

Community

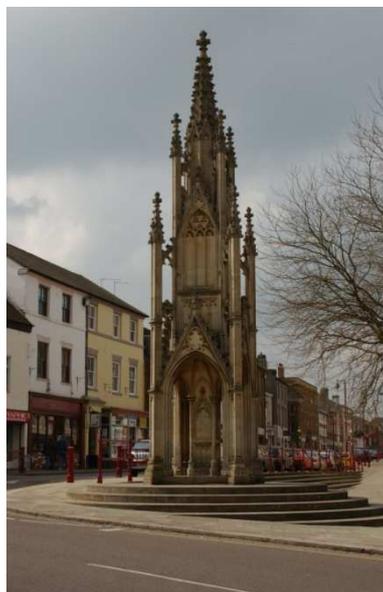
Health Improvement



SERVICE PLANS

(Food Safety and Health & Safety)

2019/20



DAVENTRY DISTRICT COUNCIL'S VISION

Develop a better district

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1. Introduction

The following Plan outlines how Daventry District Council's Health Improvement Team intends to deliver and improve its services from 1 April 2019 through to 31 March 2020.

It builds on service plans from previous years and has been designed in order to enable effective performance monitoring of the service and to facilitate continuous improvement.

The Health Improvement Team offers service to a myriad of customer in 5 key areas:

- Corporate Health & Safety;
- Food Safety;
- Registration;
- Occupational Health & Safety; and
- Public Health.

The following plan covers Food Safety and Occupational Health & Safety as required by the Food Standards Agency and Health and Safety Executive respectively. In many cases, however, the services are intrinsically linked and service provision will often be cross-pollinated in order to maximise effectiveness and efficiency. The work plan performance indicators for each service area are included at Appendix 1.

Ed Cooke MPH MSc DMS FCIEH CEnvH
Environmental Health Manager (Health Improvement)

2. Service aims and objectives

2.1 Aims and objectives

The Health Improvement Section aims to:

- assist the achievement of corporate objectives;
- conduct its business in a consistent, fair, and transparent manner;
- target the service in terms of risk to health and even-handedness, so serving to provide a 'level playing field' for local businesses; and
- satisfy consumer expectations of good standards in the District.

It intends to achieve these aims by the following means:

- The use of robust performance and quality management to improve the quality of services;
- The use of new technology to improve efficiency and customer access to services by using, where practicable, the contact centre;
- Access to services can be made via the contact centre, website, telephone or e-mail in addition to traditional means;
- Utilisation of the latest innovations in technical equipment where possible to lead to improved service; and
- Working with external and internal service areas partnerships.

2.2 Links to corporate objectives and priorities

Daventry District Council has a comprehensive service improvement and performance management process. The Health Improvement Team's Service Improvement Plan feeds into the following areas of the Council's Corporate Strategic Plan for 2017-2020:

- **Improve our Business Economy, Learning and Skills** e.g. *provision of food safety and health safety training courses for local businesses/individuals*
- **Promote Healthy, Safe and Strong Communities and Individuals** e.g. *Daventry International Rail Freight Terminal Wellbeing, Health and Safety Forum; robust implementation of the Food Standards Agency's E Coli O157 Guidance; implementation of the Eat Out Eat Well Award scheme*

Through a wealth of interventions including education/training, promotion, enforcement, audits/inspections, sampling, and consultation, the Health Improvement team aims to continually improve its services in order to assist Daventry District Council to achieve its corporate objectives.

3. Background

3.1 Profile of the Local Authority

Daventry District is a sparsely populated rural District. It covers an area of 257 square miles and has a population of around 80,014 (mid 2015 Census).

There are 52 Parish Councils, 1 Town Council and 20 Parish Meetings making a total of 73 parishes. The main centre of populace is Daventry Town with a population of 26,078. Other main centres include Brixworth (5,426); Long Buckby (3,972); Moulton (3,669) and Woodford Halse (3,519).

