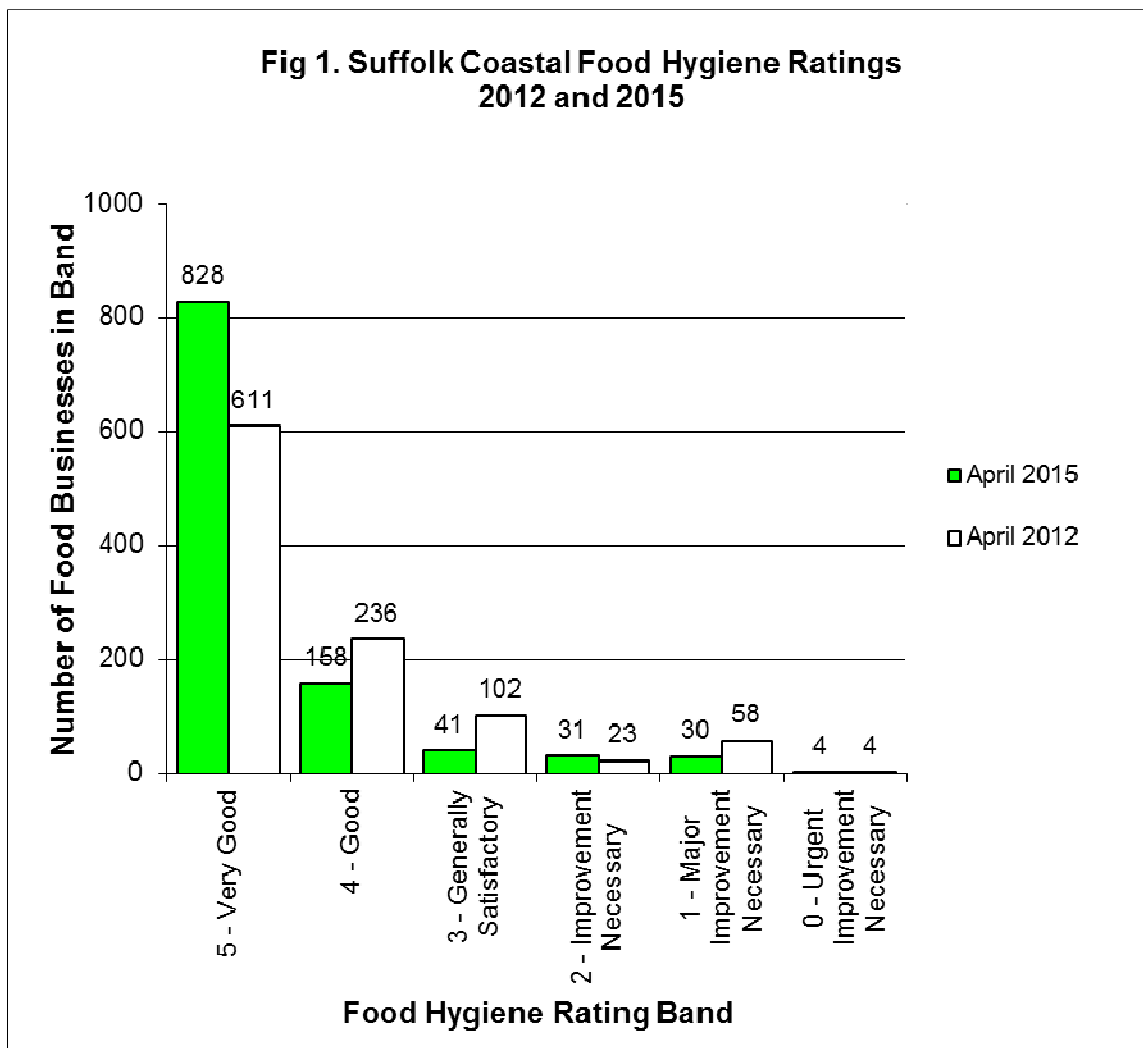
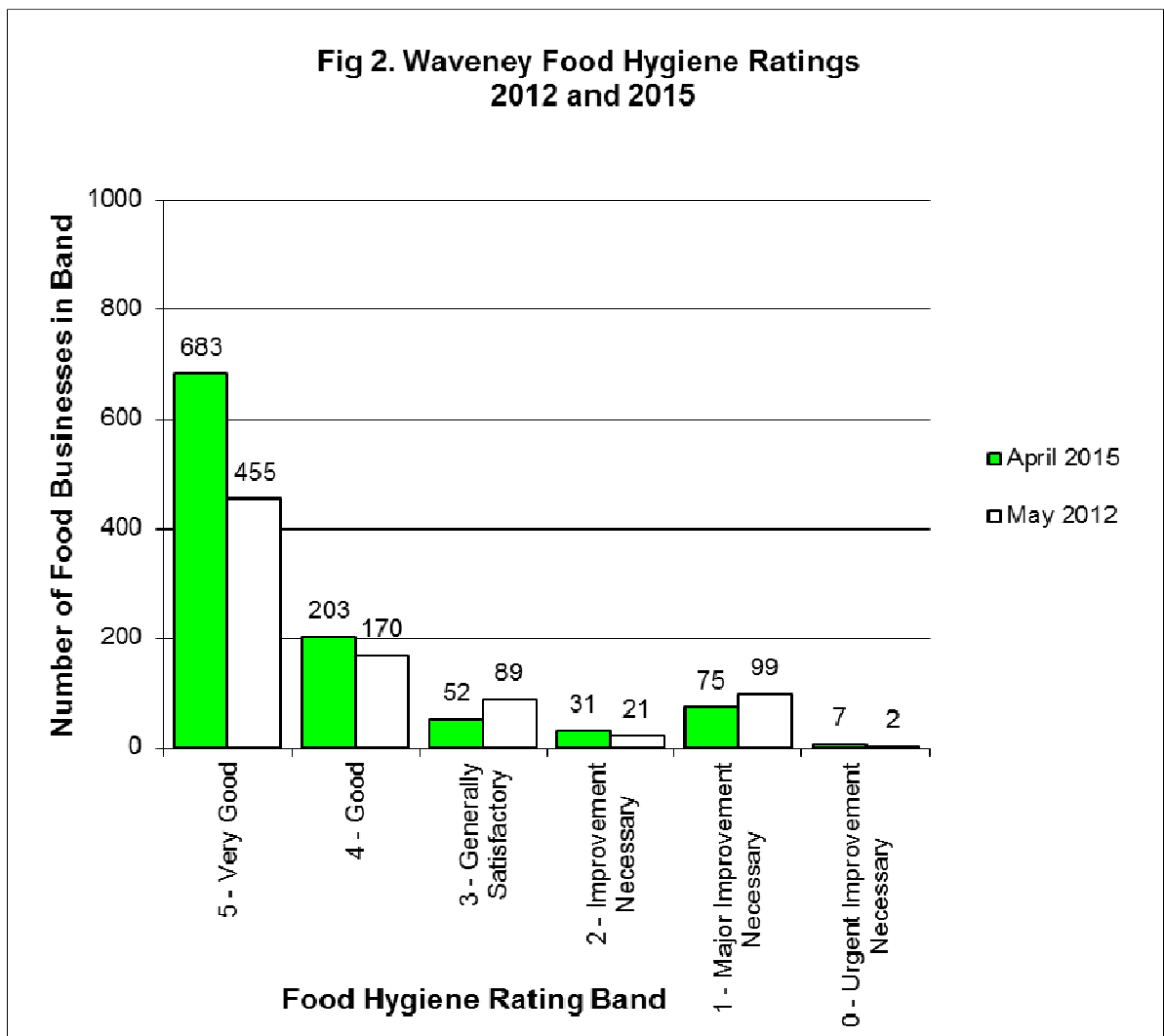


Fig 2 Distribution of Food Hygiene Scheme Ratings in Waveney. Source: FSA FHRS website.



