

# West Devon Overview and Scrutiny Committee



West Devon  
Borough  
Council

<b>Title:</b>	<b>Agenda</b>														
<b>Date:</b>	<b>Tuesday, 11th June, 2019</b>														
<b>Time:</b>	<b>2.00 pm</b>														
<b>Venue:</b>	<b>Chamber - Kilworthy Park</b>														
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Ewings <b>Vice Chairman</b> Cllr Kimber</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Ball</td> <td style="width: 33%;">Cllr Musgrave</td> </tr> <tr> <td>Cllr Bolton</td> <td>Cllr Ratcliffe</td> </tr> <tr> <td>Cllr Coulson</td> <td>Cllr Ridgers</td> </tr> <tr> <td>Cllr Daniel</td> <td>Cllr Southcott</td> </tr> <tr> <td>Cllr Heyworth</td> <td>Cllr Spettigue</td> </tr> <tr> <td>Cllr Kemp</td> <td>Cllr Wood</td> </tr> <tr> <td>Cllr Moyse</td> <td></td> </tr> </table>	Cllr Ball	Cllr Musgrave	Cllr Bolton	Cllr Ratcliffe	Cllr Coulson	Cllr Ridgers	Cllr Daniel	Cllr Southcott	Cllr Heyworth	Cllr Spettigue	Cllr Kemp	Cllr Wood	Cllr Moyse	
Cllr Ball	Cllr Musgrave														
Cllr Bolton	Cllr Ratcliffe														
Cllr Coulson	Cllr Ridgers														
Cllr Daniel	Cllr Southcott														
Cllr Heyworth	Cllr Spettigue														
Cllr Kemp	Cllr Wood														
Cllr Moyse															
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.														
<b>Committee administrator:</b>	Member.Services@swdevon.gov.uk														

- 1. Apologies for Absence**
- 2. Confirmation of Minutes - Meeting 26 March 2019** **1 - 4**
- 3. Declarations of Interest**

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting.

If Councillors have any questions relating to predetermination, bias or interests in items on this Agenda, then please contact the Monitoring Officer in advance of the meeting

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- 4. Items Requiring Urgent Attention**

To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency
- 5. Public Forum** **5 - 6**

A period of up to 15 minutes is available to deal with issues raised by the public.
- 6. Hub Committee Forward Plan** **7 - 14**

If any Member seeks further clarity, or wishes to raise issues regarding any future Hub Committee agenda item, please contact Member Services before **5.00pm on Thursday 6 June 2019** to ensure that the lead officer(s) are aware of this request in advance of the meeting.
- 7. Customer Satisfaction Progress Report** **15 - 18**
- 8. Food Service Plan Report** **19 - 56**
- 9. Overview & Scrutiny Committee Work Programme** **57 - 60**

# Agenda Item 2

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **26<sup>th</sup>** day of **MARCH 2019** at **9.00 am**.

**Present:** Cllr J Yelland – Chairman  
Cllr R Cheadle – Vice-Chairman

Cllr R E Baldwin	Cllr D W Cloke
Cllr J Evans	Cllr P Kimber
Cllr J B Moody	Cllr D E Moyse
Cllr C R Musgrave	Cllr G Parker
Cllr T G Pearce	Cllr J Sheldon

Chief Executive  
Group Manager – Customer First and Support Services  
Group Manager – Business Development  
Devon Audit Partnership – Internal Audit Manager  
Senior Specialist – Democratic Services

**Also in Attendance:** Cllrs W G Cann OBE, C Edmonds, B Lamb, A Roberts, R F D Sampson, L Samuel and P R Sanders

**\* O&S 104 APOLOGIES FOR ABSENCE**

Apologies for absence for this meeting were received from Cllrs J R McInnes, P J Ridgers and D K A Sellis

**\* O&S 105 CONFIRMATION OF MINUTES**

The minutes of the Meeting of the Overview and Scrutiny Committee held on 26 February 2019 were confirmed and signed by the Chairman as a true and correct record.

