East Suffolk
Food and
Health and Safety
Service Plan
2016/17

Approved by
Suffolk Coastal District Council on <insert date>
Waveney District Council on <insert date>
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) for Suffolk Coastal PHA, London PHA, Liverpool PHA and Southampton PHA

1.2 Links to Council Objectives and Plans

In 2016 the Councils agreed a new East Suffolk Business Plan 2015 -2023
The Business Plan sets out the vision of the two councils’ and their commitment to improving the quality of life for everyone living in, working in, and visiting east Suffolk and encapsulates how the Councils seek to achieve this.

The Plan has three key strands:

- Economic growth
- Enabling communities
- Financial self sufficiency

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

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

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

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

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

1.3 Corporate Team Service Plans across both Councils’ Food and Safety Services and Port Health have been agreed for 2016/17 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 1) have also been prepared for each service area matching resources to anticipated workloads.

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

2. BACKGROUND

2.1 Profiles of the Local Authorities

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

<table>
<thead>
<tr>
<th>Table 1 - Profiles of Suffolk Coastal and Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population (Mid-year estimates 2013)</td>
</tr>
<tr>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Population</td>
</tr>
<tr>
<td></td>
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<tr>
<td>-------</td>
</tr>
<tr>
<td><strong>Economy</strong></td>
</tr>
</tbody>
</table>
nuclear regime; not least in the learning and skills provision and in the local engineering and ports sectors; and BT Research and Development headquarters at Martlesham Heath forms a key part of the information, communication and technology (ICT) cluster for the East of England including Innovation Martlesham. Its research and development function is considered to be of importance nationally.

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

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

2.2 Organisational Structure

2.2.1 The Councils

Suffolk Coastal has 42 elected members, reduced from 55 following a boundary review, and the Conservative Group holds the majority of seats. Waveney has 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
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 2 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 3.

The Food Safety Manager and three Port Health Technical Managers and Port Health Manager have been appointed as Lead Officers for food hygiene and food safety matters, in accordance with the Food Safety Act Food Law Code of Practice. Letters of appointment are contained in Appendix 4.
The Microbiology Department, Ipswich Hospital and Public Health England (PHE), 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 5. 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 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 1276 and 1267 respectively. A profile of registered/approved food establishments classified in accordance with the FSA’s main use codes is given in table 2.

<table>
<thead>
<tr>
<th>FSA Category</th>
<th>Number of establishments in Suffolk Coastal</th>
<th>Number of establishments in Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary producers</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Manufacturers and Packers</td>
<td>51</td>
<td>42</td>
</tr>
<tr>
<td>Importers/Exporters</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Distributors/transporters</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>Retailers</td>
<td>266</td>
<td>307</td>
</tr>
<tr>
<td>Restaurants and caterers</td>
<td>936</td>
<td>901</td>
</tr>
<tr>
<td>Total</td>
<td>1276</td>
<td>1267</td>
</tr>
</tbody>
</table>

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 two shellfish producers who have shellfish harvesting and depuration facilities together with food businesses which manufacture and export yeast for the bakery industry, mill rice, and manufacture sauces and condiments.

The approved establishments in Waveney mainly comprise many wholesale fish businesses operating out of Lowestoft, it being a port authority with a long-established fishing industry, together with a variety of other fish-related businesses 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 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. The service retains the ability to carry out inspections at sea, within UK sovereign territory. Whilst the inspections are the same, this procedure involves more time and special transport and safety arrangements. Vessels or shipping agents are charged a standard fee for these inspections, with additional costs specific to the offshore activity.

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

<table>
<thead>
<tr>
<th>Ships sanitation inspections anticipated in 2016/17:</th>
<th>Number of inspections</th>
<th>Time per inspection (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Waveney:</td>
<td>30</td>
<td>2.5</td>
<td>75</td>
</tr>
</tbody>
</table>

There are a large number of food businesses associated with and/or operated by the ethnic minorities within the districts - including Chinese/Cantonese, South Asian (particularly Bangladeshi), Turkish, Greek, Thai, Portuguese and Polish. The majority of food businesses run by these groups are takeaways, restaurants and retail shops. The food and safety service makes use of translated information made freely available by the FSA e.g. advisory leaflets. Our website provides information about free translation services that translates 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 2015/16.

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>Un-rated</th>
<th>Outside</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>0</td>
<td>22</td>
<td>185</td>
<td>496</td>
<td>546</td>
<td>18</td>
<td>9</td>
<td>1276</td>
</tr>
<tr>
<td>Waveney</td>
<td>7</td>
<td>46</td>
<td>241</td>
<td>407</td>
<td>502</td>
<td>10</td>
<td>54</td>
<td>1267</td>
</tr>
</tbody>
</table>

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

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

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

The numbers of food interventions due in 2016/17 by risk category in each district are shown below in Table 5.

Table 5 – Number of food interventions due and time by risk category in 2016/17.

<table>
<thead>
<tr>
<th>Category</th>
<th>Suffolk Coastal interventions</th>
<th>Total time (hours) for Suffolk Coastal interventions (number x time)</th>
<th>Waveney interventions</th>
<th>Total time (hours) for Waveney interventions (number x time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>0 (x2)</td>
<td>0</td>
<td>6 (x2)</td>
<td>60</td>
</tr>
<tr>
<td>B</td>
<td>20</td>
<td>100</td>
<td>42</td>
<td>210</td>
</tr>
<tr>
<td>C</td>
<td>116</td>
<td>406</td>
<td>157</td>
<td>549.5</td>
</tr>
<tr>
<td>D</td>
<td>239</td>
<td>478</td>
<td>170</td>
<td>340</td>
</tr>
<tr>
<td>E</td>
<td>177</td>
<td>177</td>
<td>201</td>
<td>201</td>
</tr>
<tr>
<td>Unrated (estimate)</td>
<td>136</td>
<td>272</td>
<td>158</td>
<td>316</td>
</tr>
<tr>
<td>Total</td>
<td>688</td>
<td>1433</td>
<td>740</td>
<td>1676.5</td>
</tr>
</tbody>
</table>

The food interventions at predominantly lower risk premises that were not completed in 2015/16 will be picked up during 2016/17 and are shown below in Table 6. These are often as a result of access issues with seasonal businesses or because resources were focused on higher risk premises.

Table 6 – Number of food interventions due in 2015/16 to be carried forward into 2016/17. Source: LAEMS returns 2015/16.

<table>
<thead>
<tr>
<th>Category</th>
<th>Suffolk Coastal interventions</th>
<th>Total time (hours) for Suffolk Coastal interventions (number x time)</th>
<th>Waveney interventions</th>
<th>Total time (hours) for Waveney interventions (number x time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>B</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>C</td>
<td>7</td>
<td>24.5</td>
<td>5</td>
<td>17.5</td>
</tr>
<tr>
<td>D</td>
<td>7</td>
<td>14</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>E</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Unrated (estimate)</td>
<td>18</td>
<td>36</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Total</td>
<td>34</td>
<td>76.5</td>
<td>25</td>
<td>54.5</td>
</tr>
</tbody>
</table>

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 alerts, sampling, revisits and requests for advice.