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

Table 11. Food Hygiene Rating Scheme Revisit Requests and Appeals received 2014/15.

	Suffolk Coastal		Waveney	
Revisit requests	21		39	
Appeals	Upheld	Not upheld	Upheld	Not upheld
	0	0	0	0

- Registered 400 new food business operators as detailed in table 12.

Table 12 - New food business registrations received 2014/15 (2013/14 data provided for comparison).

Suffolk Coastal		Waveney	
2014/15	2013/14	2014/15	2013/14
192	77	208	307

- Food safety advice/assistance provided:
Suffolk Coastal - 255
Waveney – 218
- Infections requiring particular information to be collected were promptly followed up and passed to the Public Health England (PHE) Anglia Health Protection Team, in accordance with the East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases. A national records system is used to help identify common factors and detect links to cases and outbreaks at an early stage. A standard postal questionnaire is used for cases of Campylobacter whereas telephone enquiries or face-to-face visits are normally made for other cases. Cases are confirmed when a stool sample is provided by someone suffering from food poisoning symptoms and is sent to a laboratory by a GP or other health professional. Not all people suspected of having food poisoning contact their GP or provide a stool sample for testing. Therefore, the exact numbers of cases of food poisoning are not known. Tables 13 and 14 below show cases of infections.

In both districts there were more laboratory confirmed cases of E coli O157 in 2014/15 than in the previous year, as there was across the whole of Anglia area. PHE advise that figures for Anglia were within expected levels. Suffolk Coastal's rate of salmonella increased slightly but the number of cases is relatively small. Campylobacter cases have remained roughly the same. The number of laboratory confirmed cases of Cryptosporidiosis increased in both districts but they are relatively small numbers. PHE advise that across the Anglia area the number of cases of Cryptosporidiosis was slightly up in 2014/15 but was still within the expected numbers. The increase in the cases of Giardia in Waveney is at least in part due to a more sensitive detection method being used.

Table 13 - Gastrointestinal disease cases April 2014 to March 2015 and April 2013 to March 2014. Source Anglia Health Protection Team, Public Health England

	Suffolk Coastal		Waveney	
	2014/15	2013/14	2014/15	2013/14
E coli O157 VTEC	5	<5	<5	0
Salmonellosis	15	11	18	19
Campylobacteriosis	219	210	146	157
Cryptosporidiosis	16	12	6	<5
Giardiasis	<5	8	14	9
Total	257	243	187	189

Table 14 - Gastrointestinal disease cases April 2014 to March 2015 and April 2013 to March 2014, rate per 100 000 population*. Source Anglia Health Protection Team, Public Health England

	Suffolk Coastal		Waveney	
	2014/15	2013/14	2014/15	2013/14
E coli O157 VTEC	4.0	1.6	2.6	0.0
Salmonellosis	12.1	8.8	15.6	16.4
Campylobacteriosis	175.8	168.8	126.5	135.4
Cryptosporidiosis	12.8	9.6	5.2	3.4
Giardiasis	1.6	6.4	12.1	7.8
Total	206.3	195.3	162.0	163.0

* ONS midyear estimates 2013

- Several cases of suspected and confirmed Norovirus related gastroenteritis were reported in both Suffolk Coastal and Waveney. We ensured that appropriate advice was issued and that controls were in place.
- Took samples of shellfish/river water in Suffolk Coastal as part of the statutory shellfish harvesting classification programme and algal bio-toxin monitoring programme. This work was largely undertaken by the student EHO as part of practical training.
- At the request of the FSA, provided assistance to them by taking food samples at an FSA enforced establishment as part of an assessment of hygiene.
- 78% businesses who responded to a survey following an inspection said that they were treated fairly.
- Waveney officers issued 18 Ship Sanitation Certificates.

8. AREAS FOR IMPROVEMENT – FOOD SAFETY

8.1 In 2015/16 the Suffolk Coastal and Waveney Food and Safety Team plan to:

- Incorporate Enterprise performance management software to provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.
- At Waveney, complete the move from Mariners Street offices to the new Riverside office complex. Vacating old, unfit and inefficient office space will help reduce costs to taxpayers

and releases land for potential development and business regeneration. The move will transform conditions for staff and customers. It will also cut carbon emissions.

- At Suffolk Coastal, complete the migration to the new EDMS and indexing of historical electronic records.
- Draft written food procedures utilising the 2015 Suffolk Food Liaison Group template.
- Contribute to a corporately lead project to improve mobile working solutions.
- Support the Public Health Suffolk lead “Healthier Food Award” in Suffolk. The award will support the Health and Wellbeing Board aim to encourage and facilitate the population of Suffolk to make healthier choices which will result in an improvement in their general health and wellbeing. Takeaways, cafes, public houses, restaurants, workplace canteens and other food outlets where food is eaten away from home will be able to participate in the proposed award.

9. HEALTH AND SAFETY SERVICE

9.1 Scope of the Health and Safety Service

The Suffolk Coastal and Waveney Councils carry out interventions relating to health and safety matters in those premises for which it has enforcement responsibility e.g.

- proactive inspection will be used to target the high risk activities in those sectors specified by HSE or where intelligence suggests risks are not being effectively managed
- engagement with event organisers in partnership with other agencies via the Safety Advisory Group to address public safety at events
- investigation of complaints concerning work premises and practices
- investigation of accidents and dangerous occurrences reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- health and safety education programme, including CIEH Level 2 Award in Health and Safety in the Workplace
- Sunday trading laws
- Smokefree laws
- consultee as a responsible authority under the Licensing Act 2003 and
- registration of skin piercing activities.

In addition the above enforcement roles the Councils’ Health and Safety Advisor and Senior EHO work within the Food and Safety Team to provide a corporate health and safety service to meet the Councils’ legal obligations to their employees and others who may be affected by the Councils’ activities e.g.

- investigating incidents and reports of work related ill health
- staff training
- formulation and revision of health and safety policies
- advising responsible persons on health and safety responsibilities
- auditing the implementation of health and safety policies and procedures
- administering the Councils’ joint Health and Safety Committee
- producing an annual report for the Chief Executive and Senior Management Team and
- liaising with union health and safety representatives.

The relocation of a significant proportion of Waveney staff to the Riverside and some temporary office moves while the Marina Centre is refurbished will inevitably result in an increased demand on the Councils’ Health and Safety Advisor and the Senior EHO in 2015/16.

9.10 Demands on the Health and Safety Service

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

10 SERVICE DELIVERY – HEALTH AND SAFETY

10.1 Health and Safety Premises Inspection and other Interventions

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

The Health and Safety Executive is responsible for the remainder of activities e.g. factories, building sites, farms, vehicle repair workshops, railways, power stations, care homes providing nursing care, docks, fairgrounds, schools, colleges and Council run services.

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

HELA Circular LAC 67/2 (rev 4) provides a nationally consistent, framework for guiding the Local Authority as to the appropriate interventions based on risk and efficacy where local authorities regulate health and safety. The risk categories in the Circular do not determine inspection frequencies but will be used in conjunction with other intelligence such as reported incidents or complaints to decide whether a proactive inspection is justified. Suffolk Coastal and Waveney's Food and Safety Team is committed to improving health and safety outcomes where there is greatest risk and will reserve proactive planned inspections for those premises that present a comparatively high risk Alternative interventions such as self-assessment questionnaires and the provision of information/mail-shots will be used, as appropriate.

