

Crawley Borough Council

Report to Licensing Committee

4th November 2015

Environmental Services Business Plan 2015 - 2016

Report PES/193 of the Head of Economic and Environmental Service
Clem Smith

1. Purpose

- 1.1 The Health and Safety Executive require all Local Authorities to create a service plan. Revised guidance under section [18] of the Health and Safety at Work etc. Act 1974 requires such plans must be “drawn to the attention of Elected Members”.
- 1.2 The Food Standards Agency were created by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food. One of their functions is to monitor the performance of Local Authorities' enforcement of Food Safety. To do this, they use a “framework agreement”. One requirement of the framework agreement is to produce a Food Service Plan, which must be “drawn to the attention of Elected Members”.
- 1.3 The objective of this report is to meet the requirements of the Health and Safety Executive and the Food Standards Agency by way of a combined business plan for the respective functional areas.

2. Recommendations

- 2.1 To approve the contents of Environmental Services Business Plan 2015 - 2016 at Appendix A.

3. Reasons for the Recommendations

- 3.1 By noting the contents of the report, the requirements of the Health and Safety Executive and the Food Standards Agency can be met.

4. Background

- 4.1 The Health and Safety Commission was created by way of the Health and Safety at Work etc. Act 1974. The Commission was created to oversee and develop health and safety enforcement within Local Authorities and Central Government. The Health and Safety Commission has now been disbanded and its functions have been absorbed into the Health and Safety Executive (HSE).

- 4.2 One of the HSE's functions is to monitor the performance of Local Authorities' enforcement of health and safety. New guidance has recently been issued to 'revitalise' health and safety enforcement and close working between the Health and Safety Executive (HSE) and Local Authorities has been strongly encouraged.
- 4.3 The Food Standards Agency (FSA) is a non-ministerial agency working on behalf of the UK Government. It was set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food. All work relating to food nutrition was removed from the Agencies remit in 2011 having been passed back to the Department of Health.
- 4.4 One of the Agency's functions is to monitor the performance of Local Authorities' enforcement of Food Safety. To do this, they use a "framework agreement". An electronic return known as LAEMS is also required of local authorities in regard to food controls and imported food respectively. These returns are required on an annual basis.
- 4.5 The framework agreement requires local authorities produce a Food Service Plan, which must be "drawn to the attention of Members". The framework agreement does not prescribe how this will be done.
- 4.6 It has been agreed that the process used for Crawley Borough Council will mean that the Food Service Plan will first be considered by the Portfolio Holder and then the final draft will be presented to the Licensing Committee being the committee most appropriate in terms of the Council's constitution.

5. Information & Analysis Supporting Recommendation

- 5.1 A single document has been created to cover both food safety and health and safety matters due to the similarities in the work and the fact the functions are undertaken by a generic team.
- 5.2 Crawley Borough Council's Plan has been produced to meet its statutory obligations and assist local business in complying with seemingly complex law through providing expert guidance.
- 5.3 The Plan looks back over the previous year then forward to the coming year.
- 5.4 Having reviewed the process, it has become evident that it is not practicable to achieve the approval of a Business Plan in April as the data is not agreed by the FSA or HSE until later in the year.

6. Implications

- 6.1 None in respect of the Plan, which solely collates existing information and plans.

7. Background Papers

- 7.1 None to compile this report other than references within the Plan itself.

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Crawley Borough Council

Environmental Services Business Plan

2015 - 2016



Executive Summary

The Council has a duty to prepare and update its plans to demonstrate how it discharges its functions as both a Food Enforcement Authority and as a Health and Safety Enforcement Authority. The Environmental Service Division of Crawley Borough Council provides the staff and resources to fulfil these duties using a generic model dual tasked officers and also provides the following additional services Pollution Control, Public Health, Licensing, Port Health, Pest Control and Workplace Wellbeing.

Revised guidance under section [18] of the Health and Safety at Work etc. Act 1974 indicates Local Authorities should produce a health and safety service plan, which must be drawn to the attention of Members.

The Council is required under the terms of the Framework Agreement with the Food Standards Agency to draw up, document and implement a food service delivery plan which must be draw to the attention of Members.

The business plan is appropriately arranged to ensure the specific requirements of the Food Standards Agency and Health and Safety Executive are met and that the distinct work streams can be assessed individually.

This business plan sets out how the Council provides all the services in this division in one document and reviews our performance over the last calendar year to simplify reporting arrangements. The business plan also details the work program proposed for 2015 – 2016.

This business plan will help the Environmental Services Team:

- Follow the principles of good regulation in all aspects of its work;
- Focus on key delivery issues and outcomes;
- Provide an essential link with corporate and financial planning;
- Set objectives for the future, and identify major issues that cross service boundaries;
- Provide a means of managing performance and making performance comparisons;
- Provide information on the service delivery to customers.

The demand for the Environmental Health Services arises directly from the public and also from the role the authority plays on behalf of Central Government concerning regulatory functions such as food hygiene inspections, imported food control and health and safety enforcement.

Whilst the service was restricted in 2012 a Systems Thinking Review is also planned for early 2016 to ensure the customer's needs are fully met.

Headline Facts 2014 - 2015

- Food Hygiene Rating Scores in the Borough of Crawley are better than the national average by a substantial margin with a higher number of premises rating 5. The national average is 59.5% with Crawley Borough Council achieving 65.5%
- Environmental Health Officers made official control visits to 294 Food Business.
- The Port Health Team cleared 3,204 consignments of food or products of animal origin which arrived at Gatwick Airport.
- The Environmental Health Team received 142 notifications of serious accidents connected with a work activity that were investigated.
- The Pest Control Officer made 512 visits to carry out pest control treatments in domestic premises.
- The Environmental Health Service dealt with 1101 complaints
- The Environmental Health Team has increased the number of premises participating in the Eat Out Eat Well nutrition program to 25 and has lead the way in introducing this scheme to the rest of Sussex. No other Sussex Authority has more than 6 participating food businesses at the time of writing.
- The Environmental Health Team assisted Public Health England with the Ebola regarding passengers arriving at Gatwick Airport and also produced national guidance for aircraft cleaning procedures.
- The Environmental Health Service is actively working with the Better Regulatory Delivery Office to establish effective links to assist the Coast to Capital Local Enterprise Partnership Growth Hub.

Background

Profile of Crawley

Crawley Borough Council is one of 433 local authorities in the UK. Crawley is a modern 'New Town' situated in the north eastern part of the county of West Sussex. In 2011, it had a population of 106,600 with a greater proportion of younger people (between the ages of 25 and 34) and a lower percentage of elderly, compared with the rest of the South-East.

The neighbouring authorities are Horsham District Council to the west, Mid-Sussex District Council to the south and east while the County of Surrey lies to the north of borough. Lying within its boundary to the north of the town is Gatwick Airport. The M23 motorway forms a borough boundary to the east of the town.

Crawley is made up of a number of neighbourhoods with their own community facilities including retail shops and catering businesses. There are three large employment areas: the town centre, Manor Royal Industrial Estate and Gatwick Airport.

Accountability

Operational control of the local authority regulatory services rests with senior authority officers. Overall policy, resource allocation strategy and monitoring of service delivery rest with the elected members of councillors. They agree policies and priorities, taking account of statutory obligations, and officers of the authority are accountable to them.

Regulation Policy

Crawley Borough Council has a generic enforcement policy published on its website <http://www.crawley.gov.uk/pw/web/int132559>

The enforcement policy takes into account the DTI's Enforcement Concordat (1998) and the Regulators' Compliance Code (2014).

The Regulators' Compliance Code sets new statutory guidelines but doesn't replace the Enforcement Concordat. The Code is designed to lead to increased transparency, responsiveness and targeting of local regulatory services and help improve the service to businesses and the reputation of local regulatory services.