Most food businesses that supply food direct to the public receive a rating under the Food Hygiene Rating Scheme (FHRS). These ratings range from 0 (urgent improvement necessary) to 5 (very good). Businesses that receive a rating of 0, 1 or 2 have a poor level of compliance with food safety and hygiene law i.e. they are poor compliers. Businesses will 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 after 31 March 2017. These interventions aim to achieve better and sustained compliance rates at poor compliant businesses. Revisits of poor compliant businesses due in 2016/17 will also be carried out. An estimate of the number of these types of interventions expected in 2016/17 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 2017. An estimate of the number of visits to markets/stalls in 2016/17 and the estimated time to complete is shown below in table 7.

**Table 7 – Estimated interventions at poor compliers, revisits and markets/stalls in 2016/17.**

<table>
<thead>
<tr>
<th></th>
<th>Suffolk Coastal: number of interventions</th>
<th>Suffolk Coastal: total time (interventions x time)</th>
<th>Waveney: number of interventions</th>
<th>Waveney: total time (interventions x time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interventions at poor compliers (6 hours)</td>
<td>17</td>
<td>102</td>
<td>46</td>
<td>276</td>
</tr>
<tr>
<td>Markets/stalls (3.5 hours)</td>
<td>12</td>
<td>42</td>
<td>28</td>
<td>98</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>29</td>
<td>144</td>
<td>74</td>
<td>374</td>
</tr>
</tbody>
</table>

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

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

4.2 **Food/hygiene of premises complaints**

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

**Food/hygiene of premises complaints anticipated in 2016/17:**

<table>
<thead>
<tr>
<th>Suffolk Coastal:</th>
<th>Number of complaints</th>
<th>Time per complaint (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>95</td>
<td>2</td>
<td>190</td>
</tr>
</tbody>
</table>
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 for the purpose of monitoring, surveillance and intelligence gathering. Samples are taken in compliance with the relevant Code of Practice and consideration of the Councils’ Compliance and Enforcement Policy. Official laboratories as designated by the FSA will be used for samples obtained during the sampling programme. The Public Health England Laboratory, London, Eurofins trading as Public Analyst Scientific Services, the Council’s Public Analyst, Norwich, CEFAS laboratories at Lowestoft and Weymouth and other accredited laboratories are used for the analysis of samples.

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

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

Food sampling will not normally be undertaken as a constituent part of food safety 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.

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 2016/17.

<table>
<thead>
<tr>
<th></th>
<th>Number of samples</th>
<th>Time per sample (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>20</td>
<td>3</td>
<td>60</td>
</tr>
<tr>
<td>Waveney:</td>
<td>20</td>
<td>3</td>
<td>60</td>
</tr>
</tbody>
</table>

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

4.4 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Food and Safety Team will assess and respond accordingly to reports of communicable diseases, including food-associated illness. The investigation of outbreaks of food poisoning is conducted in liaison with the Consultant in Communicable Disease Control (CCDC) having regard to the 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 requiring follow up in 2016/17:**

<table>
<thead>
<tr>
<th></th>
<th>Number of cases*</th>
<th>Time per case (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>60</td>
<td>2.5</td>
<td>150</td>
</tr>
<tr>
<td>Waveney:</td>
<td>40</td>
<td>2.5</td>
<td>100</td>
</tr>
</tbody>
</table>

*Excluding campylobacter.

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

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

4.5 Food Safety Incidents

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

**Food alerts for action anticipated in 2016/17:**

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

4.6 Primary Authority and Home Authority Schemes

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

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

The Food and Safety Team endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides advice to businesses 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 2016/17:**

<table>
<thead>
<tr>
<th></th>
<th>Number of requests</th>
<th>Time per request (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>230</td>
<td>1.5</td>
<td>345</td>
</tr>
<tr>
<td>Waveney:</td>
<td>230</td>
<td>1.5</td>
<td>345</td>
</tr>
</tbody>
</table>

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

4.8 Economic Challenge

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

- provide information and advice
- signpost sources of information
- provide local low cost training
- monitor and respond as appropriate to regular feedback from questionnaires
- deal with applications to trade in a prompt manner 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 2016/17:**

<table>
<thead>
<tr>
<th></th>
<th>Food registrations</th>
<th>Time per registration (hours)</th>
<th>Total time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal:</td>
<td>136</td>
<td>1</td>
<td>136</td>
</tr>
<tr>
<td>Waveney:</td>
<td>158</td>
<td>1</td>
<td>158</td>
</tr>
</tbody>
</table>
4.9 Liaison with other Organisations

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

- Food Standards Agency
- Suffolk Food Liaison Group
- Eastern Region Sampling Group
- Association of Port Health Authorities
- CCDC and the Anglia Health Protection Team, Anglia and Essex Public Health England Centre
- DEFRA
- Eastern Ports Liaison Network (EPLaN) [the Secretary of the group is from Waveney]
- The Thames Estuary, Essex and Suffolk Shellfish Liaison Group
- Liaison with HM Revenue and Customs nationally and locally in relation to imported food controls and smuggled products of animal origin
- Liaison with Planning and Building Control Teams to review related applications
- Campden BRI - an independent membership-based organisation carrying out research and development for the food and drinks industry.
- Associated British Ports
- Maritime and Coastguard Agency
- Trading Standards/Environmental Health Departments nationally as required
- Care Quality Commission
- Suffolk Adult Safeguarding Board 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 1.

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

5.2 Staffing Allocation

5.2.1 Head of Service

The Head of 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

<table>
<thead>
<tr>
<th></th>
<th>Professional staff</th>
<th>Support staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>Food safety (excluding Port Health): 3.01 FTE</td>
<td>0.6 FTE</td>
</tr>
<tr>
<td>Waveney</td>
<td>Food safety (excluding Port Health) 3.58 FTE</td>
<td>0.6 FTE</td>
</tr>
</tbody>
</table>

These are detailed in Appendix 6.

The resource allocation set out in table 8 above is sufficient to complete the estimated programme of work outlined in the service plan for 2016/17 and set out in table 9 below. Additional unplanned work may require reprioritisation within the plan.

Table 9 Summary of work programme: professional staff time allocation

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Time allocation (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interventions due 2016/17</td>
<td>1433</td>
</tr>
<tr>
<td>Interventions carried over from 2015/16</td>
<td>76.5</td>
</tr>
<tr>
<td>Poor compliers, markets/stalls interventions</td>
<td>144</td>
</tr>
<tr>
<td>Complaints</td>
<td>190</td>
</tr>
<tr>
<td>Sampling</td>
<td>60</td>
</tr>
<tr>
<td>Gastrointestinal cases investigations</td>
<td>150</td>
</tr>
<tr>
<td>Food alerts</td>
<td>28</td>
</tr>
<tr>
<td>Advice/assistance</td>
<td>345</td>
</tr>
<tr>
<td>Food registrations</td>
<td>136</td>
</tr>
<tr>
<td>Revisits, 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.</td>
<td>2276.978</td>
</tr>
<tr>
<td>Total</td>
<td>4839.478</td>
</tr>
</tbody>
</table>

5.2.3 Staff Development Plan

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

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

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

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

6.1 Quality Assessment

The Food and Safety Team has a range of documented procedures which are subject to monitoring and review. For 2016/17 a countywide common procedure template, aligned to the 2015 Food Law Code of Practice, has been adopted.

6.2 People Development Strategy

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

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 7.

The Councils publish complaint procedures and customer service standards on their websites. A summary of complaints received in 2015/16 is produced in Appendix 8.

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 meet the challenges facing local authorities and reduced staff resources in recent years.