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

- zoonoses associated with animal visitor attractions
- duty to manage asbestos
- buried pipework and bulk storage of LPG serving food premises
- carbon monoxide from solid fuel catering
- skin piercing activities e.g. tattooing and cosmetic piercing and
- gas and electrical safety in catering premises.

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

services will be prepared in the event of an emergency and advise the organisers on public safety.

In 2014/15, 112 events were notified to Suffolk Coastal and Waveney District Councils' Food and Safety Team and the SAG considered 24 of these events at meetings with the organisers and nine event management plans were reviewed by SAG members as a "virtual SAG". A higher number of events were reviewed in 2014/15 than the previous year but it is anticipated that this number will stabilise over time. The larger events such as Latitude Festival, the Suffolk Show will always require a multi agency review by SAG.

Suffolk Coastal and Waveney District Councils' Food and Safety Team were represented at the county wide Suffolk Event Safety Advisory Group when the two national cycle tours that had stages of the race in Suffolk were reviewed

The Councils will use a variety of information sources to determine the key risks of serious workplace accidents, injuries and ill-health and review priorities throughout the year e.g. matters of evident concern identified whilst on site for another purpose such as during a food safety intervention. It became apparent during 2014/15 that a number of food businesses were not maintaining their electrical installations safely and a number of Prohibition Notices were served to where there was a serious risk of personal injury. As a result the Food and Safety Team will focus on electrical safety when visiting similar premises in 2015/16.

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

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

10.2 Investigation of Accidents and Dangerous Occurrences

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

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

In the case of a fatal accident or a serious incident the investigation will commence within one day.

It is anticipated that there will be the following numbers of Reporting of Injuries Diseases and Dangerous Occurrences Regulations reports in 2015/16:

Suffolk Coastal – 82
Waveney – 79

10.3 Notification of Asbestos Removal

The Food and Safety Team will respond to all notifications of asbestos removal from premises for which the Councils have enforcement responsibility. Officers will monitor arrangements in accordance with documented procedures.

Notifications of asbestos removal anticipated in 2015/16:

Suffolk Coastal – 4
Waveney – 4

10.4 Registration, Licensing and Planning consultations

The Councils' Food and Safety Team is involved in the registration process for skin piercing activities e.g. tattooing under the Local Government (Miscellaneous) Provisions Act 1982. The team is also a responsible authority under the Licensing Act 2003 and is consulted on licensing applications. The Temporary Event Notice legislation introduced April 2012 increased the number of consultations received for consideration.

	Suffolk Coastal	Waveney
Temporary Event Notifications	428	240
Other licensing consultations	36	47

The food and safety service at Waveney also carries out inspections in connection with animal welfare licensing i.e. dangerous wild animals, zoos, boarding, pet shops, dog breeding and riding establishments.

10.5 Primary Authority and Home Authority Schemes

In April 2009 The Regulatory Enforcement and Sanctions Act 2008 introduced into law the principle of the Primary Authority (PA). All local authorities are now required by law when considering enforcement action against a business with multiple outlets to follow advice agreed between the business and its PA. The purpose of these new requirements is to achieve greater consistency in enforcement action in large, multi-outlet businesses. The Local Better Regulation Office view Primary Authorities as a solution to the weaknesses that previously existed with the voluntary Home Authority scheme.

The team supports Primary Authority (PA) and Home Authority (HA) schemes. Where Primary Authority partnerships are registered with the Local Better Regulation Office, the team will contact the Primary Authority to ensure that proposed actions are not contrary to appropriate advice that the Primary Authority has previously issued. Neither Suffolk Coastal nor Waveney has a PA or HA agreement with companies in their districts.

10.6 Advice to Business

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

- the provision of proformas to assist businesses comply with the law
- distribution of HSE and other guidance to businesses giving guidance on specific and topical issues
- responding to requests for advice from businesses and members of the public.

Requests for health and safety advice anticipated in 2015/16:

Suffolk Coastal - 40
Waveney – 60

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

10.7 Economic Challenge

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

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

We are working with other Suffolk regulatory services and the Norfolk and Suffolk Local Enterprise Partnership (LEP) to explore developing a stronger link to the LEP to improve the effective and efficient delivery of regulatory services.

10.8 Liaison with other Organisations

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

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

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

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

- Suffolk Health and Safety Liaison Group
- CIEH
- LGA Practitioner Forum on Health and Safety.
- HSE e.g. staff at the local offices, Local Authority Unit and Partnership Manager
- Planning and Building Control
- Trading Standards Officers at Suffolk County Council
- Primary Care Trust
- Suffolk Fire Service
- Other LAs directly and through EHCnet
- Regional Safety Officers' Forum
- Health Protection Agency
- Licensing Team (Licensing Act 2003)
- Waveney Safety and Environment Group
- Suffolk and North Essex Occupational Safety Group
- Care Quality Commission

- Suffolk County Council Adult and Child Safeguarding Teams
- Highways England
- Suffolk Resilience Forum
- Suffolk Joint Emergency Planning Team
- HSE/LA Eastern Region Partnership Forum
- Suffolk Police
- East of England Ambulance NHS Trust and
- Suffolk Regulatory Services and New Anglia Local Enterprise Partnership Working Group.

The Food and Safety Team attend Responsible Authorities Group meetings that contributes to the effective and coordinated application of the licensing schemes at Suffolk Coastal and Waveney.

10.9 Flexible Warranting and local agreements

During 2014/15 all of the Suffolk local authorities signed an agreement under section 113 of the Local Government Act 1972. The agreement will provide mutual aid between the participating local authorities by enabling suitably qualified, experienced and competent officers to carry out relevant enforcement functions across the local authorities in the event of:

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

10.10 Health and Safety Promotion

The Food and Safety Team has considered the benefits of improved health and safety awareness as a part of the Councils' roles and determined to put part of their resource into education activities. The Council will support European Week of Health and Safety and provide courses and seminars according to demand to meet the needs of businesses, e.g. CIEH Level 2 Award in Health and Safety in the Workplace etc. The effectiveness of training programmes will be assessed using delegates' evaluation forms.

11. **RESOURCES**

11.1 Financial Allocation

Details of budgetary provision are included as Appendix 2.

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

11.2 Staffing Allocation

11.2.1 Head of Service

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

11.2.1 Food and Safety Team

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

Table 15 - FTE health and safety.

	Professional staff	Support staff
Suffolk Coastal	Health and safety 1.01 FTE	0.74 FTE
Waveney	Health and safety (excluding the licensing functions referred to in this plan) 1.3 FTE	0.44 FTE

These are detailed in Appendix 7.

The Council's corporate health and safety advice is provided by a shared Safety Advisor (0.5 FTE) and the Senior EHO (0.2 FTE) who both work across the partnership.

The resource allocation set out in table 15 is sufficient to complete the estimated programme of work outlined in the service plan for 2015/16. However, any additional unplanned work may require reprioritisation within the plan.

11.3 Staff Development Plan

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

All health and safety enforcement officers can use the Regulators' Development website to aid and enhance the continuing development of their health and safety competence. To maintain competence, enforcement officers attend training courses run by various organisations including the HSE. The Food and Safety Team will continue to access both local and national training initiatives to ensure that all of its enforcement officers are well trained and competent. Officers will also use of the online Guidance for Regulators – Information Point that is part of the Regulators' Development website.

The Food and Safety Team ensure that all enforcement officers are appropriately qualified and receive regular training to maintain and improve their level of competency.