To promote best practice and ensure consistent decisions are taken with regard to public interest and likely outcome of any legal proceedings an "enforcement review" is held involving the Case Officer, the Environmental Health Manager and the Solicitor to the Council. All legal proceedings within the Environmental Services Division are subjected to this process in line with the local procedure.

This process requires the Case Officer to produce a case file for the Environmental Health Manager in accordance with the Criminal Investigations and Procedures Act 1996. The said officer is also required to present the facts of the case in person. The

matter then receives an objective review. Details of the decision are recorded by the Environmental Health Manager. This is within the parameters of their delegated powers as set out in the Constitution.

The Council has a formal complaints procedure, whereby any customer aggrieved by our processes or decisions can have their grievance investigated. This is independent of the service being investigated.

There are also opportunities for “informal” complaints to be raised via our customer survey forms.

The Purpose of the Environmental Health Service

The service’s purpose describes the customers nominal value, namely what they want and expect from the service, and what matters most to them.

To improve the service to its customers Crawley Borough Council has adopted principles of systems thinking.

The customer’s nominal value is different depending on the type of service they require. To ensure the service is as customer centric as possible broad segmentation into 2 groups has been undertaken when defining the purpose as outlined below.

Where the Customer = the Public

‘To ensure I can eat safe food, be protected from hazards at work or people at work, to help me if I am subjected to noise, smoke, smell, steam, accumulations, animals or light causing a nuisance or prejudice to my health, to help me deal with pests or vermin, to investigate how I became ill if I contract an infectious disease and provide advice’.

Where the Customer = the Business Community

‘To help me understand how to comply with legal requirements, to help me tell the public about my performance and to provide advice and guidance when I need it, to assist me to import food and products of animal origin into the EU, to help me obtain a licence, consent or registration as efficiently and quickly as possible’.

The following measures are currently used to tell us how well the service is doing and if it is achieving its purpose. Further details of the services performance in 2014 – 2015 are included in Appendix A.

Food Safety – Port Health

- a. Food Hygiene Rating Profile for all premises
- b. Time taken to clear imported food consignments.
- c. Numbers of visits made to resolve matters found at inspection.
- d. Time visited compared to due date.
- e. Time take to visit newly registered premises.

Health and Safety

- a. Premises profiles based on risk.

- b. Number of reportable accidents and types as compared to national campaigns.
- c. Number of visits made to resolve matters found at inspection.
- d. Time visited compared to due date.

Reactive investigations

- a. Time taken to resolve problem or reach point where matter is referred to other.
- b. Customer response at point of closure.

Pest Control

- a. Speed of response.
- b. Number of revisits.
- c. Pest types.

Licensing

- a. Time take to issue licence, permit or registration.
- b. Number of contacts made concerning same application.

Customer Feedback

- a. Customer feedback forms are issued for all work activities.

Links to Corporate Objectives and Plans

The Corporate Plan 2013-2018 is the key strategic business document that sets out the overall vision and direction for the Council and its services over the next five years and which has been assessed against the current local, regional and national challenges facing the council.

Crawley Borough Council's Mission is 'to be a high performing Council creating a successful future for Crawley.' The plan contains four themes as follows:

- Prosperity
- Community
- Environment
- Value for Money

and of the 11 priorities, the following are pertinent to Environmental Services.

Prosperity

To encourage sustainable local economic growth and employment with a focus on enhancing the potential of our principal business centres – Gatwick Airport, Manor Royal, and the Town Centre. We will also seek out opportunities for drawing new elements into our economy to broaden the contribution to and the potential for Crawley's future prosperity. These actions will be supported by efforts to raise the aspirations and skills of local people and nurture an enterprise culture.

Value for Money

To transform the way the Council works ensuring our services are more rigorously focused on customers and eliminating wasteful processes, reducing our 'overhead' costs, generating more income and developing the skills of our managers and staff to work in new ways.

Economic Plan

In addition to the Corporate Plan, Environmental Health also contributes to Crawley's Economic Plan 2011-16. This plan is a pro-business, pro-activity and pro-jobs approach that recognises that human and social factors of people and communities matter.

It has set the following priorities:

- Maximise the performance of the town's existing core commercial areas:
 - (a) revitalise the Town Centre
 - (b) Enhance Manor Royal Business District
 - (c) Support the development of a sustainable Gatwick
- Encourage new business and local supply chain opportunities.
- Contribute to the development of skilled and enterprising people and businesses
- Support housing supply and sustainable transport improvements
- Develop an economy noted for its environmental excellence.

The Environmental Health Service contributes to the Corporate and Economic Plans by supporting new and existing businesses in accordance with the principles of Regulators' Code. Low cost food safety training and nutrition training is also provided for food handlers working in local businesses.

Part 1

Food Safety and Port Health

The Food Standards Agency (FSA) is the body responsible for feed and food safety law in the UK. Local Authorities discharge the duties of the FSA in England. The Department of Food and Rural Affairs are also responsible for areas of food law regarding products of animal origin. The FSA are the agency that reports UK food law compliance matters to DG Sanco based in Brussels. This is achieved through returns collected by the FSA from Local Authorities including the Local Authority Enforcement Monitoring System (LAEMS).

The FSA's key aim is to ensure that there is a comprehensive and integrated system of official controls from 'farm to fork' that contributes to protecting public and animal health, and safeguarding the consumer interest.

The FSA oversees food control activity by local authorities through a Framework Agreement on Official Feed and Food Controls. This sets out what the FSA expects from local authorities in their delivery of controls concerning feed and food law. The FSA also publish and update a national food control plan which the Council has special regard in regards to Imported Food arriving at Gatwick.

The Council is required under the terms of the Framework Agreement with the FSA to draw up, document and implement a food service delivery plan. This business plan fulfils this duty.

The Food Safety Team is part of the Environmental Health Service located at the Town Hall. The Town Hall is open Monday to Friday 08:30hrs to 17:00.

There is also an office at Timberham House (Gatwick Airport). Current opening hours are 08:00 to 17:00 Monday to Friday and 10:00 to 16:00 on Saturdays, Sundays and Bank Holidays. The office is open 365 days a year.

Cover is provided at Timberham House by suitably qualified Environmental Health Officers on rota basis. An Official Veterinary Surgeon also works at Timberham House 18 hours per week

The emergency response for out of hours problems, such as serious cases of food poisoning operates by way of a cascade system initialised by an out of hours call service.

Food Hygiene and Food Standards

West Sussex has two-tiers of local government which means that food law enforcement is split between Crawley Borough Council and West Sussex County Council. The County Council is responsible for enforcing food standards legislation (e.g. food composition, labelling, claims and presentational matters) whilst the Borough Council is responsible for other food hygiene matters.

West Sussex County Council has arranged its trading standards department so that Crawley BC has a named contact who is our point of contact for matters which arise in Crawley.

Joint working includes attending EH Team meetings and combined visits to premises, where appropriate. At Gatwick Airport, Crawley Borough Council is responsible for the enforcement of both food hygiene and food standards legislation.

Import Controls

Unlike other district councils in the West Sussex County, Crawley has a point of entry into the UK/EU within its boundary – Gatwick Airport. This means that Crawley Borough Council is also responsible for official controls on food products being imported from third countries.

The Border Inspection Post (BIP) is a facility within the airport dedicated for veterinary checks on Products of Animal Origin (POAO) imported into the EU. The BIP facility is owned by the Airport Operator but Crawley Borough Council is responsible for checks at BIPs which have been approved for checks of POAO intended for human consumption and animal by-products (ABP). The facility is managed by Animal Aircare Company Ltd (a BIP Coordinator).