Factors that adversely affected the team’s capacity to deliver the service in 2015/16 were predominantly unplanned and not routine:

- sickness absence of some support staff
- turnover and deletion of support staff posts
- familiarisation of replacement support staff.

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 2015/16 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 2016/17 on a risk based approach.
- Plans to incorporate Enterprise performance management software will be carried forward into 2016/17 alongside the upgrade to version 10 of Uniform. Enterprise will provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.

7.2 **The food safety key achievements in 2015/16 worthy of note are:**

- Adapted to a support team restructure, that principally involved the deletion of the post of Business Support and Improvement Manager. This will contribute towards reducing both Councils’ budget gaps.
- At Waveney, completed 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 release land for potential development and business regeneration. The move has transformed conditions for staff and customers and will cut carbon emissions.
- At Suffolk Coastal, completed the migration to a new electronic document management system (EDMS). At Waveney, completed the process of scanning paper records that began at the end of 2014/15. This completes the process of both authorities using the
same specialist environmental health computer software and EDMS. This allows staff across the partnership to access information using an integrated common IT system.

- Drafted food procedures utilising the 2015 Suffolk Food Liaison Group template. The template mirrors the 2015 Food Law Code of Practice and helps to integrate and reinforce the Code into working practices and reduce the amount of reference material for officers.

- Contributed to a corporately led project to improve mobile working solutions. This included issuing smartphones to officers and a fact finding visit to another local authority using the same environmental health computer system as us to learn how they are integrating the use of tablets for off site inspections.

- In Waveney, during a visit to a food business operator (FBO) manufacturing fish products, officers identified that the effectiveness of process controls that could potentially affect the safety of vacuum packed smoked fish could not be demonstrated satisfactorily. The issue related to controlling factors to prevent the growth and toxin production of Clostridium botulinum. Botulinum toxin may cause a serious form of food poisoning called botulism, which may be fatal. Officers liaised with the FSA on steps that needed to be taken to ensure consumer protection. Although no trace of the toxin was found in products tested and there was no illness linked to the product, it was agreed that the FBO should issue a recall for their vacuum packed smoked fish products as a precautionary measure. Officers worked with the FBO to help them produce an appropriate Product Recall Information Notice and to help ensure that steps were taken to bring it to the attention of their customers.

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

- We continued to deliver the food hygiene training programme with 136 candidates attending the full day CIEH Level 2 Award in Food Safety in Catering.

- Customer satisfaction surveys show that over 98% of delegates rate training courses with the top rating of ‘good’ and the other 2% rated them ‘average’.

- A contract to deliver bespoke training for a large food business in Waveney continued into 2015/16.

- We supported 2015 Food Safety Week by publishing information online, tweets and press releases on the national Chicken Challenge theme. The FSA estimate that about 280,000 cases of food poisoning a year can be traced to Campylobacter - a germ found mostly on raw chicken.

- The Suffolk Health and Wellbeing Board report obesity is a growing epidemic in the UK and causes more than 30,000 deaths a year in England alone. Diet plays a major role in heart disease and has been linked to some cancers. It’s more important than ever for food outlets to help consumers make the right choices. The average person eats one in every six meals out of home in restaurants, cafés and other locations, and if snacks and ‘grab and go’ food are added in, men get about quarter of their calories when eating out and women about a fifth. Eating out is part of everyday life but it should not always have to involve unhealthy eating.

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

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

- Submitted annual data returns to the FSA’s Local Authority Enforcement Monitoring System (LAEMS) relating to food safety in 2015/16. A summary of the interventions, enforcement actions and compliance data is shown in Table 10 below (2014/15 data provided for comparison). Higher risk establishments food establishments were prioritised for inspection. Outstanding interventions, predominantly involving the lower risk establishments, will be rolled over to 2016/17.

Table 10. Summary of food interventions, enforcement actions and compliance data for Suffolk Coastal and Waveney. Source: LAEMS returns for 2015/16.

<table>
<thead>
<tr>
<th>LAEMS Criteria</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015/16</td>
<td>2014/15</td>
</tr>
<tr>
<td>Total % of interventions achieved by premises category (excluding unrated)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A (including inspections and audits, verification and surveillance, sampling visits, advice and education visits, and information/gathering)</td>
<td>100% (10 interventions)</td>
<td>100% (26 interventions)</td>
</tr>
<tr>
<td>B</td>
<td>100% (65 interventions)</td>
<td>100% (45 interventions)</td>
</tr>
<tr>
<td>C</td>
<td>96.63% (201 interventions)</td>
<td>96.98% (321 interventions)</td>
</tr>
<tr>
<td>D</td>
<td>96.57% (197 interventions)</td>
<td>92.31% (144 interventions)</td>
</tr>
<tr>
<td>E</td>
<td>98.5% (131 interventions)</td>
<td>90% (189 interventions)</td>
</tr>
<tr>
<td>Unrated</td>
<td>69 interventions</td>
<td>113 interventions</td>
</tr>
</tbody>
</table>

Number of establishments not yet rated

<table>
<thead>
<tr>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>26</td>
</tr>
</tbody>
</table>

% Broadly compliant. All categories (excluding unrated and outside)

<table>
<thead>
<tr>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>98.32%</td>
<td>94.06%</td>
</tr>
</tbody>
</table>

% Broadly compliant. All categories (including unrated)

<table>
<thead>
<tr>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.92%</td>
<td>91.66%</td>
</tr>
</tbody>
</table>

Number of establishments subject to:
Table 10. Summary of food interventions, enforcement actions and compliance data for Suffolk Coastal and Waveney. Source: LAEMS returns for 2015/16.

<table>
<thead>
<tr>
<th>LAEMS Criteria</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015/16</td>
<td>2014/15</td>
<td>2015/16</td>
<td>2014/15</td>
</tr>
<tr>
<td>Written warnings</td>
<td>288</td>
<td>351</td>
<td>463</td>
<td>418</td>
</tr>
<tr>
<td>Improvement notices</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Emergency Prohibition Notices</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prohibition Orders</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Voluntary closures</td>
<td>0</td>
<td>3</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Seizure, detention and surrender of food</td>
<td>0</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Remedial Action Notices</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prosecutions</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Simple cautions</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Suspension/revocation of approval</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Samples taken</td>
<td>18</td>
<td>12</td>
<td>2</td>
<td>22</td>
</tr>
<tr>
<td>Complaint investigations - food</td>
<td>15</td>
<td>20</td>
<td>22</td>
<td>19</td>
</tr>
<tr>
<td>Complaint investigations – hygiene of premises</td>
<td>79</td>
<td>86</td>
<td>104</td>
<td>89</td>
</tr>
</tbody>
</table>

- Suffolk Coastal completed a fifth and Waveney a fourth 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 officer. The top rating is ‘5’ – this means the hygiene standards are very good. A business that meets the legal minimum standard will achieve a 5. The bottom is ‘0’ – this means urgent improvement is required. Food businesses are given a sticker that they can put on their window/door. All ratings are published on the FSA’s website. The distribution of ratings is shown in Figures 1 and 2. The figures show that over the four years up to April 2016 301 more businesses in Suffolk Coastal and 298 more businesses in Waveney achieved a top FHRS rating 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.