12 **QUALITY ASSESSMENT**

12.1 Quality Assessment

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

12.1 People Development Strategy

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

12.2 Inter Authority Audits and Peer Review

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

12.3 Internal Monitoring Arrangements

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

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

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

12.4 Customer Satisfaction Surveys and Complaint Procedures

Customer satisfaction is collected on training courses and business satisfaction is collected via online surveys. A statistical summary of the results of these surveys is shown in Appendix 8.

The Councils publish complaint procedures and customer service standards on their websites. A summary of complaints received in 2014/15 is produced in Appendix 9.

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

12.5 Team Meetings

The Food and Safety Team holds meetings to discuss all matters relating to the service, including issues relating to competency and consistency. In 2014/15 the Food and Safety Team continued with a programme of joint team meetings to help promote, explore and produce benefits of partnership working.

12.6 Bench Marking

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

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

13. **REVIEW – HEALTH AND SAFETY**

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

See also para 7.1 above.

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

Factors that adversely affected the team's capacity to deliver the service in 2014/15 were predominantly unplanned and not routine:

- some absence of two officers arising from hospital procedures
- one officer was off sick in quarter 4 following a road traffic accident whilst at work and that was not his fault
- delays in completing the migration and linking of Suffolk Coastal's electronic records into a joint electronic document management system that has a detrimental impact on staff working procedures and morale
- reliability issues with corporate computer systems and team hardware at Suffolk Coastal until the late summer 2014
- work involved around the June 2014 FSA audit at Suffolk Coastal and
- Suffolk Coastal also had an unfilled Environmental Health Officer vacancy during part of the first quarter of 2014/15.

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

The Joint Food and Health and Safety Service Plan 2014/15 was largely completed with regards to health and safety. Plans to incorporate Enterprise performance management software will be carried forward into 2015/16. Enterprise will provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.

During 2014/15 the Food and Safety Team dealt with some significant reactive tasks as outlined below.

13.2 The health and safety key achievements in 2014/15 worthy of note are:

- As part of a corporate initiative, the migration continued of Suffolk Coastal's current specialist environmental health computer software system to a common software system already used by Waveney. Using a common software system helps to provide ongoing operational benefits and financial savings.
- An integrated electronic document management system (EDMS) was reinstated at Suffolk Coastal. The EDMS is now used in full for all new documents created by us and all incoming documents e.g. food registrations, applications for approval, letters and emails etc.
- An integrated EDMS was introduced at Waveney linking document records to specialist environmental health computer software. The process of scanning paper records began in the fourth quarter of 2014/15 and will be completed in the first quarter of 2015/16.
- To prepare for adopting the EDMS, all paper records at Waveney were sorted in accordance with corporate retention schedules. Bar coded dividers were created for paper records to be scanning and indexed in an electronic format.
- A bar-coding scheme was introduced at Suffolk Coastal and Waveney for outgoing paper documents e.g. forms to facilitate the automatic linking to specialist environmental health computer records when they are received back. The scheme saves time and ensures the accurate linking of documents to records.
- Preparations were made at Waveney to move offices from Mariners to the new Riverside office accommodation.
- A joint Compliance and Enforcement Policy to guide enforcement decisions was introduced.

- Introduced a Suffolk Flexible Warrant Scheme (see para 10.9).
- The service was represented at a meeting with other Suffolk regulatory services and the Norfolk and Suffolk Local Enterprise Partnership (LEP) to explore whether developing a stronger link to the LEP might be useful. A small working group of district and county council representatives has been set up to take this project forward into 2015/16.
- 24 local events attended Safety Advisory Group (SAG) meetings. The SAG members include the emergency services, licensing, emergency planning, highways and is chaired by an Environmental Health Officer from the Food and Safety Team. Several other events were considered by SAG as virtual meetings when the event management plans and risk assessments were circulated electronically. The Food and Safety Team was also represented at the Suffolk Event SAG when public safety at cross boundary events such as the Women's Cycle Tour was considered.
- The Food and Safety Team was represented at the Suffolk Health and Safety Liaison Group which is also chaired by an EHO from the Food and Safety Team.
- Assisted HM Coroner for Greater Suffolk at the inquest into the death of a member of the public following an incident at a fitness centre.
- The Food and Safety Manager and Senior EHO attended a PHE Science and Technical Advice Cell training course that preceded an exercise to test local emergency arrangements.
- An EHO from the Food and Safety Team regularly meets with Suffolk County Council, the Care Quality Commission, safeguarding teams, Public Health England and patient group representatives to share information on care service providers.
- An EHO from the Food and Safety Team carried out a joint investigation with the Health and Safety Executive and GasSafe Register into work carried out by an unregistered gas engineer at a local restaurant
- The Food and Safety Team investigated an allegation of carbon monoxide poisoning resulting in the death of a visitor to a caravan park and was able to establish that the caravan provided by the park had been appropriately inspected and was safe.
- 4 Prohibition Notices were served to in situations where there was a serious risk of personal injury and 16 Improvement Notices were served to secure compliance with health and safety law
- All officers attended update training on health and safety associated with construction sites provided by the Health and Safety Executive.
- Raised awareness on the risks of illness associated with animal contact at visitor attractions as part of a project that will be continued in 2015/16
- Wrote to all care homes to advise on the need to review window security in response to Coroner's advice following a death at a care home elsewhere in England
- Submitted annual data return to the HSE relating to occupational health and safety (LAE1 Local Authority Health & Safety Return). A summary is shown in table 16 below.

Table 16. Summary of the health and safety interventions, enforcement actions and compliance data Suffolk Coastal and Waveney Food and Safety Team. Source: LAE1 return 2014/15.

LAE1 Criteria	Suffolk Coastal	Waveney
Proactive inspections	6	6
Number of revisits	2	3
Non-inspection interventions	43	6
Reactive visits	3	8
Improvement Notices	9	7
Deferred Prohibition Notices	0	0
Immediate Prohibition Notices	4	1
Simple cautions	0	0

- Acted as responsible authority under the Licensing Act 2003 for public safety. Attended (Licensing Act) Responsible Authorities meetings to provide coordinated responses where appropriate.
- Received, considered and responded where necessary to licensing consultations:

	Suffolk Coastal	Waveney
Standard Temporary Event Notifications	428	240
Other licensing consultations	36	47

14 AREAS FOR IMPROVEMENT – HEALTH AND SAFETY

14.1 In 2015/16 the Food and Safety Team plan to:

- Incorporate Enterprise performance management software to provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.
- At Waveney, complete the move from Mariners Street offices to the new Riverside office complex. Vacating old, unfit and inefficient office space will help reduce costs to taxpayers and releases land for potential development and business regeneration. The move will transform conditions for staff and customers. It will also cut carbon emissions.
- At Suffolk Coastal, complete the migration to the new EDMS and indexing of historical electronic records.
- Contribute to a corporately lead project to improve mobile working solutions.
- Implement a recording system on the Uniform database for health and safety interventions in line with the national reporting structure.

15 SUFFOLK COASTAL PORT HEALTH AUTHORITY

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

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

- operation of Felixstowe Border Inspection Post (products of animal origin)
- imported food control (non-animal origin products) at Felixstowe, Harwich International Port, Harwich Navyard and Mistletoe Quay.
- Checking catch certificates for specified products to ensure the legitimacy of the products caught and to prevent the Illegal Unreported & 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, & control of infectious disease at the Port of Ipswich
- Control of feed covered by EU 669/2009 and EU 884/2014 at the Port of Felixstowe
- inspection of vessels to ensure compliance with international and United Kingdom health requirements
- food hygiene inspections of vessels within the dock
- control of infectious disease
- verification of organic produce at point of importation and
- undertaking monitoring programmes.
- Port Health responsibilities at Lowestoft Port including fish landings and Ship Sanitation Certificates

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

15.2 Demands on the Port Health Service

The Port of Felixstowe is the UK's busiest container port and one of the largest in Europe. It is a dedicated container port handling nearly 4 million TEUs per year and welcoming over 3000 ships each year. Over 40% of the UK's import and export trade passes through the Port of Felixstowe. Approximately 30 shipping lines operate from Felixstowe offering over 90 services and covering some 400 ports around the world.