**\* O&S 106 DECLARATIONS OF INTEREST**

Members and officers were invited to declare any interests in the items of business to be considered during the course of this meeting, but there were none made.

**\* O&S 107 PUBLIC FORUM**

There were no issues raised during the Public Forum session.

**DEVON AUDIT PARTNERSHIP REPORT – TAVISTOCK HOTEL PROPOSAL**

The Committee considered a report that provided Members with the conclusions of the Devon Audit Partnership (DAP) review into the recent Tavistock Hotel Proposal.

In his introduction, the DAP Internal Audit Manager detailed each aspect of the methodology, findings, conclusions and recommendations that were contained within his report. In so doing, he wished to thank those Members and officers who had taken part in the review.

During the ensuing debate, reference was made to:-

- (a) consultation with the local business and voluntary sectors. When questioned, the Internal Audit Manager advised that he had found very little evidence to suggest that prior discussions had been carried out with relevant local authorities or the local business and voluntary sectors;
- (b) the drive for openness and transparency. The tension for Councils between acting in the role of a Commercial Developer and the need to act in an open and transparent manner was recognised. In this particular instance, officers acknowledged that the Council had not got its messaging correct but also emphasised that it had been bound by commercial confidentiality;
- (c) outstanding payments. Officers clarified that there were no further payments to be made that were associated with this proposal;
- (d) the meeting held between lead officers and their Development Management colleagues. Officers confirmed that the meeting that had been held in June 2018 had lasted two and a half hours and had considered a number of different projects. Whilst the Internal Audit Manager had seen some notes arising from this meeting, Members were advised that the list of questions that had been asked at this meeting were not available;
- (e) the informality of the Invest to Earn Working Group. The Internal Audit Manager advised that, whilst the report was recommending that consideration be given to the Group becoming a formal Committee, he was assured that the meetings that had been held were conducted professionally. However, moving forward, his report was recommending that consideration be given to establishing the Group as a formal Committee of the Council;
- (f) the success of the Council's Commercial Property Strategy. Whilst shortcomings had been identified in this particular proposal, the Chief Executive reminded the Committee that the Council's overall Strategy had been a big success and was currently projected to contribute an annual net revenue return of £274,000 to the Council;

(g) a motion was **PROPOSED** and **SECONDED** as follows:

*‘That the Council be **RECOMMENDED** to accept the conclusions and ten recommendations contained in the Internal Audit Report (published March 2019).’*

During the debate on the motion, an amendment was then **PROPOSED** and **SECONDED** as follows:

*‘That the Council be **RECOMMENDED**:*

- 1. to accept the conclusions and ten recommendations contained in the Internal Audit Report (published March 2019);*
- 2. that officers of the Council, in consultation with lead Hub Committee Members, be asked to prepare an Action Plan and commence implementation of recommendations forthwith and to submit this Plan, together with the progress made to date, at the next Council meeting (to be held on 21 May 2019); and*
- 3. to request a meeting of the Political Structures Working Group during April 2019 (i.e. before the local elections on 2 May 2019) to consider in particular the use of unstarred minutes and the relationship between the Hub Committee and the Council and to report to the next Council meeting on 21 May 2019.’*

In introducing his amendment, the proposer highlighted that:-

- the first two parts of his amendment mirrored the approach of the successful leisure contract process;
- the ten recommendations would require different timescales for implementation and an Action Plan would help to ensure (and monitor) progress;
- the purpose of the third part of the amendment being to ensure that the knowledge and experience of current Members was utilised.

During the debate on the amendment, the following points were raised:-

- (a) Some doubts were expressed over whether or not it was realistic for the Political Structures Working Group to be convened and reach a consensus before the local elections on 2 May 2019;
- (b) It was agreed that, once prepared, the draft Action Plan should be circulated to all Members;

- (c) In the event of a Panel being established to decide whether any Hub Committee Unstarred Minutes were deemed to be so significant that they warranted being a standalone agenda item at the next Council meeting, a Member asked that consideration be given to the Leader of the Second Largest Political Group also being involved in this process;
- (d) The view was also expressed that the format of Informal Council meetings should be revisited, with consideration again being given to the merits of Members receiving advanced notice of discussion topics and the circulation of notes (and a list of attendees) following each session;

At this point, the proposer and seconder of the original motion confirmed their support for inclusion of the amendment and it therefore became the substantive motion.