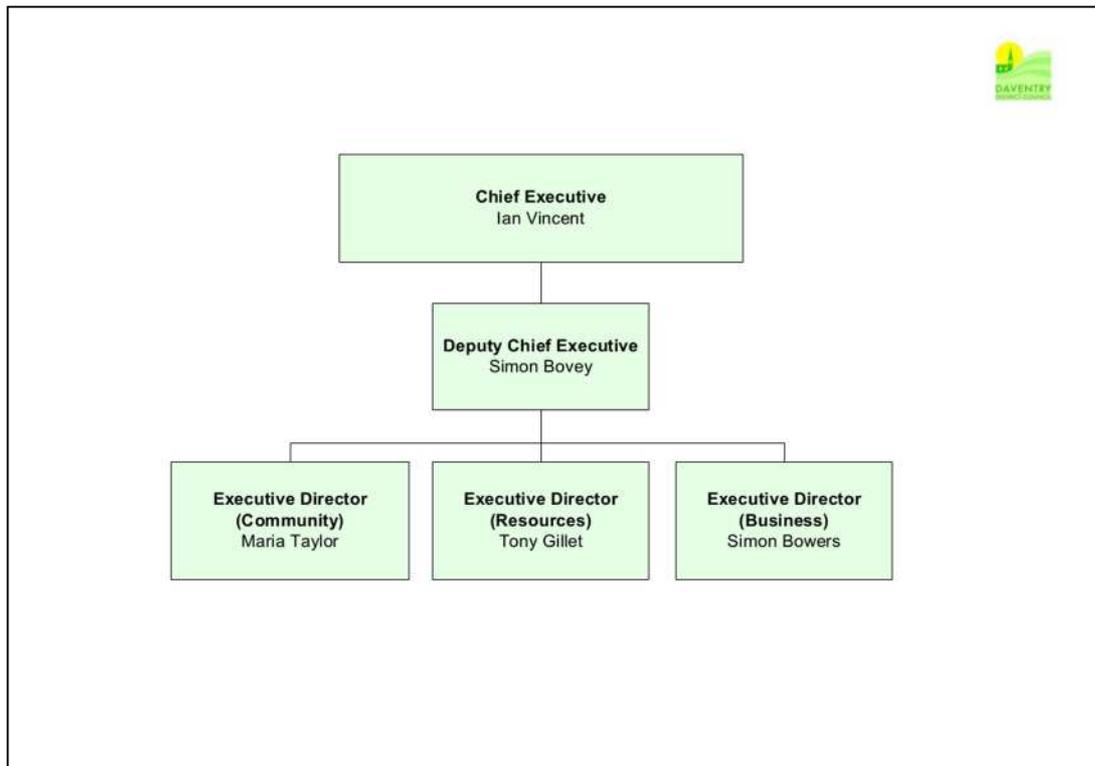
As of May 2018, the Council comprised of 36 councillors, each of whom is chosen to represent a defined ward by its electors. The make-up of seats by party was 29 Conservative, 5 Labour, 1 Liberal Democrat and one vacancy.

Elections are by thirds, which means that one third of Daventry District Council's seats are subject to re-election in each of three successive years.