Gatwick Airport has also been approved as a Designated Point of Entry (DPE) under Regulation (EC) 669/2009 and Designated Point of Import (DPI) under Regulation (EC) 1152/2009. This permits the import of restricted high-risk non-animal products

(e.g. fruit and vegetables) to be imported through Gatwick Airport. Crawley Borough Council is responsible for performing these official controls. The European Food and Veterinary Office has recently advised that BIPs, DPEs and DPIs will soon all be called Border Control Post or BCPs to simplify the system.

Scope of the Food Service and Service Delivery

The following activities form the core of Crawley Borough Council's Food Safety Service:

- Scheduled Food Premises inspections;
- New business inspections prior or subsequent to food business registration;
- Inspection, investigation (including sampling), detention and seizure of suspect foodstuffs;
- Inspection, investigation (including sampling), detention and seizure of suspect imported foodstuffs in Cargo Transit Sheds at Gatwick Airport and Enhanced Temporary Storage Facilities (ETSF) and inland premises;
- Food sampling (in accordance with the Sampling Policy and Plan);
- 1% of all physical checks on Products of Animal Origin at the Border Inspection Post. The sampling is in accordance with the latest version of the National Monitoring Plan;
- High-risk fruit and vegetables at a rate set by European Legislation e.g. Reg (EC) 669/2009 (as amended);
- Other sampling of imported foods can take place, subject to a grant from the Food Standards Agency;
- Aircraft drinking water samples taken when investigating complaints or part of a national survey. At Gatwick Airport, the airport operator samples the water at the rising mains and the four water bowser operators sample their own water from their bowsers. Periodically interventions take place in accordance with our Alternative Enforcement Strategy;
- Responding to "Food Alerts", (which are classified as either "For action" or "For Information");
- Sending and responding to RASFF Alerts in relation to imported foods;
- Advice and support to food businesses either during inspection on request, and where proprietors are considering starting a new food businesses;
- Advice to customers on hygiene regulations, best practice, current media concerns and similar issues (this would include reactive advice and proactive work such as news releases, promotional activities, etc.);

- Investigating alleged food poisoning complaints or referrals of actual food poisoning from the CCDC, GP or isolating laboratory, or members of the public;
- Liaison with Public Health England concerning the enforcement of the International Health Regulations (IHR) 2005 as partially adopted by the Public Health (Aircraft) Regulations 1979 (as amended), and the development of a Port Health Plan for Gatwick.;
- Advising airlines concerning compliance with the IHR 2005;
- Responding to notification of sick passengers arriving at Gatwick Airport;
- Food safety interventions of airlines providing food on board aircraft. In this respect Virgin Atlantic has registered with Crawley Borough Council as a Food Business Operator;
- Responding to Port Health matters in relation to vectors on board aircraft and at the airport;
- Enforcement of the International Catering Waste rules under the Animal By-Products Regulations 2011 at Gatwick Airport, in conjunction with APHA (Animal and Plant Health Agency).
- Liaison with Central Competent Authorities, other local authorities and other enforcement bodies in relation to food fraud;

Demands on the Food Service

The food establishment profile is as follows:

Crawley has a high number of large and small to medium enterprises, which are located within close proximity to Gatwick Airport.

There is a thriving young population in Crawley therefore most of the interventions relating to vulnerable groups tend to be concerned with children, rather than the elderly.

Food premises broadly comprise the following:

- Larger restaurants and food retailers in the town centre;
- A town centre market, held on Wednesdays, Fridays and Saturdays;
- Smaller restaurants and food retailers in the neighbourhood parades;
- Food manufacturers in the industrial estates, including some approved under Regulation (EC) 853/2004 <http://www.food.gov.uk/enforcement/sectorrules>
- Catering establishments at the Airport;

- Large hotels serving the Airport, and smaller hotels in the town of Crawley itself;
- There are very few B&Bs compared to the nearby town of Horley;
- Numerous home caterers.

We are aware that many local people are employed as food handlers and it is noted that Crawley has the highest number of adults with very low literacy skills in Sussex. In addition, Crawley has a diverse range of cultures and spoken languages, as can be seen in Table 1 below. Crawley has a larger ethnic minority population than average as regards England and the South East Region. The largest ethnic groups are Asian/Asian British Indian and Asian/Asian British Pakistani groups.

This requires consideration when carrying out inspections, education and enforcement, in accordance with the Council's commitment to equal opportunities for all.

Crawley has a diverse population with large number of ethnic minority groups and this service has access to Language Line for the purposes of translation at all times.

Imported Food Controls

Gatwick Airport deals with approximately 36 million passengers per year. There are over 200 destinations, of which, 35 are long-haul destinations. The import control legislation covers consignments which are being imported from outside Europe i.e. from third countries. Aircraft currently fly in to Gatwick from third world countries as listed below

Albania	Algeria
Brazil	Canada
Chile	China
Dominican Republic	Egypt
The Gambia	Ghana
India	Indonesia
Israel	Jamaica
Jordan	Kenya
Korea	Maldives
Mauritius	Mexico
Morocco	Russia
Saudi Arabia	Sri Lanka
Thailand	Tunisia
Turkey	Ukraine
United Arab Emirates	USA
Vietnam	Zimbabwe

In addition to these countries, there are also consignments from other countries which

arrive at Gatwick via a ‘hub’ airport, for example, Dubai in the UAE. These other third countries include:

- Bangladesh
- India
- Pakistan
- Seychelles
- Uganda

Establishment Profile

The FSA prescribe a minimum inspection frequency for food premises. The Food Law Code of Practice requires 100% of due planned interventions to be complete within the 28 days of the due date.

The table below shows the FSA categories for inspection frequencies and the numbers due in 2015 – 2016.

Risk Rating	Points Range	Minimum Frequency of Inspection	Due for Inspection 2015 - 2016
A	92 or higher	At least every 6 months	3
B	72 to 91	At least every year	24
C	52 to 71	At least every 18 months	200
D	31 to 51	At least every 2 years	44
E	0 to 30	AES every 3 years	42

A self-audit questionnaire for low-risk premises subject to AES had a low return rate. Advice packs have therefore been developed for certain sectors i.e. cake makers and child-minders to try to improve return rates. After three years, a percentage of these low risk premises will be inspected to check whether they are still low-risk, and whether the strategy has been effective in achieving compliance.

In year changes are likely to occur to the number of inspections as a result new business opening or businesses closing.

Food Hygiene Rating Scheme

Crawley Borough Council has implemented the Food Standards Agency’s Food Hygiene Rating Scheme. The FHRS rating is based on the same risk score as used in the Food Law Code of Practice. The factors that are considered for a Food Hygiene Rating are:

- Level of compliance with food hygiene and safety procedures
- Level of compliance with structural requirements
- Confidence in management / control procedures
- Inspectors are required to follow the Food Hygiene Rating Scheme Brand Standard when determining which premises fall within the scheme and for determining the rating.