Prior to inviting a vote on the substantive motion, a number of Members wished to put on record their thanks to the Internal Audit Manager for conducting such an excellent piece of work.

It was then:

**RESOLVED**

That the Council be **RECOMMENDED**:

1. to accept the conclusions and ten recommendations contained in the Internal Audit Report (published March 2019);
2. that officers of the Council, in consultation with lead Hub Committee Members, be asked to prepare an Action Plan and commence implementation of recommendations forthwith and to submit this Plan, together with the progress made to date, at the next Council meeting (to be held on 21 May 2019); and
3. to request a meeting of the Political Structures Working Group during April 2019 (i.e. before the local elections on 2 May 2019) to consider in particular the use of unstarred minutes and the relationship between the Hub Committee and the Council and to report to the next Council meeting on 21 May 2019.

(The meeting terminated at 10.25 am)

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Chairman

## **PUBLIC FORUM PROCEDURES**

### **(a) General**

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Committee. This session will last for up to fifteen minutes at the beginning of each meeting, with any individual speaker having a maximum of three minutes to address the Committee.

### **(b) Notice of Questions**

An issue or question may only be raised by a member of the public provided that they have given written notice (which may be by electronic mail) to Darryl White ([darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)) by 5.00pm on the Thursday, prior to the relevant meeting.

### **(c) Scope of Questions**

An issue may be rejected by the Monitoring Officer if:

- it relates to a matter within the functions of the Planning and Licensing Committee;
- it is not about a matter for which the local authority has a responsibility or which affects the district;
- it is offensive, frivolous or defamatory;
- it is substantially the same as a question which has previously been put in the past six months; or
- it requires the disclosure of confidential or exempt information.

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## WEST DEVON BOROUGH COUNCIL: HUB COMMITTEE FORWARD PLAN

This is the provisional forward plan for the four months starting June 2019. It provides an indicative date for matters to be considered by the Hub Committee. Where possible, the Hub Committee will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

The forward plan is published to publicise consultation dates and enable dialogue between the Hub Committee and all councillors, the public and other stakeholders. It will also assist the Council's Overview and Scrutiny Committees in planning their contribution to policy development and holding the Hub Committee to account.

The Plan is published in hard copy and on the Council's website ([www.westdevon.gov.uk](http://www.westdevon.gov.uk))

**Members of the public are welcome to attend all meetings of the Hub Committee, which are normally held at Kilworthy Park, Tavistock, and normally start at 2.00 pm.**

**If advance notice has been given, questions can be put to the Hub Committee at the beginning of the meeting.**

The Hub Committee consists of nine Councillors. Each has responsibility for a particular area of the Council's work.

*Leader - Cllr Neil Jory*

*Deputy Leader - Cllr Lois Samuel*

*Lead Member for Council - Cllr Chris Edmonds*

*Lead Member for Health and Wellbeing - Cllr Tony Leech*

*Lead Member for Enterprise - Cllr Ric Cheadle*

*Lead Member for Environment - Cllr Caroline Mott*

*Lead Member for Customer First - Cllr Jeff Moody*

*Lead Member for Communities - Cllr Terry Pearce*

*Lead Member for Homes - Cllr Debo Sellis*

Further information on the workings of the Hub Committee, including latest information on agenda items, can be obtained by contacting the Member Services Section by e-mail to [democratic.services@westdevon.gov.uk](mailto:democratic.services@westdevon.gov.uk)