When complete the development of Berths 8&9 will provide 1,285 metres of quay and an alongside water depth which will be sufficient to accommodate future generations of container ships. Phase 1 was completed in 2011 and consists of 730 metres of quay and an alongside water depth of 16 metres. 2015 will see the available quay length expanded to 930 metres equipped with 10 of the largest quay cranes constructed. The new facilities will be able to service containers ships of 24 containers width on deck and allow simultaneous working of 2 of the world's largest container vessels. These developments will allow the port to handle 6 million TEU's by 2020. Plans for further ahead include a £200m Berth 10 and the development of Bathside Bay at Harwich which when complete would add an additional 2 million TEU's handling capacity.

Whilst our BIPs within the TCEF and Ambient Temperature Examination Facility (ATEF) are well established and run to the highest standards, our Designated Point of Entry (DPE) has been in need of additional capacity due to increased volumes and additional products being brought within the scope of checks. Construction of the new facilities is underway with

completion expected in July 2015. In addition to the new facilities a purpose built Port Health office has been included as part of the plans this too should be completed in the same timescale. The new facility which will eventually become a BCP (Border Control Point) under new legislation will deliver for us the highest hygienic conditions for checks to be carried out. The new facility has physically separate areas for allergenic products, aromatic products and an examination area for general NAO products. The facility has been constructed to allow flexibility for the future so that the use of examination chambers can be re-allocated to suit changing trade or statutory requirements. Cross functional working with other statutory bodies will also be facilitated as there are separate areas for other statutory bodies to work. Successful strategies have been put in place prior to the commencement of the building work which have ensured that we have been able to continue to examine consignments hygienically and with fast turnaround times whilst the work has progressed.

The PHILIS mobile working continues to be well received with a number of high profile visitors keen to see it in operation. Other ports currently using PHILIS but not the mobile element of it have also expressed an interest and visited to assess the benefits it will bring to their organisations. The work pertaining to scanning has now been completed and all documents presented to the business are routinely being scanned and attached to the related jobs. This has allowed us to trial new paperless forms of working in the examination facilities as official documents will be available for viewing on the mobile devices. It has also allowed us to streamline some statutory checks where different sets of documents complement each other in completing thorough checks. These sets of documents can now be split into their separate checks without any reduction in the quality of the paperwork verifications as the other set of documents is electronically available. As part of the office move new disaster recovery arrangements have been agreed with the Port of Felixstowe. This has required our IT team to plan and implement the movement of our off site disaster recovery servers from Melton Hill to Harwich. A plan is also being developed to ensure the continuation of a Port Health service with respect to IT requirements during the office move; this will be in conjunction with ensuring the safe movement and re-installation of all our IT equipment during the move. Further ahead the IT team will be re-visiting the core workings of PHILIS and applying what has been learnt in the last 6 years of its operation to those workings. Our current system was developed to be as efficient as possible in the time scale available for its development so it's now time to re-visit this to see if improvements can be made.

Work with our Port Community System Provider, MCP is ongoing we are currently working on the inclusion of consignment CN codes (combined nomenclature) in the Destin8 manifesting information we receive. CN codes are used by HMRC for the classification of goods and much of the legislation we work with also defines the products covered by the product CN codes. Having this information available at the point we detain consignments will allow us to focus on those consignments we know are covered and will reduce the number of consignments requiring detention because we are unsure if the goods are covered by a considerable number.

A cross-government project led by HMRC and Defra has seen further enhancements to the clearance of imported consignments checked by the Authority. The existing ALV system (ALVS) for horticultural / plant products has been extended to cover the third country imports recorded on TRACES. This will automate the transmission of import control decisions to CHIEF speeding up customs clearance of imports. Following trials using a limited number of agents this has been extended to all agents. It has also been possible to agree a process within the scope of this to confirm the IUU status of those products falling within the scope of checks to streamline the HMRC release of these products. This has introduced significant benefits for importers and agents in securing the release of consignments. Internal procedures have been streamlined to allow for these changes and staff training has been undertaken as an understanding of how the system works is required to ensure we can give the best customer service when dealing with enquiries about consignment releases.

The Food and Veterinary Office (FVO) carried out a mission to the UK to evaluate the official controls of genetically modified organisms including their deliberate release into the

environment. This included a visit by the inspectors to Felixstowe to assess how we implemented the specific controls on rice and rice products from China in relation to GMO content. The inspectors noted in their report that the PHILIS system “provided comprehensive assistance” to our work and they concluded that the checks were being carried out in accordance with the legislative requirements. Issues were however raised in relation to the sampling of such products in terms of the number and range of subsamples and also that the defence and referee samples were not being drawn from the same bulk sample as the laboratory sample. The issue regarding defence and referee samples being drawn from the same bulk sample as the laboratory sample has been addressed immediately. Further guidance is awaited from the FSA regarding the number and range of samples as this is required in line with a document which is not generally available and to which we don't have access. Draft guidance on sampling protocols has been issued by the EU and is now out for consultation it is likely that the FSA will await the outcome of this consultation before issuing guidance to us.

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

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

A staff satisfaction survey carried out towards the end of 2014 has resulted in a number of new work streams being identified for investigation and development to improve the “people aspects” of the organisation. Staff briefings have been held to inform staff of the outcome of the survey and the proposed way forward. This work programme will continue through 2015 and beyond with the review group format being used to ensure full engagement with staff and the incorporation of staff ideas and views into the organisational solutions. Development of the management team with external assistance is one of the work streams resulting from the survey this too will be ongoing through 2015.

The work on the control of products of animal origin and products not of animal origin through Felixstowe continues to develop. Further changes are expected during 2015/16:

- The revision of Council Directive 97/78 is still on-going and is likely to form part of the review of 882/2004. The finalised version of the legislation may present some significant changes to the checking regime as the intention is to make the checks being carried out “risk-based”. We will need to review our procedures and working methods to ensure they are in-line with the requirements of the new legislation when it is published.
- The review of Regulation 882/2004 continues and further amendments to the draft regulations have been issued. The new Regulation will amalgamate controls across sectors such as plant and animal health, consolidate port approval status into one covering all commodities for which the port has approval – Border Control Point (BCP) and merge the current CVED and Common Entry Document (CED) documents into one document, the Common Harmonised Entry Document (CHED) for use for all products requiring statutory controls. Representations regarding the micro-business exemption from charges have been made and the original exemption which was put forward for micro-businesses will now not apply however the charging arrangements have still not been finalised so we will need to monitor developments to ensure that future proposals are not detrimental to our service delivery.