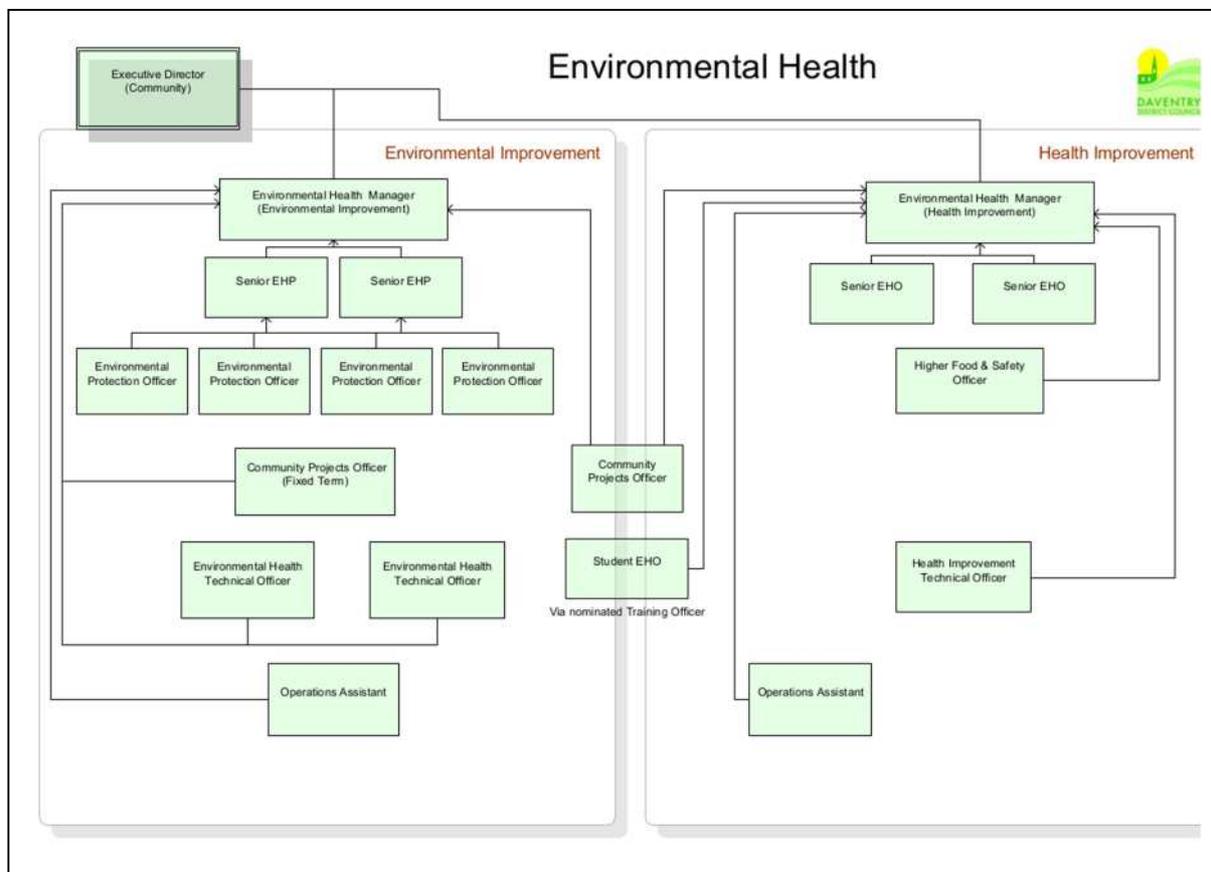


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3.2 Management Structure: Daventry District Council



3.3 Structure: Health Improvement Team



3.4 Scope of the Health Improvement Division Service

The Health Improvement Team offers the following services:

- Corporate Health & Safety;
- Food Safety;
- Registration;
- Occupational Health & Safety; and
- Public Health.

Table 3.4.1 indicates the legislation that the Team utilises as part of its service provision. Wherever possible, many services are provided in conjunction with internal and external partners. The whole Team is based at the Council's Lodge Road offices. Full contact details and opening times are detailed on the Council's website - www.daventrydc.gov.uk

Table 3.4.1 A selection of the legislation utilised by the Health Improvement Team

- *European Communities Act 1972*
 - *Factories Act 1961*
 - *Food and Environmental Protection Act 1985*
 - *Food Safety Act 1990*
 - *Health and Safety at Work etc. Act 1974*
 - *Local Government (Miscellaneous Provisions) Act 1976 & 1982*
 - *Public Health (Control of Diseases) Act 1984*
- And associated Regulations/Orders/Byelaws*

3.5 Demands on the Health Improvement Division Services

The following sections outline the principle demands on the Health Improvement service.

3.5.1 Food Safety

As of 1 April 2019, Daventry District Council has 839 categorised local food businesses. The risk category profile is as follows:

Risk Category	A	B	C	D	E	Total
Number of premises	1	14	100	302	422	839

Food Risk Category Descriptions: intervention frequency is the minimum we are required to carry out in accordance with the Food Standards Agency Food Law Code of Practice (England)

Food Hygiene Intervention Frequencies

A at least every 6 months	D at least every 2 years
B at least every 12 months	E Alternative enforcement strategy
C at least every 18 months	

There are four EC approved premises that are able to export food beyond the EC.