Number of establishments in each rating

FHRs rating	Restaurant/Cafe/Canteen	Hotel/Guest House	Small Retailer	Supermarket/Hypermarket	Caring Premises	Restaurants and Caterers - Other	Distributors/Transporters	Pub/Club	Retailer - Other	Take-Away	School/College	Mobile Food Unit	Manufacturers and Packers	Importers/Exporters	Primary Producers	Total
5 - Very good	156	18	6	28	21	36		10	6	25	29	43				378
4 - Good	42	3	7	16	4	17		3	2	13	5	5	1			118
3 - Generally satisfactory	19	2	5	4		9		1		15		5				60
2 - Improvement required	2		1		1	1			1	4						10
1 - Major improvement required	5			1					2	2						10
0 - Urgent improvement required																0
Total rated establishments	224	23	19	49	26	63		14	11	59	34	53	1			576
Establishments with rating of 3 or better	217	23	18	48	25	62		14	8	53	34	53	1			556
Awaiting inspection	7			2								3				12
Exempt			3	2	5	1			4							15
Sensitive																0
Excluded	4		3	5	9	6	1	1	5			9	4			47
Total establishments	235	23	25	58	40	70	1	15	20	59	34	65	5			650

Screen Shot of CBC Food Premises Showing FHRs Rating

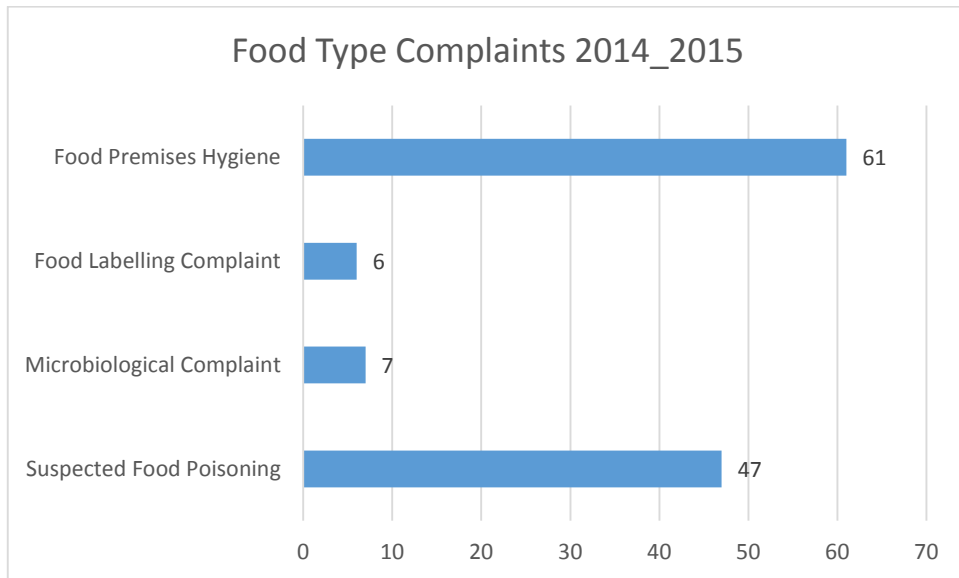
Food Business Operators do have the opportunity to:

- Appeal against the decision should they not agree with the rating;
- Request a re-inspection/revisit following a standstill period of 3 months, provided that the remedial works have been completed.
- If an appeal has been unsuccessful, the Food Business Operator can also post comments as a 'Right to Reply' on the FHRs website.

The Approved Premises have been allocated an inspector who acts as the lead officer for a particular premises. Each lead officer has partnered with another member of the team to assist with the inspection and approval matters relating to these premises. This arrangement also allows for assistance with the inspection, corroboration of evidence, as well as a development opportunity in order to improve skills.

Checks on progress against the planned inspection programme are carried out during bi-monthly food meetings.

Food Complaints



All food complaints, including complaints about imported food are recorded in the UNIFORM computer system. They are then allocated on a location basis as described above, in accordance with the current procedure.

Such complaints are recorded in accordance with the FSA requirements and include the following:

- Food Premises Complaints (e.g. hygiene, safety)
- Physical contamination of food (e.g. foreign bodies)
- Possible chemical contamination of food
- Microbiological (e.g. mould, decomposition)
- Suspected food poisoning
- Food Labelling (e.g. approval marks, use-by dates)

The Environmental Health Service supports and endorses the Primary Authority scheme, but has not currently formally signed any food related agreements. It does, however, act as an originating authority for many food businesses e.g. approved premises (including flight caterers), as well as an airline (Virgin Atlantic).

Advice to Businesses

Advice to businesses and customers is viewed as an essential part of the food service plan and includes advice for new businesses. Those wishing to discuss their plans to set up or alter the nature of their food businesses are given free advice on layout, standards and best practice. In 2014 – 2015, 23 visits were made for this purpose.

Food hygiene training and nutrition training courses as endorsed by the Chartered Institute of Environmental Health are provided on a cost recovery basis by Officers within the Food Service to enable local business to comply with the law and develop their enterprises accordingly.

Crawley Borough Council has a Sampling Policy (see Appendix A) and a Sampling Plan (see Appendix B) in accordance with the Food Law Code of Practice. The Sampling Plan is reviewed and updated annually.

Control and Investigation of Outbreaks of Food Related or Other Infectious Disease

Information regarding infectious disease is received by three routes:
Complaints from people suffering for the symptoms of an infectious disease, normally alleging food poisoning

Notifications from laboratories initiated by a GP or hospital, for example. These will confirm that a person in the Crawley area is suffering from a “notifiable disease”. These are provided to the Council because there is a legal duty to notify certain diseases to the Local Authority, who may then investigate the cause.
Notification from sick passengers on an inbound flight to Gatwick Airport.

Public Health England may advise whether further investigation is required e.g. by the completion of a relevant questionnaire and/or whether stool samples are required. Information on how to prevent further spread of the disease is also given during such investigations. This could also result in certain affected persons being excluded from work, where they are in high-risk jobs e.g. catering or healthcare settings etc.

In the case of a food poisoning outbreak, investigation will be carried out as a matter of priority, under the direction of the Consultant in Communicable Disease Control (CCDC). Such investigations include action during weekends and public holidays. Guidance is contained in the Outbreak Control Plan published by Public Health England.

It is likely that investigating officers will be required to partake in conference calls with Public Health England during the outbreak.

Port Health Control of Infection

The Public Health (Aircraft) Regulations 1979

Under these Regulations, Crawley Borough Council is required to appoint authorised officers and a Port Medical Officer (PMO). The Port Medical Officer role is fulfilled by the Consultant in Communicable Disease Control (CCDC) of Kent, Surrey & Sussex Public Health Unit (KSS), Public Health England.

These regulations required the notification of inbound passengers or crew who are suspected of suffering from an infectious disease. Authorised officers of Crawley Borough Council received such notifications and then liaise with Public Health England (PMO) who carries out a risk assessment and then directs the authorised officer accordingly. Where passengers either pose a high-risk of transfer of infection, or are too ill to disembark normally, an ambulance will be called to attend the sick passenger on arrival.

The arrangements concerning the port health responsibilities of different organisations in response to a Port Health incident are being developed in a Port Health Plan working in partnership with Public Health England.

Food Alerts are the FSA's way of letting local authorities and consumers know about problems associated with food and, in some cases, provide details of specific action to be taken.

Food Alerts are dealt with in accordance with the documented procedure which was based on guidance given in the current FSA Code of Practice. As noted above, some food alerts are specifically concerned with imported food. A system has been developed at the Imported Food Office where a list of target products is noted. The day to day inspection of imported food takes into consideration current issues related to imported foods.

Liaison with Other Organisations

- The Environmental Health Manager attends the Sussex CIEH Chief Officers Group.
- A Principal Environmental Health Practitioner attends the Sussex Food Liaison Group which provides formal liaison on policy / work plan issues with:
 - All local authorities in Sussex
 - East Sussex and West Sussex Trading Standards
 - Public Health England;
 - Food Standards Agency
- A Senior Environmental Health Practitioner attends the Sussex CIEH Food Study Group which deals with consistency and training of enforcement officers relating to food control. An annual seminar in November is organised by this group.
- A Principal Environmental Health Practitioner attends the Control of Infection Committee which is chaired by the CCDC of KSS PHU, Public Health England.
- A single-point of contact at Chichester District Council has been established to assist with any matters arising at premises controlled by West Sussex County Council e.g. schools.
- Informal liaison also takes place with other local authorities on an as-and-when needed basis. This also includes liaison with other airport Designated Points of Entry (DPE) and Border Inspection Posts (BIPs) concerning imported food consignments.
- Liaison also takes place via the Knowledge Hub groups which are open to all team members. Crawley Borough Council established the Port Health at Airports Knowledge Hub which has over 60 members. Other liaison also takes place through the CIEH's EHCnet messages.