**Fig 2. Waveney Food Hygiene Ratings 2012 and 2016**

<table>
<thead>
<tr>
<th>Food Hygiene Rating Band</th>
<th>April 2016</th>
<th>May 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 - Very Good</td>
<td>753</td>
<td></td>
</tr>
<tr>
<td>4 - Good</td>
<td>455</td>
<td></td>
</tr>
<tr>
<td>3 - Generally Satisfactory</td>
<td>205</td>
<td>170</td>
</tr>
<tr>
<td>2 - Improvement Necessary</td>
<td>56</td>
<td>89</td>
</tr>
<tr>
<td>1 - Major Improvement Necessary</td>
<td>18</td>
<td>21</td>
</tr>
<tr>
<td>0 - Urgent Improvement Necessary</td>
<td>22</td>
<td>99</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>
In conjunction with Communication Teams we began using Twitter to regularly highlight businesses that achieve a top FHRS rating of 5.

The Food Standards Agency (FSA) has announced that it will be pressing the case for mandatory display of food hygiene ratings at all food business premises in England and has been working to strengthen the case for this to present to the Government. In the meantime, they want to continue work with food businesses to encourage more of them to display their sticker voluntarily to increase the visibility of the scheme. This will help enhance the competition effect between businesses and provide added incentive to those with poorer ratings to improve. It will also help to get consumers to start to question and draw their own conclusions if they do not see a sticker on display. In 2015 the FSA made available grant funding for local authorities in England to help increase the visibility of FHRS ratings. A £1152.42 grant funded project was delivered in Suffolk Coastal and Waveney to increase the proportion of businesses displaying food hygiene ratings (FHRS). The scope of the project involved 205 small businesses in the FHRS of 3, 4 and 5 bands. Businesses with a rating of 2 or poorer were outside the scope of the project. Businesses in scope were of the type that consumers most associate with the FHRS such as restaurants, cafés, takeaways, sandwich shops and other small retailers in main shopping areas and around tourist attractions.

An overall summary is shown below. The percentage of businesses displaying their rating was greater in the higher ratings before and after the project intervention. The rates of display were highest in the FHRS 5 band. The project recorded an increase in the rate of display for in all bands; the number of FHRS 5 rated businesses displaying their rating increased by 9, for FHRS 4 there was an increase of 10 and for FHRS 3 an increase of 3.

<table>
<thead>
<tr>
<th>FHRS display project: overall summary</th>
<th>FHRS 5</th>
<th>FHRS 4</th>
<th>FHRS 3</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of businesses audited.</td>
<td>139</td>
<td>49</td>
<td>17</td>
<td>205</td>
</tr>
<tr>
<td>Total number of businesses displaying stickers in the target areas (pre-intervention).</td>
<td>117</td>
<td>31</td>
<td>2</td>
<td>150</td>
</tr>
<tr>
<td>% of businesses displaying stickers (pre-intervention).</td>
<td>84.2%</td>
<td>63.3%</td>
<td>11.8%</td>
<td>73.2%</td>
</tr>
<tr>
<td>Total number of businesses displaying stickers (post intervention).</td>
<td>126</td>
<td>41</td>
<td>5</td>
<td>172</td>
</tr>
<tr>
<td>% of businesses displaying stickers (post intervention).</td>
<td>90.6%</td>
<td>83.7%</td>
<td>29.4%</td>
<td>83.9%</td>
</tr>
</tbody>
</table>

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

<p>| Table 11. Food Hygiene Rating Scheme Revisit Requests and Appeals received 2015/16. |
|-----------------------------------------|----------------|----------------|</p>
<table>
<thead>
<tr>
<th>Revisit requests</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeals</td>
<td>17</td>
<td>22</td>
</tr>
<tr>
<td>Upheld</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Not upheld</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Registered 294 new food business operators as detailed in table 12.

Table 12 - New food business registrations received 2015/16 (2014/15 data provided for comparison).

<table>
<thead>
<tr>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>2014/15</td>
</tr>
<tr>
<td>136</td>
<td>192</td>
</tr>
</tbody>
</table>

Food safety advice/assistance provided:
- Suffolk Coastal: 221
- Waveney: 229

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

Table 13 - Gastrointestinal disease cases April 2015 to March 2016 and April 2014 to March 2015. Source Anglia Health Protection Team, Public Health England

<table>
<thead>
<tr>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>2014/15</td>
</tr>
<tr>
<td>E coli O157 VTEC</td>
<td>&lt;10</td>
</tr>
<tr>
<td>Salmonellosis</td>
<td>20</td>
</tr>
<tr>
<td>Campylobacteriosis</td>
<td>154</td>
</tr>
<tr>
<td>Cryptosporidiosis</td>
<td>14</td>
</tr>
<tr>
<td>Giardiasis</td>
<td>14</td>
</tr>
<tr>
<td>Shigella dysentery</td>
<td>&lt;10</td>
</tr>
<tr>
<td>Total</td>
<td>210</td>
</tr>
</tbody>
</table>

Table 14 - Gastrointestinal disease cases April 2015 to March 2016 and April 2014 to March 2015, rate per 100 000 population*. Source Anglia Health Protection Team, Public Health England

<table>
<thead>
<tr>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>2014/15</td>
</tr>
<tr>
<td>E coli 0157 VTEC</td>
<td>1.6</td>
</tr>
<tr>
<td>Salmonellosis</td>
<td>16.0</td>
</tr>
<tr>
<td>Campylobacteriosis</td>
<td>123.4</td>
</tr>
<tr>
<td>Cryptosporidiosis</td>
<td>11.2</td>
</tr>
<tr>
<td>Giardiasis</td>
<td>11.2</td>
</tr>
<tr>
<td>Shigella dysentery</td>
<td>4.8</td>
</tr>
<tr>
<td>Total</td>
<td>168.3</td>
</tr>
</tbody>
</table>

* ONS mid-year estimates 2014
• 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.

• Suffolk Coastal launched a Food Standards Agency grant funded project to carry out biotoxin monitoring of locally produced shellfish to enhance the evidence base for a future monitoring programme. The project began in Q4 of 2015/16 and will run throughout 2016 to enable the FSA to work in line with recommendations from the EU Food and Veterinary Office that a risk assessment was required to justify a sampling frequency which was anything less than weekly sampling for biotoxins in accordance with EU regulation 854/2004. The existing risk assessment model was based on historical data from the official control monitoring programme which the FAS used to identify areas of insufficient data to determine whether a biotoxin event could have been missed which would potentially be a risk to human health.

• 100% businesses who responded to a survey following an inspection said that they were treated fairly.

• At Waveney, issued 34 Ship Sanitation Certificates.

• Contributed to the development of the East Suffolk website to replace old Suffolk Coastal and Waveney sites. The new website has a modern, cleaner look and feel. It incorporates both Suffolk Coastal and Waveney websites onto one platform. It is clearer and more accessible through smartphone devices and tablets. It also removes duplicating the same information on two websites and duplicating resources to maintain and update.

8. AREAS FOR IMPROVEMENT – FOOD SAFETY

8.1 In 2016/17 the Suffolk Coastal and Waveney Food and Safety Team plan to:

• Support a Better Business for All (BBfA) programme if it is launched locally. BBfA is a Government supported partnership approach to creating the conditions to support growth. How a regulatory officer interacts with a business and the quality of the relationship that develops plays a part in determining whether a business decides to expand and grow. If expanding, or even in some cases continuing in business, proves to be too difficult due to the perceived regulatory barriers then regulatory services can have a negative impact on growth. However if regulatory services are seen to be encouraging expansion and are solution focused in providing advice this can genuinely support the local economy as well as continue to protect its citizens. Providing more effective business support to facilitate the growth of Small and Medium-sized Enterprises is an Action point in the East Suffolk Business Plan 2015 – 2023.