3.5.2 Occupational Health and Safety

There are 1,247 businesses within the Daventry District, for which the Local Authority is the Health & Safety Enforcing Authority. These are broken down into the following main groups:

Health & Safety Category	Number of Premises
Retail	267
Wholesale and warehouses	49
Offices	112
Catering service	332
Hotels and camp sites	29
Residential care homes	33
Leisure, cultural and religious premises	240
Consumer services	54
Other premises (not classified above)	131
Total	1,247

4 Health Improvement Division Service Delivery 2019/20

The following sections outline how the Health Improvement service will be delivered during 2019/20.

4.1 Food Safety

The Food Standards Agency (FSA) principally directs the Food Safety service delivery through its Framework Agreement. The Environmental Health Manager: Health Improvement, **Ed Cooke** MPH MSc DMS FCIEH CEnvH E: ECooke@daventrydc.gov.uk) is the lead officer responsible for food safety.

All members within the Health Improvement Team who have food safety responsibilities shall have ready access to Food Standards Agency information together with relevant legal encyclopaedias.

The Food Standards Agency is currently undertaking a review programme to modernise the way food businesses are regulated. They intend to create a system that is modern, risk-based, proportionate, robust and resilient. Further information on the programme can be found at: <https://www.food.gov.uk/about-us/regulating-our-future>.

4.1.1 Food premises: Hygiene Inspections

Daventry District Council follows the priority rating system identified in the FSA Food Law Code of Practice (England).

Interventions consist of, *inter alia*, questioning the food business operator and employees to discover their knowledge of food hazards and ability to control them. In addition to assessing relevant documentation, Officers will also physically inspect the food premises, including food items, and observe food handling practices and procedures.

Inspection profile for the year beginning 1st April 2019

Risk Category	A	B	C	D	E	Total
Interventions scheduled	2	14	60	179	191	446

Category A premises are those that pose the highest risk; this may be because of the nature of the activities and/or poor operating conditions. The minimum intervention frequency for the

different categories of premises is given below. Food businesses receive interventions more than this where required. The Council uses proprietary software (Northgate M3 Public Protection) for logging and tracking all interventions.

Category	Minimum intervention frequency
A	6 months
B	12 months
C	18 months
D	2 years
E	Alternative inspection strategy every 3 years

Revisions in the Code of Practice enable Local Authorities to deal with low risk premises (Category E) by means other than an inspection. The Health Improvement Team intends to utilise alternative inspection strategies to deal with these premises throughout the year.

Revisits are made to food premises where there are concerns about food safety identified during a primary visit.

Hygiene improvement notices will be issued if work detailed on a previous intervention report has not been completed or if there are serious concerns about food safety during a primary visit. The legal notices assist to ensure that improvements are made within a reasonable timescale.

Hygiene emergency prohibition notices are used where there is an imminent risk to health. This would normally lead to immediate closure of the premises. Reasons for taking this action could include the discovery of pest infestations, the absence of water, or very poor control of food hazards and/or cleaning. A prosecution may follow against the business involved.

The outcome of routine food hygiene inspections will be displayed on the Food Standards Agency (FSA) Food Hygiene Rating website (<http://ratings.food.gov.uk/>) and window stickers issued to food business operators in accordance with the National FSA Food Hygiene Rating scheme.

4.1.2 Advice to Businesses

The Authority has always provided appropriate and competent advice, through a variety of different means, to local businesses and residents, within its resource constraints. Much of the advice is made available through the Council website - www.daventrydc.gov.uk

Food safety/hygiene advice is routinely given as part of an intervention and is complimented by the use of mail shots, national/local campaigns and promotional activities when required. Advice is also given out upon request when food business registration may well not be required e.g. pop-up food outlets.

4.1.3 Food Sampling

Food sampling is an integral part of the food hygiene intervention process.