Food Safety Promotional Work

Junior Citizen this is an annual event in September which is attended by all Year 6 pupils (aged 10-11) in Crawley. This event is coordinated by Environmental Service,

and attracts a number of participants from other agencies and businesses who present a topic to promote the children's health and wellbeing. A food-related scenario is included and a hand-washing demonstration. 1125 school children attended this event in 2014

CBC takes part in Food Safety Week. Each year, the Food Standards Agency has a topic for promotion to the local community e.g. campylobacter in raw chicken. The week involves putting up a display in the Council offices foyer and press releases / information on social media.

The importance of hand-washing using the light-box is promoted through training sessions in local schools, and certain catering establishments.

In the Crawley Borough, 23 businesses have the Eat Out Eat Well Award. 21 achieved the gold award and 2 achieved the silver award. The awards give the food businesses an opportunity to make changes to their menus to include healthy options. The awards are also provide an opportunity for publicity.

http://www.eatouteatwell.org/pages/index.cfm?page_id=6&doSearch=1&location_id=5&submit=Go

Two CIEH Level 2 Healthier Food and Special Diets Training is provided twice a year for businesses who are pursuing their gold Eat Out Eat Well Award. Environmental Health Practitioners from other local authorities have also attended these courses.

Four level 2 hygiene training courses are run at Crawley Borough Council each year.

Where individual premises are struggling with their SFBB implementation, Safer Food Better Business Coaching is provided.

In April each year the Food Hygiene Rating Scheme is publicised using Food Standards Agency press releases and local materials. Publicity is placed in the local papers and social media pages.

Resources - Financial Allocation

The budget available to the Food Service is as follows:

Port Health Inspection	Permanent Staff Pay	100,920
Town Hall Food Team	Permanent Staff Pay	124,520
Port Health Inspection	Hire of Buildings	11,000
Port Health Inspection	Rates (NNDR)	3,240
Port Health Inspection	Official Veterinary Surgeon	28,000

% Staffing Allocation Food Safety and Port Health

Officers carrying out food safety work also carry out other duties. Only a percentage of their time is, therefore, spent on food safety. The table below shows a full time equivalent post e.g. 37 hours a week, and typical work breakdown. Figures have been rounded up and time has been divided into "Food" and "Imported Food" as required by the FSA.

Type of Officer	FTE's Food Safety Service based at the Town Hall	FTE's Imported Food Service London Gatwick Airport
Other Management	0.05	0.05
Environmental Health Manager	0.25	0.25
Senior EHO	2.5	1
EHO	0.6	0.6
Technical Support	1	1
Administrative Support	0.75	1
Official Veterinary Surgeon	0	0.5

Staff Development Plan

Each year, a training programme is drawn up for individual members of staff, following the staff appraisal process. Training needs are identified at this point.

A competency matrix has also been developed. This will be replaced by the RDNA in the near future.

There are 7 duty officers who cover the Imported Food Office. They are qualified as Official Fish Inspectors and attend DEFRA BIP update training at least every 2 years. Duty officer meetings are held every two months to improve consistency. Training in using case studies is also used internally. A training needs analysis is completed at regular intervals in order for staff development especially if there is a change to the regulations or different products arrive at Gatwick.

Assessing the Quality of the Service

We carry out regular surveys, the results of which are collated. These include customer survey forms sent out systematically, following completion of investigations and forms handed at the time of commercial premises inspections. In addition, the following quality checks are also carried out.

Sample audits of inspection forms
Sample audits of the quality of record keeping by review of files
Regular review customer surveys.
Shadow visits.
Training in the application of policies in the regular team meetings.
LAEMS data

The team also participates in the Better Business for All agenda emerging in the Coast to Capital LEP.

Review of the Service Plan 2014 - 2015

The Risk Based Inspection Programme.

The FSA risk rated inspection programme contained within the Food Law Code of Practice forms the basis of the inspection program. Additional inspections also occur due to new businesses starting up and complaints about premises. The former are

obliged by law to register as food businesses and are inspected at that time. The latter are subject to an inspection targeted at investigating the complaint. The table below show the number of inspections completed last year.

Total Premises at 31 Mar 2015	927
Inspections and audits	294
Verification and surveillance	56
Sampling visits	19
Advice and education	13
Information/intelligence gathering	279
Total premises subject to official control	278

The risk rating profiles and inspections due and achieved is shown below. The inspections that were not completed will be visited during 2015 – 2016.

	Due	Outstanding
Premise Rating - A	7	0
Premise Rating - B	29	0
Premise Rating - C	248	22
Premise Rating - D	63	10
Premise Rating - E	231	5
Premise Rating - Unrated	64	0
Premise Rating - Outside	0	0
Totals	642	37

The Council's policy is to complete 100% of inspections of premises due an inspection rated A, B, C and D in accordance with the Food Law Code of Practice. Alternative enforcement strategies are used for premises rated E..

Response to Reactive work.

This work includes:

- Food complaint investigations such as foreign objects in food.
- Food poisoning investigations.
- Investigations into complaints of poor food safety at premises
- Food incidents e.g. national product recalls, such as with Sudan 1.
- Advice to businesses e.g. new businesses
- Clearance of consignments of imported food at Gatwick Airport.
- Formal Action arising from investigations.

This year we met our targets in respect of reactive work

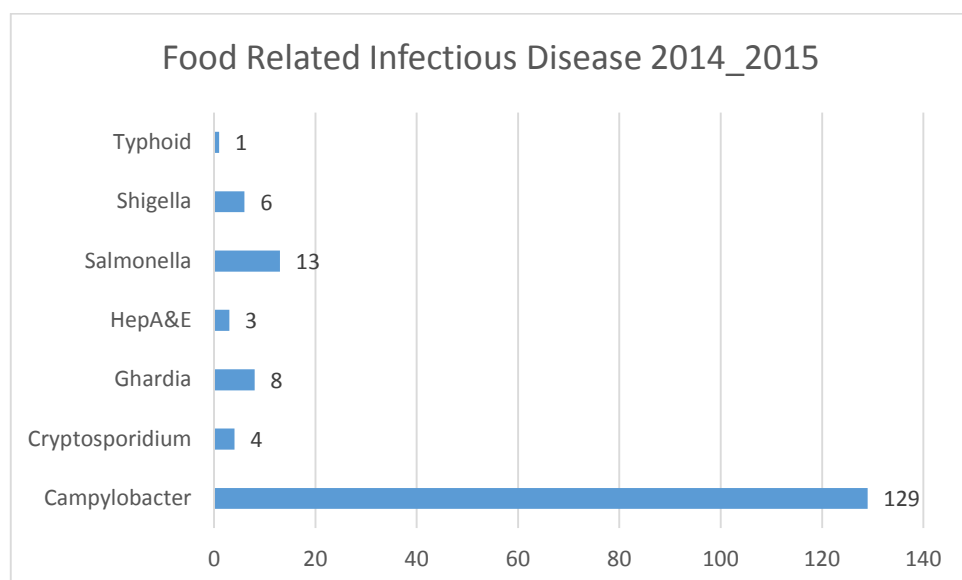
We have two key performance indicators for this type of reactive work namely speed of response and the quality of service experienced by the customer. In the former we have achieved well against target. In the latter have identified that where an officer from the Environmental Health Department is the first point of contact, the majority of responses range from good to excellent.

Food poisoning investigations.

The Food Standards Agency advise that campylobacter causes more than 100 deaths a year, and costs the UK economy about £900 million. About four in five cases of campylobacter poisoning in the UK come from contaminated poultry. Although it does not normally grow in food, it spreads easily and has a low infective dose so only a few bacteria in a piece of undercooked chicken, or bacteria transferred from raw chicken onto other ready-to-eat foods, can cause illness.