• As part of a corporate project, upgrade to a newer version of the environmental health computer system that promises to deliver a fresh and innovative user interface; offer new functionality and revise existing functions to provide the user with new time saving functions.

• At Suffolk Coastal, as part of a corporate project, move to East Suffolk House, Riduna Park, Station Road, Melton, Woodbridge, IP12 1RT. These are purpose-built offices on a brown field site opposite Melton railway station. One of the key aims of the move is to protect the tax payer, by reducing the Council's running costs in the future, as the current headquarters is becoming increasingly expensive to maintain and run.
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, Health and Safety Officer for Building Services 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 Suffolk Coastal staff to East Suffolk House will inevitably result in an increased demand on the Councils’ Health and Safety Advisor and the Senior EHO in 2016/17.

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. Waveney District Council has also hosted the Women’s‘ Tour of Britain with the start of a leg in Southwold which has involved the Health and Safety Advisor working with others in the Council to ensure a safe event for the competitors, crews and a large number of spectators.

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.

Under a Memorandum of Understanding the Care Quality Commission now have responsibility for the regulation of health and safety in registered care homes that solely affects the service user under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Local Authorities still have powers under the Health and Safety at Work etc. Act 1974 in relation to the health and safety of employees and matters that might affect both employees and service users such as the control of legionella in hot and cold water systems.

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

HELA Circular LAC 67/2 (rev 5) 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:
- duty to manage asbestos;
- buried pipework and bulk storage of LPG serving food premises;
- skin piercing activities e.g. tattooing and cosmetic piercing;
- health risks in small scale/artisan bakeries;
- gas safety in catering premises; and
- public safety at significant sporting, music and other leisure events.

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

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

In 2015/16 the Senior Environmental Health Officer in the Food and Safety Team chaired the county wide Suffolk Event Safety Advisory Group when the Women’s’ Tour cycle tour that had stages of the race in Suffolk were reviewed and other events involving other Suffolk authorities were being proposed.

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. Unsafe installation and maintenance of gas equipment has once again been identified by officers with Prohibition Notices served where there was a serious risk of personal injury. Similar issues have been identified in food businesses by officers at Ipswich Borough Council and Babergh/Mid Suffolk. It is proposed that Suffolk Coastal and Waveney will target food businesses that are known to be non-compliant in relation to food safety as there is national evidence that they are less likely to be compliant in other related matters.

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 complaints about work activities and workplaces

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

It is anticipated that that there will be the following numbers of health and safety related complaints in 2016/17:

- Suffolk Coastal: 20
- Waveney: 20

10.3 Investigation of Accidents and Dangerous Occurrences

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

- 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.

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

It is anticipated that there will be the following numbers of Reporting of Injuries Diseases and Dangerous Occurrences Regulations reports in 2016/17:

<table>
<thead>
<tr>
<th>Area</th>
<th>Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>62</td>
</tr>
<tr>
<td>Waveney</td>
<td>82</td>
</tr>
</tbody>
</table>

10.4 Notification of Asbestos Removal

The management of asbestos is a national priority for Local Authorities and HSE so 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 2016/17:

<table>
<thead>
<tr>
<th>Area</th>
<th>Notifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>2</td>
</tr>
<tr>
<td>Waveney</td>
<td>4</td>
</tr>
</tbody>
</table>

10.5 Registration, Licensing and Planning consultations

The Councils’ Food and Safety Team is involved in the registration process for skin piercing activities 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 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.

10.6 Primary Authority and Home Authority Schemes

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

The team supports the Primary Authority (PA) scheme managed by the Better Regulation Delivery Officer. Where PA partnerships are registered the team will contact the PA to ensure that proposed actions are not contrary to appropriate advice that the PA has previously issued. Neither Suffolk Coastal nor Waveney has a PA agreement with any company in their districts.
10.7 **Advice to Business**

The Food and Safety Team endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides free advice to businesses 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 2016/17:
- Suffolk Coastal 40
- Waveney 35

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 and Rescue Service
- Other LAs directly and through EHCnet
- Regional Safety Officers' Forum
- Public Health England
- 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
- Suffolk County Council Trading Standards Team
- Highways England
- Suffolk Resilience Forum
- Suffolk Joint Emergency Planning Team
- HSE/LA Eastern Region Partnership Forum
- Suffolk Police
- Home Office Security Industry Authority
- East of England Ambulance NHS Trust and
- Suffolk Regulatory Services and New Anglia Local Enterprise Partnership Working Group.

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 provides mutual aid between the participating local authorities by enabling suitably qualified, experienced and competent officers to carry out relevant enforcement functions across the local authorities in the event of:
- a major incident such as a significant human or animal health outbreak or a serious incident in a workplace where considerable additional resources are required;
- an emergency where the enforcing authority does not have a suitably authorised officer available when required;
- in response to an incident where an officer from another local authority has particular skills, experience or expertise.

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 1.
The Councils maintain their own legal services to provide support to service areas. There is also financial provision made to enable the use of external legal services, where appropriate.

11.2 Staffing Allocation

11.2.1 Head of Service

The Head of 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.

<table>
<thead>
<tr>
<th></th>
<th>Professional staff*</th>
<th>Support staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk Coastal</td>
<td>Health and safety</td>
<td>1.01 FTE</td>
</tr>
<tr>
<td></td>
<td>0.4 FTE</td>
<td></td>
</tr>
<tr>
<td>Waveney</td>
<td>Health and safety (excluding the licensing functions referred to in this plan)</td>
<td>1.3 FTE</td>
</tr>
<tr>
<td></td>
<td>0.4 FTE</td>
<td></td>
</tr>
</tbody>
</table>

*Excluding the part-time corporate Health and Safety Advisor and the Health and Safety Officer for Building Services.

These are detailed in Appendix 6.

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 Senior EHO also manages the Health and Safety Officer working in the Building Services team at Waveney.

The resource allocation set out in table 15 is sufficient to complete the estimated programme of work outlined in the service plan for 2016/17. 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 7.

The Councils publish complaint procedures and customer service standards on their websites. A summary of complaints received in 2015/16 is produced in Appendix 8.

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

12.5 **Team Meetings**

The Food and Safety Team holds meetings to discuss all matters relating to the service, including issues relating to competency and consistency. In 2015/16 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 2015/16 were predominantly unplanned and not routine:

- sickness absence of some support staff
- turnover and deletion of support staff posts
- familiarisation of replacement support staff.

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 2015/16 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.

- Plans to incorporate Enterprise performance management software will be carried forward into 2016/17 alongside the upgrade to version 10 of Uniform. Enterprise will provide enhanced facilities to allow staff to manage and assess workloads, improve performance management, monitoring and reporting.

During 2015/16 the Food and Safety Team dealt with some significant reactive tasks as outlined below.

13.2 **The health and safety key achievements in 2015/16 worthy of note are:**

- Adapted to a support team restructure, that principally involved the deletion of the post of Business Support and Improvement Manager. This will contribute towards reducing both Councils’ budget gaps.

- At Waveney, completed 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 release land for potential development and business regeneration. The move has transformed conditions for staff and customers and will cut carbon emissions.

- At Suffolk Coastal, completed the migration to a new electronic document management system (EDMS). At Waveney, completed the process of scanning paper records that
began at the end of 2014/15. This completes the process of both authorities using the same specialist environmental health computer software and EDMS. This allows staff across the partnership to access information using an integrated common IT system.