**All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated**

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Environment	<b>Title:</b> Coastal Concordat <b>Purpose:</b> To consider the Concordat agreed between WDBC and Marine Management Organisation in respect of planning matters below the mean low tide	TJ/Cllr Mott	Report of the Head of Place Making Practice  Coastal Concordat	Date tbc	
Health and Wellbeing	<b>Title:</b> Review of the Housing Assistance Policy <b>Purpose of report:</b> To recommend to Council any necessary changes following a review of the Housing Assistance Policy	DS/IL/ Cllr Leech	Report of the Senior Specialist Environmental Health	4 June 2019	
Homes	<b>Title:</b> Community Housing Capital Financing <b>Purpose of report:</b> To seek authority to progress delivery of two sites, to include the funding requirements	C Brook/LB/ Cllr Sellis	Report of Head of Assets Practice	4 June 2019	Invest to Earn Member group
Environment	<b>Title:</b> Frequency Trial – Residual Waste Collections <b>Purpose of report:</b> To consider a trial of 3 weekly refuse collections starting Autumn 2019	JS/LB/Cllr Mott	Report of the Commissioning Manager - Waste	4 June 2019	
Leader	<b>Title:</b> Draft Corporate Strategy Delivery Plans <b>Purpose of report:</b> To consider the draft delivery plans for each of the Corporate Strategy Themes (Homes, Communities, Enterprise, Environment, Wellbeing & Council) - This report will detail a clear framework for Members to engage with their communities on the Corporate Strategy.	NT/ Cllr Jory	Report of the Commissioning Manager	4 June 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Communities	<b>Title: Member Locality Fund – Process for Applications</b> <b>Purpose:</b> To seek agreement to a process to enable Members to grant funds to community groups and projects	NT/ Cllr Pearce	Report of the Commissioning Manager	4 June 2019	
Leader	<b>Title: Accommodation Strategy</b> <b>Purpose of report:</b> To make recommendations for a future accommodation strategy	C Brook/ Cllr Jory	Report of Head of Assets Practice	September 2019	Invest to Earn Member group
Customer First	<b>Title: Northern Outreach Service</b> <b>Purpose of report:</b> To make a decision on whether or not to continue with a dedicated outreach service in the Okehampton area	NT/ Cllr Moody	Report of Commissioning Manager	July 2019	
Enterprise	<b>Title: Action Plan for the Internal Audit report on the Tavistock Hotel Proposal</b> <b>Purpose of report:</b> To set out the action plan for the ten recommendations contained within the report to Council on 26 <sup>th</sup> March 2019 (Minute CM66)	LB/ Cllr Cheadle	Report of s151 Officer, Head of Assets Practice	July 2019	
Enterprise	<b>Title: Updated Commercial Property Acquisition Strategy</b> <b>Purpose of the report:</b> To extend the strategy to include other areas of investment	CB/ Cllr Cheadle	Report of s151 Officer, Head of Assets Practice	July 2019	
Council	<b>Title: IT Procurement Update</b> <b>Purpose of the report:</b> Proposal for the approach for the ICT Procurement, including proposals for joint arrangements with South Hams District Council	MW/ Cllr Edmonds	Report of Head of IT Practice	July 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Council	<p><b>Title: Write Off Report for Quarter 4 2018/2019</b></p> <p><b>Purpose of report:</b> The Council is responsible for the collection of: Housing Rents, Sundry Debts including Housing Benefit Overpayments, Council Tax and National Non-Domestic Rates. The report informs members of the debt written off for these revenue streams.</p>	LB/ Cllr Edmonds	Report of s151 Officer	July 2019	
Health and Wellbeing Enterprise Page 10	<p><b>Title: Food Safety Service Plan 2019/20</b></p> <p><b>Purpose:</b> To present a service plan that has been produced to give clear details of food safety services provided across the Borough and how they will be carried out during 2019/20</p>	KP/IL/Cllr Leech and Cllr Cheadle	Report of Environmental Health Senior Specialist Food Safety Service Plan		None
Environment	<p><b>Title: Plymouth and SW Devon JLP Supplementary Planning Document – Consultation</b></p> <p><b>Purpose:</b> to approve the consultation mechanism for the Supplementary Planning Document</p>	RG/Cllr Mott	Report of JLP Team Lead Draft SPD		
Council	<p><b>Title: Annual Treasury Management Report 2018/2019</b></p> <p><b>Purpose of report:</b> To report on treasury management activity for the 2018/19 financial year</p>	PH/ Cllr Edmonds	Report of s151 officer	July 2019	
Enterprise	<p><b>Title: Formation of a wholly owned company</b></p>	C Brook / Cllr Cheadle	Report of Head of Assets	September 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	<b>Purpose of Report:</b> To consider the formation of a wholly owned company to facilitate commercial activity				
Leader	<b>Title:</b> Draft Corporate Strategy Delivery Plans  <b>Purpose of report:</b> To consider the feedback gathered by Members from their community engagement	NT/ Cllr Jory	Report of the Commissioning Manager	September 2019	
Communities	<b>Title:</b> Grounds maintenance service <b>Purpose of report:</b> To consider the future provision of a grounds maintenance service, and opportunities for income growth in respect of service area	SM & CA/ Cllr Pearce	Report of the Group Manager Commercial Services and Head of Environment Services Practice	September 2019	
Homes	<b>Title: Homeless Strategy Year 3</b> <b>Purpose of the report:</b> To set out Year 3 of the Strategy	IB/ Cllr Sellis	Report of Head of Housing, Revenues and Benefits Practice	September 2019	
Council	<b>Title: Write Off Report for Quarter 1</b> <b>Purpose of report:</b> The Council is responsible for the collection of: Housing Rents, Sundry Debts including Housing Benefit Overpayments, Council Tax and National Non-Domestic Rates. The report informs members of the debt written off for these revenue streams.	LB/ Cllr Edmonds	Report of s151 Officer	September 2019	