The rate of Campylobacter cases continue to be the main cause of food poisoning in our area. This organism is the most common form of food poisoning causing gastro intestinal illness in England. It is acquired from eating contaminated food. Most raw poultry is infected with the disease. A large number of food poisoning cases occur within the home and this is one of the potential reasons that a reduction has not occurred in recent years. This service participates in Food Standards Agency campaigns and through visiting local schools and assisting with elements of the national Curriculum regarding Food. Campylobacter investigations are undertaken by way of survey on behalf of the CCDC.

Food Related Notifiable Diseases 2014 - 2015



No significant change has been seen with regard to other food borne infections acquired directly from food or within the UK.

The reason for slight local Giardia and Cryptosporidium infection is unknown but in many instances foreign travel is implicated.

Clearance of consignments of imported food through Gatwick Airport.

The consignments received at the Border Inspection Post are shown below.

Consignments by Weight			
Time Period	Product Origin	Weight Band (kg)	No Consignments
01/04/2014 To 31/03/2015	Ced Documentary 2013-14	1.0 To 999999	314

01/04/2014 To 31/03/2015	Ced Documentary 2014/15	1. 0 To 99998	701
01/04/2014 To 31/03/2015	Ced Physical 2013-14	1. 0 To 999999	53
01/04/2014 To 31/03/2015	Ced Physical 2014/15	1. 0 To 99998	108
01/04/2014 To 31/03/2015	Fish Vcr 2013-14	1. 0 To 99	1
01/04/2014 To 31/03/2015	Fish Vcr 2013-14	2. 100 To 999	76
01/04/2014 To 31/03/2015	Fish Vcr 2013-14	3. 1000 To 4999	70
01/04/2014 To 31/03/2015	Fish Vcr 2015/16	1. 0 To 99	7
01/04/2014 To 31/03/2015	Fish Vcr 2015/16	2. 100 To 999	195
01/04/2014 To 31/03/2015	Fish Vcr 2015/16	3. 1000 To 4999	153
01/04/2014 To 31/03/2015	Fruit / Veg- Zero Charged	1. 0 To 49999	612
01/04/2014 To 31/03/2015	New Zealand Poao	1. 0 To 99999	1
01/04/2014 To 31/03/2015	Organic Checks Fee	2. 100 To 999	5
01/04/2014 To 31/03/2015	Organic Checks Fee	3. 1000 To 4999	3
01/04/2014 To 31/03/2015	Other Animal Vcr 2013-14	2. 100 To 999	2
01/04/2014 To 31/03/2015	Other Animal Vcr 2014/15	1. 0 To 99	3
01/04/2014 To 31/03/2015	Other Animal Vcr 2014/15	2. 100 To 999	1
01/04/2014 To 31/03/2015	Zero Charge Fish	1. 0 To 49999	893
01/04/2014 To 31/03/2015	Zero Charge Other Animal	1. 0 To 49999	6

(CED = Common Entry Document VCR = Veterinary Checks Regime).

Formal Action arising from investigations or inspections.

Where possible, acceptable standards in food premises are achieved through informal means: the inspecting officer discusses any contraventions with the proprietor, who then gives an undertaking to complete the necessary works. This process happens in hundreds of premises each year. However, it is sometimes necessary to take matters further, particularly where there is a past history where advice has been given, but sufficient improvement has not been made. This results in an Enforcement review. The Head of Service has delegated powers to recommend formal action and considers such cases by hearing the details of the matter from the case officer as described above.

Project work.

This work provides incremental and essential improvements to the service, but has the lowest priority. Several projects have involved “process” improvements concerning Imported Food clearance. We met the targets set in our annual food sampling plan, which included those samples forming part of other national sampling campaigns.

CBC participates in Eat Out Eat Well. This scheme involves the assessment of menus with food businesses and the level of expertise of the chef in regard to nutrition and an award of a bronze, silver or gold award is made.

The Environmental Health Service also provided support for the following local initiatives:

- Food safety and nutrition qualifications for St Wilfred’s School
- Participated in Food Safety Week
- Integration of TRACES and AVLS at Gatwick
- The National Environmental Health Board

Management.

This covers the processes required to run the team within the legislative, national and local requirements. In respect of the food service it includes:

- Staff development through training and monitoring
- Process monitoring in line with the FSA framework requirements
- Evaluating and Identification of any Variation from the Service Plan

There were no major variations from the service plan in 2014-2015.

Improving the Service, Responding to Challenges.

The food and port health teams both use customer satisfaction surveys and meet with stakeholders on a regular basis.

We have reviewed the opportunities for increasing communication through training sessions and provision of other information.

The Inspection Programme.

The table below show the number and type of official controls completed last year.

Total Premises at 31 Mar 2015	927
Inspections and audits	294
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Information/intelligence gathering	279
Total premises subject to official control	278

The risk rating profiles and inspections due and achieved is shown below. The inspections that were not completed will be visited during 2015 – 2016.

	Due	Outstanding
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Premise Rating - E	231	5
Premise Rating - Unrated	64	0
Premise Rating - Outside	0	0
Totals	642	37

Food Sampling

We aim to meet the targets set in our annual food sampling plan, which included those samples forming part other national sampling campaign by Public Health England.

As a result of EU 669/2009 a massive increase in sampling of fruit and vegetables has occurred.

The sampling activity for 2014- 2015 consisted of the following:

Samples taken 1st April 2014 – 31st March 2015

Food

Public Health England (PHE) Survey - July 2014

9 Swabs taken of wooden platters

7 – Satisfactory

2 – Unsatisfactory both had a high aerobic count

PHE Survey Dec 2014

10 samples/swabs in total taken from takeaways with a Food Hygiene Rating of 3 or below

9 were swabs

1 was a cloth

6 – Satisfactory

4 – Unsatisfactory (1 was found to have a high aerobic count and Staph, 2 had enterobacteria and 1 had entero and high aerobic count)

PHE Survey – Tesco Jan 2015

5 x swabs

1 x Cloth

All satisfactory

Imported Food

Certificate of Entry Document (CED)

1180 Consignments in total – Document Checks

162 Sampled

9 failed, rejected and destroyed in total

The above consisted of the following –

Dominican Republic

615 Consignments

7 failed, rejected and destroyed. These consisted of Bitter Melon, Beans and aubergines .

India

248 Consignments

2 failed, rejected and destroyed – Okra

Egypt

4 Consignments

Kenya

303 Consignments

Thailand

10 Consignments

Products of Animal Origin

502 Consignments in total – Document Checks

70 Physical Checks

7 rejected (5 destroyed and 2 re-exported)

2 sent to lab for sampling both passed

The Port Health Team deal are responsible for checking catch certificates in connection with the illegal unreported unregulated fishing as defined in EU Regulation 1005/2008. In 2014 -2015 the following catch certificates were processed at Gatwick.

Country	Number of Certificates
Bangladesh	18
Canada*	16
Cote D'Ivoire	1
Cuba	1
Dominican Republic	365
Dubai	1
Egypt	4
Ghana	4
Grenada	11
Guyana	1
Iceland	790
India	247
Indonesia	2
Jamaica	22
Kenya	292
Malaysia	2
Maldives	336
Mauritius	18

Mexico	48
Netherlands	1
New Zealand*	1
Seychelles	5
Sri Lanka	117
Thailand	12
Trinidad & Tobago	1
Tunisia	1
Uganda	9
Ukraine	1
United Arab Emirates	1
United Kingdom	1
United States	2
Vietnam	5
Zimbabwe	5

Active Networking.

We continue to explore partnership working with other enforcement bodies, including Trading Standards, DEFRA, HM Customs and other local authorities

Procedural Review.

The Port Health and Food Safety Team are both undertaking a Systems Thinking Review in 2016. This will ensure we meet the customer's nominal value and continue to refine our purpose and performance.