- Drafted work procedures based on Health and Safety Executive/Local Authorities Enforcement Liaison Committee (HELA) Local Authority Circulars e.g. incident selection criteria and targeting local authority interventions etc.

- Implemented a recording system on the environmental health computer system for health and safety interventions in line with the national reporting structure.

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

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

- Zoonoses associated with animal visitor attractions - six premises were visited, two were assessed as fully compliant and four were non-compliant and were given informal notices. No statutory notices were considered necessary.

- Duty to manage asbestos – the aim of the project was to establish continued compliance in premises that Improvement Notices for asbestos had previously been served. In Suffolk Coastal 15 premises were in scope and nine were inspected. In Waveney seven premises were in scope and five were inspected. In total 14 premises had asbestos surveys. All had identified conditions and locations of asbestos and had risk assessments. No enforcement action was considered necessary.

- Buried pipework and bulk storage of LPG serving food premises – to be continued into 2015/16.

- Carbon monoxide from solid fuel in catering premises – an information leaflet was produced to be used during intervention work and awareness raising.

- Skin piercing – work began on reviewing and updating registration records. New registrations were dealt with. The work on the records will continue into 2016/17 with the team’s new support arrangements in place.

- Gas and electricity safety in catering premises - three Prohibition Notices served for electrical safety and one Prohibition Notice for gas safety. One Improvement Notice was served for gas safety and one for electrical safety.

- Investigated the death of a member of the public following an incident at a swimming pool. A report has been presented to HM Coroner for Greater Suffolk. The inquest is scheduled for December 2016.

- Investigated a complaint about an off licence/convenience shop using a petrol generator inside the premises consequently making the occupants of flats above feel unwell. On investigation it was found that the shop had their electricity supply cut off by the energy supplier. There were concerns about risks to health and safety of residents in the flats above and other persons who were found with bedding being accommodated on the
ground floor in two storage areas of the shop. Officers liaised with private sector housing, Suffolk Fire and Rescue, Suffolk Police, Waveney District Council Licensing, the Environmental Protection Team, Energy Supplier and the landlord. Statutory notices were served on the duty holder to ensure that immediate steps were taken to protect the health and safety of people. The landlord of the property subsequently contacted the Council to commend the Food Team officers for their actions.

- 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 2015/16.**

<table>
<thead>
<tr>
<th>LAE1 Criteria</th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proactive inspections</td>
<td>17</td>
<td>6</td>
</tr>
<tr>
<td>Non-inspection interventions</td>
<td>30</td>
<td>13</td>
</tr>
<tr>
<td>Reactive visits</td>
<td>15</td>
<td>27</td>
</tr>
<tr>
<td>Revisits following earlier intervention</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Improvement Notices</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Deferred Prohibition Notices</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Immediate Prohibition Notices</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Simple cautions</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- Acted as responsible authority under the Licensing Act 2003 for public safety.

- Received, considered and responded where necessary to licensing consultations and process skin piercing registrations:

<table>
<thead>
<tr>
<th></th>
<th>Suffolk Coastal</th>
<th>Waveney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary Event Notifications</td>
<td>440</td>
<td>274</td>
</tr>
<tr>
<td>Other licensing consultations</td>
<td>45</td>
<td>37</td>
</tr>
<tr>
<td>Skin piercing registrations processed</td>
<td>13</td>
<td>16</td>
</tr>
</tbody>
</table>

- 110 events were notified to Suffolk Coastal and Waveney District Councils’ Food and Safety Team. SAG considered 19 of events at 28 meetings with the organisers and a further 28 event management plans were reviewed by SAG members as a "virtual SAG".

- Contributed to the development of the East Suffolk website to replace old Suffolk Coastal and Waveney sites. The new website has a modern, cleaner look and feel. It incorporates both Suffolk Coastal and Waveney websites onto one platform. It is clearer and more accessible through smartphone devices and tablets. It also removes duplicating the same information on two websites and duplicating resources to maintain and update.

**14 AREAS FOR IMPROVEMENT – HEALTH AND SAFETY**

14.1 In 2016/17 the Food and Safety Team plan to:

- Support a Better Business for All (BBfA) programme if it is launched locally. BBfA is a Government supported partnership approach to creating the conditions to support growth. How a regulatory officer interacts with a business and the quality of the relationship that develops plays a part in determining whether a business decides to expand and grow. If expanding, or even in some cases continuing in business, proves to be too difficult due to the perceived regulatory barriers then regulatory services can have a negative impact on growth. However if regulatory services are seen to be encouraging expansion and are solution focused in providing advice this can genuinely support the local economy as well as continue to protect its citizens. Providing more effective business support to facilitate

- As part of a corporate project, upgrade to a newer version of the environmental health computer system that promises to deliver a fresh and innovative user interface; offer new functionality and revise existing functions to provide the user with new time saving functions.

- At Suffolk Coastal, as part of a corporate project, move to East Suffolk House, Riduna Park, Station Road, Melton, Woodbridge, IP12 1RT. These are purpose-built offices on a brown field site opposite Melton railway station. One of the key aims of the move is to protect the tax payer, by reducing the Council’s running costs in the future, as the current headquarters is becoming increasingly expensive to maintain and run.

- In liaison with the Head of Housing Services, transfer line manager responsibility for the Building Services’ Health and Safety Officer at Waveney to the Senior EHO.
15  SUFFOLK COASTAL PORT HEALTH AUTHORITY

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

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

- operation of Felixstowe Border Inspection Post (products of animal origin)
- imported food control (non-animal origin products) at Felixstowe, Harwich International Port, Harwich Navyard and Mistley Quay.
- Checking catch certificates for specified products to ensure the legitimacy of the products caught and to prevent the Illegal Unreported & 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.

Completed in 2015, Berths 8&9 provide 1,285 metres of quay and a depth of 18m which will is sufficient to accommodate the latest generation of ULCS (Ultra Large Container Ships). The new facilities will be able to service containerships 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) was in need of additional capacity due to increased volumes and additional products being brought within the scope of checks. Construction of the new facilities was completed in summer 2015. In addition to purpose built inspection facilities that now provide physically separate areas for allergenic products, aromatic products and an examination area for general NAO products. It has also been constructed to allow flexibility for the future so that the use of examination
chambers can be re-allocated to suit changing trade or statutory requirements. Cross functional working with other statutory bodies is also be facilitated as there are separate areas for other statutory bodies to work. The development also provided new office accommodation for the Port Health Team. Throughout the redevelopment and the relocation of the Port Health Team the Port Health service was maintained with a minimum of disruption to our partners and customers.

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

Externally PHILIS is licensed to London, Mersey and during 2015 Southampton. In addition to securing PHILIS installation in Southampton; London and Mersey have adopted the mobile working solution during 2015. The latest extension to PHILIS is a piece of work currently being undertaken to provide a PHILIS based solution to HARC (Heathrow Animal Reception Centre). In addition to the development work the Port Health ICT team very successfully relocated the IT infrastructure from the old office to the new location, and has a number of non PHILIS internal developments planned, including some performance and work scheduling applications. The knowledge gained from these developments will be worked in to later versions of PHILIS with the aim of providing a more comprehensive and integrated system at some point in the future.