Microbiological Sampling

Microbiological food sampling is carried out to meet 4 main objectives:

- To determine the current state of food safety in the Daventry District as part of a structured sampling programme;
- To improve the effectiveness of food hygiene interventions;
- To investigate suspect cases of food poisoning where a link with a local business or food is suspected, and
- To investigate complaints about food.

The formal food sampling plan links with the European Commission and the Public Health England Regional sampling plan as well as taking account of local/County trends and needs.

Year	2015/16	2016/17	2017/18	2018/19
Number of microbiological samples	64	53	126	83

4.1.4 Infectious disease control

General Practitioners across the District report suspected cases of food poisoning to the Consultant for Communicable Disease Control (CCDC) at Public Health England. The local medical microbiological laboratories also advise the CCDC of positive results for food poisoning and food/water related illness. In turn, the Health Improvement Team are advised so that they can carry out investigations to discover the source of infection.

Documented procedures are available for the management of the investigations of outbreaks of food borne infectious disease. The procedures were developed and are regularly reviewed with the CCDC and other Regional Local Authorities.

Year	2015/16	2016/17	2017/18	2018/19
Number of individual investigated cases (informal and formally notified)	126	150	163	93*

4.1.5 Food Safety Incidents

The Food Standards Agency declares National food safety incidents from time to time and notifies food authorities of these by means of a 'Food Alert' procedure. Some notifications require directed action, whereas others are for information only. Daventry District Council ensures that all directed action is carried out.

Year	2015/16	2016/17	2017/18	2018/19
Number of National Food Alerts	160	141	158	186

4.1.6 Liaison with other Organisations

The Authority is a member of the Northamptonshire Food Liaison Group. The group aims to:

- Act as a forum to provide consistency of enforcement;
- Act as a facilitator for benchmarking activities, and
- Provide exercises to facilitate consistency.

Other links include:

- Public Health England (East Midlands)
- Building and Development Control Service Teams (regarding any development within the District);

* Although surveillance continues, Public Health England ceased notifying East Midlands Local Authorities of individual cases of Campylobacter in July 2018 due to there being little benefit in following up such cases. This has led to a marked reduction in this trend from previous years. Nevertheless, Local authorities will be informed of significant exceedances or clusters.

- Care Quality Commission (regarding residential care home);
- Office for Standards in Education (regarding school and nursery provision), and
- Police and Fire Authority (regarding licensing matters).

4.1.7 Promotion and Education

The Health Improvement Team always contributes to the National 'Food Safety Week'. Activities are based around raising public awareness of food safety and hygiene issues.

As a registered training centre, the Authority offers the following food safety related courses:

- CIEH Foundation Food Safety; and
- CIEH Intermediate Food Safety.

4.2 Occupational Health & Safety

The Health and Safety Executive continues to encourage Local Authorities to focus the attention of their interventions on the National Priority Areas. These themes are detailed below.

4.2.1 Health & Safety Executive Business Plan

The Health and Safety Executive '*Helping Great Britain work well*' strategy was launched in 2016. It includes six priority themes:

- **Acting together:** Promoting broader ownership of health and safety in Great Britain.
- **Tackling ill health:** Highlighting and tackling the costs of work-related ill health.
- **Managing risk well:** Simplifying risk management and helping business to grow.
- **Supporting small employers:** Giving small to medium size enterprises simple advice so they know what they have to do.
- **Keeping pace with change:** Anticipating and tackling new health and safety challenges.
- **Sharing our success:** Promoting the benefits of Great Britain's world-class health and safety system.

It recognises that everyone in the health and safety system should play their part. Further information in the strategy can be found at: <https://campaigns.hse.gov.uk/hgbww/strategy/>.