An FHRS audit is also programmed as part of a Sussex wide project in 2016.

Staffing Allocation.

A Technical Assistant working at the Imported Food Office retired in 2015. This post was not recruited into and additional support is now provided by the team based at the Town hall.

Staff Development Plan 2015 - 2016.

Staff development will be driven by our local appraisal system, which includes the production of a training plan. This will address generic training issues and identify where additional Continued Professional Development is required.

Public Analysts and Food Examiners

The following laboratories have been appointed by Crawley Borough Council.

Public Analysts

Eurofins Laboratories Ltd
28-32 Brunel Road

Westway Estate
Acton
W3 7XR

Jeremy Wootten
Duncan Arthur
Ron Ennion
Kevin Wardle
Peter Brown and
Stephen Guffogg.

Appointed 16/02/2010

Hampshire Scientific Service
Hampshire County Council
Hyde Park Road
Southsea
Hampshire
PO5 4LL

Mr Shayne Gordon John Dyer MChemA CChem MRSC DMS CSci
Ms Jennifer Ann Darrington Green BSc MSc MChemA CChem MRSC
Ms Carol Gibbons MChemA MRSC

Appointed 16/07/2014

Kent Scientific Services
Kent County Council
8 Abbey Wood Road
Kings Hill
West Malling
Kent
ME19 4YT

Ian James Hampton BSc(Hons) MChemA CChem FRSC
Mr Peter Gordon Taylor Maynard MChemA CChem MRSC
Mr Jonathon David Griffin BSc(Hons) MChemA CChem MRSC DMS

Appointed 16/02/2010

Staffordshire Scientific Services
Staffordshire County Council
14 Martin Street
Stafford
ST16 2LG

Dr Frank Hollywood
Ms Michelle Evans
Mr John Waller
Dr Geoff Haywood

Appointed 24/02/2010

Public Examiner

Public Health England
Food Water and Environmental Microbiology Laboratory Porton
Porton Down,
Salisbury,
SP4 0JG

Caroline Willis MA, PhD
Sue Jones BSc, PhD
Marie Owen BSc, MSc
Caroline Weller BSc, MSc
Kevin Longmaid BSc, MSc
Amisha Vibhakar BSc, MSc
Jane Shore. BSc, MSc

Service Level Agreement dated: 25/07/2014
(Food and water samples)

Public Health England
Sussex and Surrey Environmental Microbiology Service
Royal Sussex County Hospital
Eastern Road
Brighton
East Sussex
BN2 5BE
Tel. 01273 664 622.
(Stool samples only)

Part 2

Health and Safety

This plan has been developed to meet the requirements of the HSC, which sets the standards required of enforcement bodies through Section 18 of the Health and Safety at Work etc. Act 1974. This legislation places a legal duty on Crawley Borough Council to provide an enforcement service. We are obliged to ensure that the premises within Crawley and Gatwick that fall to us to enforce, comply with current health and safety legislation.

Health and safety interventions in the workplace are a key area in which effective measures can be taken to protect and improve the health of large numbers of people who live and work in Crawley or travel to work in the Borough. The contribution to public health therefore extends beyond Crawley and may play an important part in improving health of the working population the South East Region overall.

The scope of health and safety interventions are clearly aligned to solid evidence detailing the most serious and frequently occurring accident and occupational health related illness which is collected at both national and local level. This is in keeping with the requirements of the Regulators Compliance Code published by the Department for Business Enterprise and Regulatory Reform.

Revised guidance under section [18] of the Health and Safety at Work etc. Act 1974 indicates Local Authorities should produce a health and safety service plan, which must be drawn to the attention of Members. This business plan fulfils this duty. The Health and Safety Team is part of the Environmental Health Service located at the Town Hall. The Town Hall is open Monday to Friday 08:30hrs to 17:00.

Resources

Staff resources devoted to health and safety enforcement work	
Number of full time Inspectors working full time on health and safety	1
Number of full time Inspectors working part of their time on health and safety	6
Number of part time Inspectors working some or all of their time on health and safety	1
Number of other full time staff working full time on health and safety	0
Number of other staff working part time on health and safety	2

Work Program 2014 - 2015

Summary of local authority health and safety activity		
	Intervention	Number of visits / inspections / contact
Proactive Inspections	Risk Category A	3
	Risk category B1	0

	Risk category B2 and C	0
Non-Inspection Interventions	Other visits/face to face contacts	0
	Other contact / interventions	127
Reactive Visits	LPG Visits	0
	Visit to investigate health & safety related incidents	95
	Visits to investigate health & safety complaints	2
	Visits following requests for h&s service from businesses	1
Revisits following earlier intervention		0

Crawley Borough Council is also promoting the Workplace Health and Wellbeing Charter which covers the following topics:

- Leadership
- Absence management
- Health and safety
- Mental health
- Smoking and tobacco
- Physical activity
- Healthy eating
- Alcohol and substance misuse.

Work Plan 2015 -2016

Components of our intervention programme

National Programme Directed Inspection (PDI)

These inspections make up the largest part of or regulatory activity. Premises to be inspected in support of initiatives arising from HSC strategy will be selected on the basis of priority from those on the planned inspection programme unless there is programme direction to do otherwise. Initiatives of this sort will normally be directed at Revitalising Health and Safety Strategy inspection areas. Premises will be selected where the risk/hazard is known or expected to be present. Partnership Projects and joint working between Local Authorities and HSE or between groups of Authorities feature under this heading.

Following an inspection within this category, premises will be re-rated using the HELA rating system based upon the information gathered from that inspection. In most cases this will simply be the removal of the PDI weighting score; in others the inspection may give rise to enforcement officers discovering sufficient cause to re-rate more thoroughly based upon intervention findings. NB “sufficient cause” means a significant change in hazard or risk or there is a significant change in the inspecting officer’s opinion of the employer’s ability to maintain acceptable standards in the future.

Planned Risk Based Inspection

When such inspections are undertaken they will involve an examination of an employer's activity in relation to the duties and requirements of the HSW Act and related legislation with particular focus where relevant on any HSC/E priority areas for inspection. Enforcement officers should use professional judgement to assess the employer's performance, in relation to the hazards and risk to both employees and the public. This should be based on the standards of safety, health and welfare observed during the inspection, and the capacity of management to maintain acceptable standards.

The HELA numerical rating system will be applied to allocate priority ratings to premises for which the Council is responsible; the risk based inspection programme is then based on this.

The hazards and risks to both safety and health present in a particular sector may vary considerably from one premises to another, as may standards of health and safety and management performance. A rating should be determined for each individual premises based on the following criteria:

- safety hazard
- health hazard
- safety risk
- health risk
- welfare
- public risk
- confidence in management

Planned interventions, surveys, other regulatory initiatives

Planned interventions and all regulatory initiatives will be based on best practice and evaluated on completion.

Consultation exercises, questionnaires and surveys directed at businesses will be used with caution and only where the need for information can justify the potential burden on business.

The Council may consider that categories of premises or activities present a particularly high risk in their area or region and may wish to develop local or regional interventions to target these activities. The Council will seek to identify any such local priorities utilising all available evidence including information from partner organisations to ensure resources are focused to address the highest risks.

Health and safety interventions can significantly contribute to local neighbourhood and community development. For example health and safety regulatory officers have worked successfully with police crime prevention staff, Unions and trade bodies to reduce violent attacks in a variety of retail premises such as convenience stores and off licences. Working in partnership with others adds value and increases the effectiveness of regulatory activity.

Investigation of Incidents

It is not possible or appropriate to investigate all incidents and a systematic approach developed through the Sussex Health and Safety Liaison Group has been adopted to ensure that the more serious incidents are investigated.