The work with our Port Community System Provider, MCP, to make the consignment CN codes (combined nomenclature) and Country of Origin available is ongoing, although proving to be more complex than originally envisaged and in need of further refinement. Due to the capacity of the Port Health ICT team this work is currently suspended, however will be revisited once the Southampton and HARC developments and installations are complete.

There are two National / EU IT initiatives that are in the early stages of investigation that we have contributed to. OG@B (One Government at the Border) is a UK focused initiative to share data / intelligence across all border agencies in order that effective and efficient identification of non-compliant trade is made, enabling targeted interventions whilst facilitating legal trade. The CORE project is an EU funded initiative working with Industry partners looking at how supply chain data pipelines can provide border agencies with accurate, early consignment information.

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

Animal and Plant Health Agency (APHA) 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.

Following the staff satisfaction survey of 2014 a considerable amount of work has been undertaken to develop a “People Focus”, Port Health being traditionally focused on legislation and process. This work has result in the development of the Port Health Core Values, work on Performance, Appraisals and Communications. Early in 2016 these initiatives were
implemented and although it is too soon to determine their impact, this foundation will be built on through 2016 and into the future.

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 2016/17:

- 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.

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

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

We continue to undertake routine monitoring and testing of products which pass through our district 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;

Protection of Public and Animal Health

SCPHA Vision:

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

SCPHA Service delivery principals:

Effective and Efficient

SCPHA Challenge

Is ‘this’ in the best interests of Port Health

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

Anticipated imported food samples:

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

Resource requirement 2,210 hours.

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

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

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

The statutory sampling of NAO products continues with changes to the 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
- 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

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

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 and is not seeking to engage in any.

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 implementation of seal checks on New Zealand consignments. This piece of work involved the rapid development of an IT application, a change to internal processes and working in conjunction with the PoF in order to minimise any potential delays to consignments.

16.4 Economic Challenge

The international trade market is recovering and 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. However, the growth of ULCS has seen the rationalisation of shippers with a number of collaborations and partnerships – this has disrupted the expected shipping patterns. ULCS also bring the challenge of volume – with large numbers of consignments arriving at the same time – producing peaks and troughs in work volumes. We continue to monitor this and where ever possible preempt demand or react to unforeseen demand in order to minimise consignment delays.

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 UKs 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.

SCPXA awaits the result of the UK Referendum on continued EU membership with interest, as the result will to a lesser or greater extent affect the regulatory framework within which it operates.

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
HMRC and Border Force with regard to OG@B and CORE projects.
Campden BRI
Felixstowe Port Users Association
Associated British Ports
Port of Felixstowe
Port of Ipswich
Harwich International Port
Harwich Navyard
Marine Management Organisation
Mistley Quay and Forwarding
Maritime and Coastguard Agency
Public Health England / Port Health Liaison Group
Other Enforcement Authorities on the Port of Felixstowe 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 and 4 ICT staff.

Approval for the expansion of the ICT team has been given and this may lead to a further 3 staff members being appointed. With this additional ICT resource, the Port Health service will be well placed to complete the programme of planned work outlined in the service plan for 2016/17. The fluid nature of Public and Animal Health control means that reprioritisation of planned work may occur especially if emerging threats are identified.

17.3 Staff Development Plan

Staff appraisals are conducted yearly with a follow up review 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 review of the staff appraisal process for Port Health was one of the work streams that came out of the Staff satisfaction survey. This work is ongoing with the first round of new appraisals just having been completed.

A programme of development devised by external providers ensure the Port Health Management Team reaches its full potential and is equipped to meet the changing needs of the organization has been undertaken. Follow on work will continue during 2016 but at a significantly reduced frequency.

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 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.

All staff have undergone training on the SCPHA Core Values and behaviour framework. This work being fundamental to addressing some issues raised through the staff engagement survey. Further training and refresher training is planned during 2016/17.

18. QUALITY ASSESSMENT

18.1 Quality Assessment

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

18.2 BSI ISO 9001

Suffolk Coastal’s Port Health Services are supported by a range of written procedures, which are subject to a programme of internal audit and review. An ongoing process of moving these onto Nautilus continues. 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 2016. 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 with our next audit due to take place in September 2016. All ISO standards are reviewed every 5 years to make sure they are still relevant. ISO 9001: 2008 has been reviewed and an updated version ISO 9001:2015 was published in September 2015. The changes cover leadership and ensuring the management systems form part of the strategic direction of the business and increases the use of risk in determining outcomes. Organisations have 3 years from the date of publication of the new standard to make the necessary changes and ensure compliance.

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
- Ongoing internal audit of consignment decision
- 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 commenced and will continue throughout 2016/17.

The Nautilus system is being developed to provide a single point of contact for relevant legislation and procedures used within Port Health. New information is being entered into Nautilus as it arises and existing information is being reviewed and migrated into Nautilus on a rolling programme. Nautilus allows for version control of documents, and can be used for online 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 delivery, including technical and personnel issues. Each grouping within the port health service has its own regular meeting with agendas set in the main by meeting participants with management input into each meeting.

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

18.7 Benchmarking

The Multi Annual National Control Plan 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 2016 and now covers the period up to March 2018. 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 2015/16 is produced in Appendix 8.

19. **REVIEW – PORT HEALTH**

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

The Port Health development plan will continue for the foreseeable future, and along side this staff and management training has been delivered. Investment in non technical, personal and team development will continue albeit at a reduced frequency.

The outcome of the EU referendum is awaited, and the impacts / ramifications in the short, medium and long term are areas for further discussion and planning.

19.2 **The port health key achievements in 2015/16 worthy of note are:**

- The relocation of the Port Health operation. This was a significant project for Port Health and required the complete relocation of the whole operation – including all IT. The move was successfully completed in stages during summer 2015, with very limited impact to the delivery of the Port Health service. This would not have been possible without the flexibility and cooperation of all staff.

- The implementation of EU legislation relating to seal checks on all consignments from New Zealand required an innovative solution. Working with the Port of Felixstowe, a process was designed from scratch – utilising both IT and staff from both organisations the new process has been widely praised by the major importers as it minimises the impact on their trade.

- The implementation of PHILIS in Southampton was significant as this brings all major seaports in the UK (Felixstowe, Southampton, London and Liverpool) onto the PHILIS platform. The marketing and improvement of PHILIS forms one of Port Health’s specific actions within the East Suffolk Business Plan. Although the system was declared live by Southampton in April 16, it is expected that the rollout will take several months to fully complete.

- Port Health has engaged with other border agencies to work on the One Government at the Border and CORE initiatives – both of these projects are looking to deliver improvements to the users experience at the border. The benefit to Port Health is access to a significantly greater data pool and the ability to engage in intelligence led interventions. Working on this project forms one of Port Health’s specific actions within the East Suffolk Business Plan.

- A successful bid to the FSA to support enhanced surveillance of imported products through Felixstowe which will allow us to undertake additional sampling. Traditionally this funding has focused on NAO products however for 2016/17 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 2015/16
  - 22728 identity checks on products of animal origin
  - 7567 physical checks on products of animal origin
- 5425 checks on consignments for IUU purposes
- 6874 checks on High Risk NAO products
- 2318 verification checks on Organic products
- 823 Plastic declaration documents handled
- 1673 samples taken
- 355 unsatisfactory food consignments removed from the food chain

- Hosted a number of visits by officials wishing to see our operations first hand:
  - Members visit the new offices and tour of facilities.
  - 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 continues to be held in high regard nationally and internationally. Development of facilities at other UK ports continues and as their capacity increases completion for trade will intensify. We are the ‘go-to’ Port Health Authority due to our people. However, we cannot be complacent and we recognise that there is always room for improvement and development but that such changes need to be balanced with the efficient delivery of the ‘day job’ so need to be incremental and measured. Areas we intend to work on in 2016/17 are:

- Continued work on the development of the non technical side of Port Health, with the rollout of a revised appraisal process, focus on behavior, work on communications, performance at all levels and groups and reworking of some elements of Nautilus to ensure it remains relevant and current.