Local Authorities are key players in achieving the strategic objectives. Daventry District Council has committed to engage in the following *National priorities* during 2019/20:

- **Workplace transport:** To ensure that health, safety and welfare is effectively managed at local workplaces regarding workplace transport, in particular **welfare provision for delivery drivers** and **safe loading/unloading**. Daventry District Council continues to take the County lead role on workplace transport, largely due to the competence that their Environmental Health Practitioners have developed through working closely with businesses at the Daventry International Rail Freight Terminal (DIRFT), Royal Oak, Drayton Fields and the Marches. Targeted interventions, including focussed inspection/audit and raising awareness through education will assist the reduction in the number of major injuries due to workplace transport accidents and associated **falls from height/musculoskeletal disorders**. In addition, the Council will continue to facilitate related Health, Safety and Wellbeing forums.
- **Gas safety in commercial catering premises:** To ensure that health, safety and welfare is effectively managed at commercial catering workplaces where gas appliances are in place.
- **Inflatable amusement devices:** To ensure that health, safety and welfare is effectively managed at premises/events where inflatable amusement devices are

used as there has been a number of serious incidents where inflatable amusement devices have collapsed or blown away in windy conditions.

The Council's Health Improvement Team will also engage in the following *local priorities* that have principally been identified through accident reporting mechanisms:

- **Workplace Health & Wellbeing:** To improve health and wellbeing of employees in the workplace by creating a better working environment. To include **Workplace Wellbeing** support through promotion of the 'Northamptonshire Workplace Health & Wellbeing Self-Assessment Tool'.
- **Public Events:** To ensure that health, safety and welfare is effectively managed during large local public events.
- **Sports and Leisure:** To ensure that health, safety and welfare is effectively managed at unattended swimming pools and gymnasiums. This theme will also include the assessment of **Legionella** risks at unattended swimming pools.
- **Radon:** To ensure that health, safety and welfare is effectively managed at local workplaces that are at risk from radon.
- **Slips, Trips and Falls:** To ensure that health, safety and welfare is effectively managed at local workplaces that are at risk from slips, trips and falls.

Interventions will include a range of approaches such as inspections/audits, advisory visits, seminars, questionnaires, newsletters and enforcement activity.

4.2.2 Advice to Businesses

The Authority has always provided appropriate and competent advice, through a variety of different means, to local businesses and residents. Much of the advice is made available through the Council website - www.daventrydc.gov.uk.

We are particularly keen to help new businesses meet their statutory duties. We will give help and advice in formulating safety policies and risk assessments.

4.2.3 Complaints about health, safety and welfare at work

It is the Authority's intention to investigate all complaints concerning health, safety and welfare at work. These complaints are commonly about the following matters:

- Equipment at work is not safe (guarding missing or electrical problems)
- Workplace is not safe because of defective floors or blocked fire exits
- Unsafe systems of work – employees are being required to carry out particular jobs or processes which they feel are unsafe e.g. use of chemicals, manual handling
- Inadequate protective clothing provided
- Welfare facilities not kept clean or in good repair

Additionally, members of the public contact the service to complain about conditions they have experienced while visiting shops, restaurants and leisure premises in the District.

The Health Improvement Team (Occupational Health and Safety) continues to assess and respond, where necessary, to consultations under the Licensing Act 2003.

4.2.4 Investigation of Reportable Accidents/Incidents

Employers have a duty to report certain categories of accidents. Accidents can be reported directly to the District Council or to a national accident-reporting centre.

It is the Council's aim to investigate all reported major accidents in line with guidance issued by the Health and Safety Executive. The purposes of the investigation are to both ensure legal compliance and to make sure that steps have been taken to prevent similar accidents or incidents occurring wherever possible.

Year	2015/16	2016/17	2017/18	2018/19
Number of reported accidents/incidents	106	122	131	132

4.2.5 Liaison with other Organisations

The Authority is an active member of the Northamptonshire Health & Safety Liaison Group. The group aims to:

- act as a forum to provide consistency of enforcement;
- act as a facilitator for benchmarking activities;
- provide 'standardisation' exercises to facilitate consistency; and
- provide competent training at reasonable costs for members.

This authority fully supports decisions taken at the group and actively engages in the programme of activities arranged by the group.

The Team also liaises with the Police, Fire Service, St Johns Ambulance, and a range of other partners, to ensure that the major events happening in the District have safety planning very much at their heart. This is a particularly important role as many thousands of people could be placed at risk when event activities are not effectively controlled.