- The new Feed Law code of practice has been issued. Procedures need to be reviewed in light of its content and agreement reached with Suffolk County Council as to the impact of its content on officers undertaking sampling on their behalf.
- Quarterly review of the high risk products in the Annex to Commission Decision 669/2009 continues with products remaining on the list, being removed from the list and new products being added onto the list.
- A new contract has been negotiated between ourselves and Tendring District Council for the continuation of the delivery of the port health service at Harwich International Port, Harwich Navyard and Mistley Quay by us.
- The contract with Suffolk County Council to deliver the statutory controls on feed is being reviewed to ensure it is still suitable for the needs of both organisations.
- The first review groups have completed detailed examinations of specific work areas this has resulted into considerable streamlining of those work processes allowing greater efficiency and effectiveness for the work streams. Further review groups looking at other areas of our work are ongoing.
- We intend to extend the trial of paperless working from the current one examination facility to into the other examination areas. The aim is for us not to remove official documentation from the office environment this has been made possible by the full adoption of scanning for all paperwork presented to us.
- All new information is circulated to staff via Nautilus. Migration of existing current information to Nautilus is ongoing. A survey of users has been undertaken to ensure the information is being presented in the most user friendly way and meeting user needs. The results of the survey may lead to changes in the way Nautilus is presented and used.
- Initial design concepts for PHILIS 2 are being worked on. The re-write will give the system increased flexibility and future proof it.
- Work streams emerging from the staff survey looking at our people processes will be ongoing through 2015 and beyond. Review groups will be used to ensure full staff engagement into the process so that staff views and ideas are represented in the organisational solutions.
- We will continue to monitor any changes which affect our role as a Category 1 responder under the Civil Contingencies Act 2004.

The majority of new emergency control measures which have been enacted have continued to make provision for the collection of fees from importers / agents to cover the cost of delivering the new controls.

We continue to undertake routine monitoring and testing of products which pass through our district both with our own funding and with Funding from the FSA. All our laboratories are now linked into the UKFSS Network. This is a nationally promoted system supported by the FSA which contains details of samples taken and their results. Submission of sample information here can be done automatically through PHILIS. The public analyst / food examiner can subsequently add the result information onto the system. The FSA have direct access to all of this information so have detailed information about food quickly and can manipulate the information to look for national trends etc. without having to ask individual authorities for information.

16. SERVICE DELIVERY – PORT HEALTH

16.1 Port Health Service

Suffolk Coastal Port Health Authority's (SCPHA) Mission;
To be the leading Port Health Authority in the UK and EU.

SCPHA Vision:
To protect public and animal health.

SCPHA Strategy:
To deliver an effective and efficient service.

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

Anticipated imported food samples:

- Microbiological - 150
- Chemical composition 2000
inc Aflatoxins and others
- Water - 60

Resource requirement 2,210 hours.

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

- Bangladeshi crustaceans for veterinary residues
- Indian farmed fishery products for veterinary residues
- Chinese aquaculture products and crayfish for veterinary residues
- Japanese POAO from specified prefectures for radiation
- Albanian fishery products for histamine
- Turkish bivalve molluscs for E coli and marine biotoxins

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

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

There is currently EU Emergency Control legislation imposing special conditions on NAO in relation to:

- Indian Guar gum and guar gum products for pentachlorophenol and dioxins
- Chinese rice and rice products for genetically modified varieties
- Sunflower oil from the Ukraine for mineral oil
- Fruits of the forest and wild mushrooms from area affected by the Chernobyl incident for radiation
- Japanese origin food and feed for radiation
- Controlled jelly mini cups containing specified food additives from any country

The on-going programme of food hygiene checks on-board vessels is continuing. Amendments to the FSA Code of Practice published in April 2015 have revised arrangements for the inspection of ships and aircraft. We are still examining the implication of these changes for the food hygiene checks we are carrying out and amendments to our activity may be required in light of the modifications. Charges for water sampling where such sampling is requested by the Master / agent of the vessel remain. The charges cover the analysis cost and the time taken to draw the samples. We will continue to undertake water sampling free of charge where such sampling is undertaken due to public health concerns about conditions on board the vessel.

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

16.2 Primary Authority Schemes

The organisation has not been approached by any importers organisations to set up a Primary Authority Scheme

16.3 Advice to Business

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

The Agents Forum meetings - a 3 way partnership with the Port of Felixstowe Inspection Facilities, the top 20 agents and ourselves have continued. The meetings allow discussion around each other's developments, legislation and its impact, and the efficiencies of the Port

Health service. Issues raised by agents in this forum have been investigated and positive outcomes have been delivered including the streamlining of our telephone answering to focus it more on agent's requirements and needs. At the most recent meeting positive feedback was given to us by the agents regarding the quality of the information we provide to them and the helpful nature of port health staff specifically the help we have provided during the trial of ALVS and the continuing support now all imports are covered by the system.

16.4 Economic Challenge

The international trade market is recovering as we begin to see the green shoots of economic recovery; however there has not been a step change in throughput at Port of Felixstowe. There are positive signs that confidence is returning to shipping as investment in new shipping is increasing. The expectation is that there will be a continued growth in the ULCS (Ultra large Container Ships) area. The Port of Felixstowe continues to invest in the extension to 8/9 berth in order to be able 2xULCS at any one time. In addition to investing in quayside infrastructure the Port of Felixstowe has invested in excess of £4m in new world class examination facilities - the principal user of these new facilities will be Port Health

There continues to be challenges, as other ports establish new operating capacity; however the Port of Felixstowe has a long established operating base and continues to be the UK's leading container port. This is good news for Port Health, but it does require Port Health to adopt working practices that works with its partners.

The changing face of trade patterns is likely to provide a challenge to SCPHA as it tries to maintain a customer focus within the boundaries of its current operating rules. This is an area that will be reviewed and innovative solutions maybe required.

16.5 Liaison with other Organisations

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

- Suffolk Food Liaison Group
- CIEH East of England Region
- CIEH Port Health Special Interest Group [Seminar Secretary is a member of the Port Health Team]
- FSA Imported Food Division
- FSA Contaminants Division
- FSA Animal Feed Division
- CCDC and Public Health England
- DEFRA – Organic Imports Section
- DEFRA - International Trade Division
- State Veterinary Service
- Eastern Ports Liaison Network (EPLaN) [Chairman of the group is a member of the Port Health Team]
- Haven Ports Welfare Committee
- Liverpool Port Health Authority
- Local Government Association
- London Port Health Authority
- Medicines and Healthcare Products Regulatory Agency
- EETSA Agricultural Focus Group
- National Animal Feed Ports Panel
- National trading Standards Board
- Liaison with HM Revenue and Customs nationally and locally in relation to imported food controls and smuggled products of animal origin
- Campden BRI

- Felixstowe Port Users Association
- Associated British Ports
- Port of Felixstowe
- Port of Ipswich
- Harwich International Port
- Harwich Navyard
- Marine Management Organisation
- Mistletoe Quay and Forwarding
- Maritime and Coastguard Agency
- Public Health England / Port Health Liaison Group
- Other Enforcement Authorities on the Port of Felixstowe and
- Trading Standards/Environmental Health Departments nationally as required.
- World Health Organisation (Facilitator for the Ports and Shipping Group of PAGNet is a member of the port health team)
- SHIPSAN Act project - *the project aims at developing and establishing an EU integrated strategy for safeguarding the health of travelers and crew of passenger ships and for preventing the international and trans-national spread of diseases through ships.*

17 RESOURCES

17.1 Financial Allocation

Details of budgetary provision are included as Appendix 2.

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

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

A review of European charging mechanisms is included in the overall review of Regulation 882/2004. This will cover charging mechanisms for both POAO and NAO. Local MEP's were briefed on the proposals in the new legislation to allow them to assist us in highlighting the issues affecting delivery of our service. Although the original provision for exempting "micro businesses" (enterprises employing fewer than 10 persons & whose annual turnover and/or balance sheet does not exceed 2 million Euros) from charges but not from checks put forward in draft legislation will no longer apply the charging arrangements have not yet been finalised. We will therefore need to ensure that we monitor future developments in this area closely so we can assess the impact of new proposals on our service delivery.