- 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 2016/17 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.

- Enhancement of the Port Health ICT team - with the growing number of external and internal customers, as well as the demand for some other business tools a review of the capacity of the ICT team will be undertaken. Investment in the team to enable it to push ahead with the developments required may be required but this will have long term sustainability benefits.
## GLOSSARY OF TERMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>APHA</td>
<td>Association of Port Health Authorities</td>
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<td>ABP</td>
<td>Associated British Ports</td>
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<td>ALVS</td>
<td>Automatic License Verification System</td>
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<td>BIS</td>
<td>Department for Business Innovation and Skills</td>
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<td>BRDO</td>
<td>Better Regulation Delivery Office</td>
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<td>BSE</td>
<td>Bovine Spongiform Encephalopathy</td>
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<td>BSI</td>
<td>British Standard Institute</td>
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<td>BTP</td>
<td>British Transport Police</td>
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<tr>
<td>CCDC</td>
<td>Consultant in Communicable Disease Control</td>
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<tr>
<td>Campden BRI</td>
<td>Campden BRI is independent membership-based organisation carrying out research and development for the food and drinks industry.</td>
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<td>CEFAS</td>
<td>The Centre for Environment, Fisheries and Aquaculture Science</td>
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<td>CIEH</td>
<td>Chartered Institute of Environmental Health</td>
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<td>CED</td>
<td>Common Entry Document</td>
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<tr>
<td>CHIEF</td>
<td>Customs Handling of Import &amp; Export Freight</td>
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<td>CMT</td>
<td>Corporate Management Team</td>
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<td>CPS</td>
<td>Crown Prosecution Service</td>
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<td>CQC</td>
<td>Care Quality Commission</td>
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<td>CVED</td>
<td>Common Veterinary Entry Document</td>
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<td>DEFRA</td>
<td>Department of Environment, Food and Rural Affairs</td>
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<tr>
<td>DTI</td>
<td>Department of Trade and Industry (now Department for Business, Innovation and Skills)</td>
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<tr>
<td>E. coli O157</td>
<td><em>Escherichia coli</em> O157</td>
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<td>EC</td>
<td>European Commission</td>
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<td>EDMS</td>
<td>Electronic document management system</td>
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<td>EETSA</td>
<td>East of England Trading Standards Association</td>
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<td>EHO</td>
<td>Environmental Health Officer</td>
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<td>ELO</td>
<td>Enforcement Liaison Officer of the Health and Safety Executive</td>
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<td>EMM</td>
<td>Enforcement Management Model</td>
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<td>EHRB</td>
<td>Environmental Health Officers’ Registration Board/Environmental Health Registration Board</td>
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<td>EPLaN</td>
<td>Eastern Ports Liaison Network</td>
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<td>ERTS</td>
<td>Enhanced Remote Transit Sheds</td>
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<td>EU</td>
<td>European Union</td>
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<td>FERA</td>
<td>Food and Environment Research Agency</td>
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<td>FSA</td>
<td>Food Standards Agency</td>
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<td>FSA 1990</td>
<td>Food Safety Act 1990</td>
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<td>FTE</td>
<td>Full-time equivalent</td>
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<td>FPUA</td>
<td>Felixstowe Port Users Association</td>
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<td>FVO</td>
<td>Food and Veterinary Office (Audit Branch of the EU)</td>
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<td>GM</td>
<td>Genetically Modified</td>
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<td>HACCP</td>
<td>Hazard Analysis and Critical Control Points</td>
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<td>HAP</td>
<td>Home Authority Principle</td>
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<td>HELA</td>
<td>Health &amp; Safety Executive/Local Authorities Enforcement Liaison Committee</td>
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<td>HPA</td>
<td>Health Protection Agency</td>
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<td>HPU</td>
<td>Health Protection Unit</td>
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<td>HSE</td>
<td>Health and Safety Executive</td>
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<tr>
<td>HMRC</td>
<td>Her Majesty’s Revenue and Customs</td>
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<tr>
<td>IMS</td>
<td>Information Management System</td>
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<td>IAA</td>
<td>Inter-Authority Audit</td>
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<td>ISO</td>
<td>International Organisation for Standardisation</td>
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<td>IUU</td>
<td>Illegal Unregulated and Unreported</td>
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<tr>
<td>KPI</td>
<td>Key Performance Indicator</td>
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<td>LAEMS</td>
<td>Local Authority Enforcement Monitoring System</td>
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<td>LAC</td>
<td>Local Authority Circular</td>
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<td>LAU</td>
<td>Local Authority Unit</td>
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<td>Acronym</td>
<td>Description</td>
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<tr>
<td>LGA</td>
<td>Local Government Association</td>
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<td>LGR</td>
<td>Local Government Regulation</td>
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<td>LPG</td>
<td>Liquefied Petroleum Gas</td>
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<td>MSD</td>
<td>Musculoskeletal Disorders</td>
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<td>MCA</td>
<td>Maritime and Coastguard Agency</td>
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<td>MCP</td>
<td>Maritime Cargo Processing plc</td>
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<td>NAO</td>
<td>Non Animal Origin product</td>
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<td>FHRS</td>
<td>Food Hygiene Rating Scheme</td>
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<td>OFFC</td>
<td>Official Feed and Food Controls</td>
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<td>PASS</td>
<td>Public Analyst Scientific Services</td>
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<td>PDD</td>
<td>Plastic Declaration Document</td>
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<td>PEHO</td>
<td>Principal Environmental Health Officer</td>
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<td>PHA</td>
<td>Port Health Assistant</td>
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<td>PHE</td>
<td>Public Health England</td>
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<td>PHILIS</td>
<td>Port Health Interactive Live Information System</td>
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<td>POAO</td>
<td>Product of Animal Origin</td>
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<td>PCT</td>
<td>Primary Care Trust</td>
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<td>PT</td>
<td>Phage type</td>
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<tr>
<td>RASFF</td>
<td>Rapid Alert System for Food and Feed</td>
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<td>RDNA</td>
<td>Regulators’ Development Needs Analysis</td>
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<tr>
<td>REHIS</td>
<td>Royal Environmental Health Institute of Scotland</td>
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<tr>
<td>RIDDOR</td>
<td>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995</td>
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<tr>
<td>SCPHA</td>
<td>Suffolk Coastal Port Health Authority</td>
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<tr>
<td>SFBB</td>
<td>Safer Food, Better Business</td>
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<td>SLIC</td>
<td>Senior Labour Inspectors’ Committee</td>
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<td>SVS</td>
<td>State Veterinary Service</td>
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<td>TEU</td>
<td>Twenty-foot Equivalent Units</td>
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<td>TRACES</td>
<td>Trade Control and Expert System</td>
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<tr>
<td>UKAS</td>
<td>United Kingdom Accreditation Service</td>
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<tr>
<td>UKFSS</td>
<td>United Kingdom Food Surveillance System</td>
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