4.2.6 Promotion and Education

As a registered training centre, the Authority offers the following Occupational Health and Safety related courses:

- CIEH Foundation Occupational Health and Safety; and
- CIEH Intermediate Occupational Health and Safety.

5 General Service Issues

5.1 Resources

Food Safety and Occupational Health & Safety		
Cost centre	2018/19 (£) actual	2019/20 (£) budget
Staffing	£209,303	£260,154
Transport	£9,541	£13,710
Supplies & Services	£9,242	£11,374
Income	-£1,682	-£6,392
Net Expenditure	£226,404	£278,846

5.2 Staffing Allocation

(Senior) Environmental Health Officers have holistic responsibilities for food safety, occupational health & safety and health improvement. This approach facilitates a broad approach to the protection of the health of the public within the District.

Much of the Health Improvement Team consists of Environmental Health Practitioners and is complimented by Specialist Officers. All Environmental Health Officers possess a BSc or MSc in Environmental Health and hold a Certificate of Registration from the Environmental Health Officers Registration Board.

The following table details the Full Time Equivalent (FTE) required to provide the services outlined in this service plan. Unexpected demands on the service, such as vacancies, complex legal cases or the requirement to ensure virulent organisms (e.g. *Escherichia coli* O157) are adequately controlled, have illustrated that lesser-risk interventions may well suffer. Services will be re-prioritised to high-risk based interventions accordingly.

Food Safety

The Council's establishment for the food safety service is **2 FTE**, established as follows:

Environmental Health Manager	(1 x 0.25 FTE)
(Senior) Environmental Health Officer	(2 x 0.5 FTE)
Higher Food and Safety Officer	(1 x 0.5 FTE)
Health Improvement Technical Officer	(1 x 0.25 FTE)

Occupational Health & Safety

The Council's establishment for the occupational health & safety service is **2 FTE**, established as follows:

Environmental Health Manager	(1 x 0.25 FTE)
(Senior) Environmental Health Officer	(2 x 0.5 FTE)
Higher Food and Safety Officer	(1 x 0.5 FTE)
Health Improvement Technical Officer	(1 x 0.25 FTE)

5.3 Enforcement Policies

An enforcement policy (the Policy) is in place to cover all environmental health functions. It sets out the general principles and approach that the Council will follow when considering enforcement action.

The policy takes account of the Regulators' Code (the Code) published by the Better Regulation Delivery Office of the Department for Business, Innovation and Skills. The Code is underpinned by the statutory principles of good regulation, which provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent and should be targeted only at cases in which action is needed.

5.4 Staff Development Plan

Every year development discussions are held with all members of staff and in light of the service plan objectives, action plans are drawn up for each individual. Action plans detail the training and development needs of the individual to meet service requirements.

It is established that staff will cascade training received, as appropriate, to increase the knowledge base of colleagues.

5.5 Quality Assessments

Documented procedures help to ensure that the services provided by the Health Improvement Team are subject to continual improvement.

Published service standards are monitored on a regular basis.

In addition, the Council is accredited to the Investors in People Standard.

5.6 Review against service objectives

This service plan pulls together significant information about Daventry District Council's Health Improvement Division service activities.

Performance indicators and service objectives are reviewed on a monthly basis through one to two meetings between the Environmental Health Manager (Health Improvement) and the Executive Director (Community).

Appendix 1: Health Improvement Team Service Targets

Food Safety
M7: To carry out all planned high/medium-risk interventions of food businesses at intervals prescribed by the Food Standards Agency
M8: To carry out interventions of all newly registered food businesses within 28 days
M9: That programmed food and environmental sampling takes place
M10: Delivery of 6 CIEH Level 2 Award in Food Safety in Catering
M11: That all Infectious Disease reports are responded to in a timely manner
M12: That food establishments in the Daventry District are broadly compliant with food hygiene law
M20: To facilitate the achievement of 75 Eat Out Eat Well Awards
Occupational Health and Safety
M17: To facilitate the achievement of four Northamptonshire Work Place Health and Wellbeing Self-assessments
M18: To ensure that all statutorily reported major incidents are investigated in a timely manner
M19: Engagement in the planning of 5 large events