Investigations of complaints by employees or others concerning existing health and safety standards in a place of work will be given a high priority.

The Council records all complaints made by employees or others about health and safety standards in a place of work and establish their background. This will enable them to distinguish between those which require an on-site investigation and others which may be resolved by telephone or written advice.

Advice

Advice is a crucial element of any regulatory service. The Council have separate advisory initiatives outside of the normal inspection system e.g. Building Control Officers providing Asbestos - Duty to Manage information. In dealing with low hazard/low risk activities it will, in most cases, be sufficient to give telephone advice, send a leaflet or provide information etc. via the Council's website, rather than inspect the premises.

Inspections to new or previously unregistered premises

The Council makes a time allowance for initial inspection of new premises within the overall time allowance they allocate to planned risk based inspections.. Although initially such premises will be outside the numerical priority planning system, they are included in the intervention programme initially based on a 'desktop' rating, and be given a definitive rating once an inspection has been made.

Revisits to Check

In general revisits should not be necessary, as any significant non-compliance should be dealt with at the time of the initial inspection. When an enforcement officer writes confirming minor regulatory breaches or offers good practice advice then, in the majority of cases, the subsequent planned inspection offers sufficient opportunity to see the effects of this action and there should not be the need to carry out re-inspections to check an employer's compliance. Exceptions to the general rule however, include instances where the inspection has not been completed or where a visit is necessary to gather evidence or to check compliance with an enforcement notice or other enforcement action.

If an enforcement officer serves an Improvement or Prohibition Notice, a revisit will normally be made to check that the notice has been complied with. In the case of an Improvement Notice this revisit should be paid as soon as practicable after the expiry of the notice.

Enforcement

The Council has a general enforcement policy and it follows the Health and Safety Commission's Guidance on Enforcement Practice: Enforcement Management

Model (EMM). Following an inspection, enforcement officers will have a clear view of what enforcement action, if any, they propose to take since they will be required asked to confirm such action in writing.

Part 3

Pollution Control, Licensing and Pest Control

There are no legal requirements for a service plan to be drawn up for the attention of members concerning these aspects of our work. However brief details of the main aspects of the work program are included in the plan for completeness.

These areas of regulatory activity are also undertaken using the principles outlined above and in accordance with the general enforcement policy.

In 2014 – 2015 the following work volumes were undertaken/experienced.

512 Pest Control Treatments were undertaken on a cost recovery basis resulting in an income of £19,696.00

This service area has now also been extended to include advice concerning bird control and minor proofing works.

881 Service requests of a pollution or a licensing nature were received and investigated. The bulk of these types of service request relate to noise issues.

135 Personal Licences to Sell Alcohol Processed
150 Premises Licence application/amendments

881 Vehicle Licences Processed – (New + Transfers + Renewals)
841 Drivers Licences Processed – (New applications + Renewals)

An air quality management area was declared further to detailed modelling and analysis being undertaken.

The Environmental Health Service was restructured in 2012 and the team is organised in a generic fashion. The above work is therefore delivered in tandem with the food safety and health safety functions using a flexible work force.



Crawley Borough Council

Food safety – Food Sampling Policy

1. **General**

This document has been produced as a requirement of the Food Standards Agency (FSA) 'Framework Agreement on Official Feed and Food Controls by Local Authorities' which requires food authorities to set up, maintain and implement a food sampling policy and programme.

This authority recognises the important contribution food sampling makes to the protection of Public Health and the Food Law Enforcement functions of the Authority.

2. **Sampling during routine inspections**

Food sampling can be carried out during routine inspections. The decision whether to take samples is at the inspecting officer's discretion.

Sampling may be carried out at the time of inspection in one of the following circumstances:

- If there is a history of poor food sample analysis results from the premises;
- If the officer suspects that operational food safety controls may not adequately protect the safety of the food;
- If a complaint or an allegation of food poisoning has been received in respect of food at that premises.

3. **Co-ordinated National Sampling Programmes**

This authority fully supports national and regional sampling programmes as a valuable means of identifying areas of concern, and to establish microbiological and chemical criteria for the composition of different food and food products.

It is the policy of this authority to participate in any sampling initiative, either organised by the CIEH Sussex Food Liaison Group, Public Health England, or Food Standards Agency.

4. **Local sampling programme**

The food authority takes account of the number and type of business, together with their food hygiene rating score when considering sampling activities.

Samples may be taken from premises approved under Regulation (EC) 853/2004 to check whether the control processes are working properly.

Depending on its nature, imported food in food business premises may also be sampled to check that it complies with the food safety requirements of Regulation (EC) 178/2002.

5. **Food Complaints**

Samples of food received as a food complaint may require either microbiological examination or chemical analysis. The investigating officer will decide which food complaints require laboratory analysis. In deciding whether to submit an article for microbiological examination or chemical analysis the officer should have regard to the probable benefits, the likelihood of further evidence being produced and the Council's Enforcement Policy / Complaints Policy.

6. **Sample Results**

Food businesses are informed of the results of any food sampling carried out at their premises, both resulting from a sampling programme or from the analysis of a complaint sample received from a consumer.

Where the sampling was carried out following a consumer complaint, the complainant is also informed of the analysis results.

Imported Food Sampling Policy

7. **Statutory Sampling of Imported Foods**

There are imported food regulations which require certain foods to be sampled at Gatwick Airport before they can be released in to the European Community. Such samples take place at the approved Designated Point of Entry (DPE) and/or Border Inspection Post (BIP).

Certain regulations require specific foods to be sampled at a set frequency (%) and remain detained until the sample results have been obtained. Such foods are detained at either the airport or at an External Temporary Storage Facility - ETSF (formerly known as Enhanced Remote Transit Sheds – ERTS), where an agreement with the inland local authority exists.

Other regulations require that certain products of animal origin are sampled at the Border Inspection Post as a result of previous serious infringements.

8. **Proactive Sampling of Imported Foods**

The imported food sampling programme aims to proactively detect foods, which may be a danger to public health and/or animal health.

Before taking samples, consideration will be taken of:

- UK's National Monitoring Plan, issued by the Food Standards Agency;
- the product / country of origin;
- previous sample results relating to that product/country of origin;
- history of compliance (relating to the importer /clearing agent);
- food alerts from the Food Standards Agency;
- Rapid Alerts on the RASFF Database;
- Centrally issued guidance;
- European Directives/Regulations/Decisions;
- Intelligence from other sources e.g. consumer complaints, information from importers, information from inland local authorities, liaison with other ports etc.

Sampling will also be carried out on a random basis in addition to the above.

9. **Staff Arrangements**

To support consistency and good enforcement practice, officers will undertake sampling in accordance with:

- Code of Practice issued under the Food Safety Act 1990;
- The Food Safety (Sampling and Qualifications) Regulations 1990;
- Guidance issued by the Food Standards Agency (FSA);
- Department of Food & Rural Affairs (DEFRA);
- Public Health England Guidance;
- The Official Feed and Food Control (England) Regulations 2009;
- All relevant and applicable EU Commission Decisions, Directives and Regulations;
- Guidance issued or requested from our designated, appointed Public Examiner and Analysts.

Only officers authorised by Crawley Borough Council will be permitted to perform sampling work.

10. **Results of Analysis**

For Microbiological tests, the results should be interpreted using EC Regulation No. 2073/2005 and associated guidance, and also guidance produced by Public Health England.

For Analytical tests, the Public Analyst will give an expert scientific opinion in writing which will be used by Crawley Borough Council to determine action to be taken in respect of any offences discovered.

The food business will be informed of any sample results that do not comply with statutory or recommended standards.

11. **Review**

The Food Sampling Policy will be reviewed on an annual basis, and when there are any significant changes in legislation, Code of Practice and/or guidance, issued by the FSA, DEFRA or another central competent authority e.g. Public Health England.

END