17.2 Staffing Allocation

17.2.1 Head of Service

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

17.2.2 Port Health Team

The Port Health Team has a total of 22.16 FTE professional staff and 24.6 FTE support staff.

This resource allocation is sufficient to complete the estimated programme of work outlined in the service plan for 2015/16. However, food sampling for surveillance purposes is dependent on FSA grant funding and any additional unplanned work may require reprioritisation within the plan.

17.3 Staff Development Plan

Staff appraisals are conducted yearly with a follow up review 6 months later. In between these 2 meetings staff are having one to one meetings with their manager to ensure time is specifically set aside for any issues to be raised or training / development needs assessed. A need to review the staff appraisal process for Port Health is one of the work streams which has come out of the Staff satisfaction survey. This work has been scoped and will be delivered over the forthcoming year.

A programme of development has been devised by the external providers Bramley Lakes to ensure the Port Health Management Team reaches its full potential and is equipped to meet the changing needs of the organisation. This will be delivered during 2015.

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

DEFRA and the Food Standards Agency have committed themselves to provide specialised training in the area of imported food. POAO update seminars are delivered twice a year and officers are required to attend once every 2 years. This requirement has been incorporated into our training matrix. Training to ensure competency in NAO feed sampling for those undertaking the work on behalf of Suffolk County Council is ongoing and this is currently being reviewed in light of the new Code of Practice. Training of the five officers not currently authorised for feed has commenced with some theoretical training the practical element of the training will then follow. Authorised officers will be required to undertake some feed training each year to maintain competency. Despite the limited number of places available for the UK we have been successful in obtaining a number of places on the EU’s Better Training for Safer Food programmes. Relevant training areas are identified from a wide range of sources to ensure the requirements for Food Enforcement Officers in accordance with the FSA’s Food Law Code of Practice are met

Alternative methods of offering opportunities to train as an EHO are being investigated to see if they are feasible. This is being looked at in conjunction with other training opportunities there may be for staff to develop alternative skills which will be beneficial for the business. Health and Safety training at NEBOSH level has been undertaken and 3 members of our ICA team are currently undertaking a NVQ Level 3 Qualification in Customer Service the same qualification has already been obtained by a member of our PHA team.

18. **QUALITY ASSESSMENT**

18.1 Quality Assessment

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

18.2 BSI ISO 9001

Suffolk Coastal's Port Health Services are supported by a comprehensive range of written procedures, which are subject to a programme of internal audit and review. BSI audits are carried out twice a year in order for us to retain the ISO 9001 accreditation. Our continuing accreditation audit was carried out in March 2014. This is done once every two years, as a result of the audit our certificate was re-issued as no major non conformities were found. Further routine continuing assessment audits are undertaken twice a year the most recent audit took place in April 2015. All ISO standards are reviewed every 5 years to make sure they are still relevant. ISO 9001: 2008 is therefore currently under review and an updated version is expected in September 2015. The changes cover leadership and ensuring the management systems form part of the strategic direction of the business and increases the use of risk in determining outcomes. It has been confirmed that there will be a 3 year transition period for certified organisations to make the necessary changes and retain their certification.

18.3 Investors in People

Suffolk Coastal and Waveney did not reapply for accreditation for the Investors in People status in November 2014 when its three yearly external accreditation was due. The principles of the scheme are however continuing to be applied to ensure the continuous development of staff. The People Development Strategy has been revised to embody these principles and put the development of our workforce at its heart.

18.4 Internal Monitoring Arrangements

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

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

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

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

The Staff Satisfaction Survey identified an issue within the organisation with performance management. Developing a performance management framework that will help us identify and promote our successes to ensure we recognise the good job that we do is therefore another of the work streams which has been identified for completion from the staff satisfaction survey. This project has been scoped and will be delivered during 2015/16.

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

18.5 Customer Satisfaction Survey

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

18.6 Team Meetings

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

The Review groups have strengthened cross functional meetings in relation to specific work areas and in relation to the arrangement for the new office accommodation. Members of the groups are consulting with their colleagues over this work through group team meetings.

18.7 Bench Marking

The Multi Annual National Control Plan which details the roles and responsibilities of the different authorities and organisations involved in the monitoring compliance with, and enforcement of, feed and food law, animal health and welfare rules and plant health requirements has recently been updated in March 2015 and covers the period up to March 2016. It has been extended for a further year to allow for significant administrative and legislative changes which will impact on the plan over the next year. It will be reviewed again during 2016. Changes have been made to the way the samples which form part of the Control Plan are acquired. The FSA have taken on the role from Defra of developing the monitoring plan for use in UK BIPs. The intention is to develop a flexible risk based plan that links closely with individual BIP sampling plans and which will not create any unnecessary additional costs for the industry. The centrally administered residue monitoring programme has now ceased.

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

18.8 Complaint Procedures

The Councils publish complaint procedures and customer service standards on their websites. A summary of complaints received in 2014/15 is produced in Appendix 9.

19. **REVIEW – PORT HEALTH**

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

We have forged ahead with the improvement areas during 2014/15. The temporary appointment of our Port Health Manager has been confirmed as a permanent post giving the Port Health Management Team a sound and stable basis for the future. The confirmation of the funding for the new NAO facilities and office accommodation and the undertaking and assessment of the outcomes of the staff survey have required resources to be focused on areas wider than those identified for improvement in last years' Service Plan. Improvements have been made in all areas identified in the previous plan and these areas will continue to undergo further development over the next year even where not specifically identified as improvement areas.

19.2 The port health key achievements in 2014/15 worthy of note are:

- The scanning of documents presented to the organisation and saving them to individual jobs has been tested and adopted so that all documents are now being scanned into the

system. The availability of electronic versions of documents has allowed us to streamline some of our internal checking processes. Further work is now ongoing trailing paperless working at one examination facility as the documents required to undertake the checks can be accessed from the mobile units. Feedback from this trial should help us to extend paperless working to the other examination areas.

- The migration of existing information from our current system into Nautilus has commenced and is continuing. This has been used as an opportunity to review and amend the information as appropriate. A Nautilus User Survey has been undertaken to ensure the system is delivering the information in a way appropriate to the users and that the system is suited to our needs. Changes to the system may be made in response to the survey outcomes.
- The trial and introduction of ALVS - a cross-government project led by HMRC and Defra which has delivered enhancements to the clearance of imported consignments checked by the Authority. The existing ALV system for horticultural / plant products has been extended to cover the third country imports recorded on TRACES. This has automated the transmission of import control decisions to CHIEF speeding up customs clearance of imports. Additionally a notification to cover the IUU status of consignments has been incorporated into the system to streamline the release of products requiring POAO and IUU checks.
- A successful bid to the FSA to support enhanced surveillance of imported products through Felixstowe which will allow us to undertake additional sampling activity to the tune of £13354.10. Traditionally this funding has focused on NAO products however this year money has been awarded to undertake samples on POAO products which will form part of the UK's contribution to the Commissions control plan.
- Worked in partnership with Suffolk County Council to deliver the statutory controls on feed and the routine monitoring and sampling of imported feed
- Figures demonstrate the following level of activity during 2014/15:
 - Dealt with an average of 1374 faxes per week
 - 19610 identity checks on products of animal origin
 - 7631 physical checks on products of animal origin
 - 5369 checks on consignments for IUU purposes
 - 7204 checks on High Risk NAO products
 - 1850 verification checks on Organic products
 - 748 Plastic declaration documents handled
 - 1713 samples taken
 - 304 unsatisfactory food consignments removed from the food chain
- Worked with the Port of Felixstowe to ensure the development and implementation of plans for the new office and NAO examination facilities and developed strategies for the efficient continuation of examinations during the construction phase of the new NAO facilities.
- Investigated and developed the ability to forecast and predict day to day workloads through information available in PHILIS. This will complement the identification of daily resource requirements so we can make maximum use of our flexible working arrangements.
- The success of our website beyond its intended audience. Our intention was to impart information regarding our processes and activities to importers and agents using Felixstowe. Analysis of website data has indicated that the website receives nearly 9000 visits per month from all over the world.

- Hosted a number of visits by officials wishing to see our operations first hand:
 - Senior officials from the Food Standards Agency have visited to see an operational port and discuss current issues
 - Assisted new members of the Marine Management Organisation obtain an understanding of the practical enforcement of IUU requirements.
 - Delegates from the Thailand competent authority visited to gain an understanding of the checks we carry out and how this is delivered at a practical level.
 - The number of visits by individual importers agents and shipping lines who wish to forge a better working relationship with us has increased. We welcome such visits as it allows us to explain the nature of our checks in details and point them to the areas of information available for them to use and it allows us to get a greater understanding of the difficulties involved for them. We have also received requests for our staff to deliver training for agents particularly on the use of TRACEs.
 - For the next 2 years we will be hosting the BTSF POAO courses at Felixstowe. This will see a host of European officials with varied backgrounds visiting the port and its facilities.

20. AREAS FOR IMPROVEMENT – PORT HEALTH

Suffolk Coastal Port Health Authority remains to be held in high regard nationally and internationally. Development of facilities at other UK ports continues and as their capacity increases completion for trade will intensify. We are the 'go-to' Port Health Authority due to our people. However, we cannot be complacent and we recognise that there is always room for improvement and development but that such changes need to be balanced with the efficient delivery of the 'day job' so need to be incremental and measured. Areas we intend to work on in 2015/16 are:

- Identification and development of the work streams that need to be addressed from the Staff Satisfaction Survey findings which will progress our people processes. Full staff engagement will be an essential as the work streams are developed into projects. Staff ideas and suggestions need to be part of the organisational solutions. Further development of the management team will form one strand of this work.
- The formulation of plans and strategies to ensure the continuity of the Port Health service during and in the build up to the office re-location. Transfer of our office accommodation from its existing location to its new location within the secure area of the port will deliver considerable benefits for the organisation. Proper assessments of each element of our service and the impact the new location and the move may have on them need to be made so that time appropriate actions can be taken to ensure there is no disruption to any of the elements.
- Re-defining of our business continuity plans. The office re-location has also offered us the opportunity to negotiate alternative business continuity plans with the Port of Felixstowe. During 2015/16 we will refine and develop these plans, draw up plans for movement and re-installation of the relevant IT equipment and systems and modify processes to suit these new arrangements. The new measures will ensure that the Port health service can re-establish itself within acceptable time scales in line with business expectations in the event of a disaster.
- Investigation and development of PHILIS 2 – some of this work is required to ensure SCPHA continues to operate in an effective and efficient manner, some is developmental – pushing the boundaries back, using the knowledge and skills honed in PHILIS v1 to redesign and redevelop PHILIS to ensure it remains accurate, relevant and useable for the foreseeable future

- Further work with London and Liverpool Port Health Authorities to develop the PHILIS mobile working and scanning activities to suit their business needs and deliver improved efficiencies for each organisation.

GLOSSARY OF TERMS

APHA	-	Association of Port Health Authorities
ABP	-	Associated British Ports
ALVS	-	Automatic License Verification System
BIS	-	Department for Business Innovation and Skills
BRDO	-	Better Regulation Delivery Office
BSE	-	Bovine Spongiform Encephalopathy
BSI	-	British Standard Institute
BTP	-	British Transport Police
CCDC	-	Consultant in Communicable Disease Control
Campden BRI	-	Campden BRI <i>is independent membership-based organisation carrying out research and development for the food and drinks industry.</i>
CEFAS	-	The Centre for Environment, Fisheries and Aquaculture Science
CIEH	-	Chartered Institute of Environmental Health
CED	-	Common Entry Document
CHIEF	-	Customs Handling of Import & Export Freight
CMT	-	Corporate Management Team
CPS	-	Crown Prosecution Service
CQC	-	Care Quality Commission
CVED	-	Common Veterinary Entry Document
DEFRA	-	Department of Environment, Food and Rural Affairs
DTI	-	Department of Trade and Industry (now Department for Business, Innovation and Skills)
<i>E. coli</i> O157	-	<i>Escherichia coli</i> O157
EC	-	European Commission
EDMS	-	Electronic document management system
EETSA	-	East of England Trading Standards Association
EHO	-	Environmental Health Officer
ELO	-	Enforcement Liaison Officer of the Health and Safety Executive
EMM	-	Enforcement Management Model
EHORB/EHRB	-	Environmental Health Officers' Registration Board/Environmental Health Registration Board
EPLaN	-	Eastern Ports Liaison Network
ERTS	-	Enhanced Remote Transit Sheds
EU	-	European Union
FERA	-	Food and Environment Research Agency
FSA	-	Food Standards Agency
FSA 1990	-	Food Safety Act 1990
FTE	-	Full-time equivalent
FPUA	-	Felixstowe Port Users Association
FVO	-	Food and Veterinary Office (Audit Branch of the EU)
GM	-	Genetically Modified
HACCP	-	Hazard Analysis and Critical Control Points
HAP	-	Home Authority Principle
HELA	-	Health & Safety Executive/Local Authorities Enforcement Liaison Committee
HPA	-	Health Protection Agency
HPU	-	Health Protection Unit
HSE	-	Health and Safety Executive
HMRC	-	Her Majesty's Revenue and Customs
IMS	-	Information Management System
IAA	-	Inter-Authority Audit
ISO	-	International Organisation for Standardisation
IUU	-	Illegal Unregulated and Unreported
KPI	-	Key Performance Indicator
LAEMS	-	Local Authority Enforcement Monitoring System

LAC	-	Local Authority Circular
LAU	-	Local Authority Unit
LGA	-	Local Government Association
LGR	-	Local Government Regulation
LPG	-	Liquefied Petroleum Gas
MSD	-	Musculoskeletal Disorders
MCA	-	Maritime and Coastguard Agency
MCP	-	Maritime Cargo Processing plc
NAO	-	Non Animal Origin product
FHRS	-	Food Hygiene Rating Scheme
OFFC	-	Official Feed and Food Controls
PASS	-	Public Analyst Scientific Services
PDD	-	Plastic Declaration Document
PEHO	-	Principal Environmental Health Officer
PHA	-	Port Health Assistant
PHE	-	Public Health England
PHILIS	-	Port Health Interactive Live Information System
POAO	-	Product of Animal Origin
PCT	-	Primary Care Trust
PT	-	Phage type
RASFF	-	Rapid Alert System for Food and Feed
RDNA	-	Regulators' Development Needs Analysis
REHIS	-	Royal Environmental Health Institute of Scotland
RIDDOR	-	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
SCPHA	-	Suffolk Coastal Port Health Authority
SFBB	-	Safer Food, Better Business
SLIC	-	Senior Labour Inspectors' Committee
SVS	-	State Veterinary Service
TEU	-	Twenty-foot Equivalent Units
TRACES	-	Trade Control and Expert System
UKAS	-	United Kingdom Accreditation Service
UKFSS	-	United Kingdom Food Surveillance System

APPENDICES

The appendices referred to in this Service Plan can be downloaded from

www.suffolkcoastal.gov.uk/yourbusiness/foodsafety/serviceplan/

or

www.waveney.gov.uk/fhsserviceplan