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Council	<b>Title: Revenue Budget Monitoring Quarter 1</b> <b>Purpose of report:</b> A revenue budget monitoring report to monitor income and expenditure variations against the approved revenue budget for 2019/20, and to provide a forecast of the year end position	PH/ Cllr Edmonds	Report of Head of Finance Practice	September 2019	
Council	<b>Title: Capital Budget Monitoring Quarter 1</b> <b>Purpose of report:</b> The report advises Members of the progress on individual schemes within the approved capital programme for 2019/20, including an assessment of their financial position	PH/ Cllr Edmonds	Report of Head of Finance Practice	September 2019	
Leader	<b>Medium Term Financial Strategy for the five years 2020/21 to 2024/25</b> <b>Purpose of the report:</b> To set the strategic intention for all of the different strands of funding available to the Council. This brings together all known factors affecting the Council's financial position and its financial sustainability, to provide a long term financial forecast.	LB/ Cllr Jory	Report of s151 Officer	September 2019	
Deputy Leader	<b>Title: Partnership Funding Levels 2020/21</b> <b>Purpose of the report:</b> To review Partnership Funding Levels for 2020/21 onwards	NT/ Cllr Samuel	Report of Commissioning Manager	September 2019	
Wellbeing	<b>Title: Council Tax Reduction Scheme 2020/21</b> <b>Purpose of the report:</b> It is an annual requirement for the Council to revisit its existing council tax support scheme	IB/ Cllr Leech	Report of Head of Housing, Revenues and Benefits Practice	September 2019	







Report to: **Overview & Scrutiny Committee**

Date: **11 June 2019**

Title: **Customer Satisfaction Action Plan Progress**

Portfolio Area: **Customer First**

Wards Affected: **All Wards**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:  
(e.g. referral on of recommendation or implementation of substantive decision) **Hub and Council**

Author: **Nadine Trout** Role: **Commissioning Manager**

Contact: [Nadine.Trout@swdevon.gov.uk](mailto:Nadine.Trout@swdevon.gov.uk) or **01822 813624**

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## **RECOMMENDATION**

**That the Committee RECOMMENDS to Hub Committee to:**

- 1. Note and comment on the progress made to date in improving customer satisfaction as detailed in section 3 of this report.**
- 2. Endorse the next steps as outlined in section 5 of the report.**

### **1. Executive summary**

1.1 This report is presented by the Hub Lead for Customer First and details progress made since April 2019 on improving customer satisfaction.

1.2 The report also includes recommended next steps to continue to improve the customer experience by further honing the Council website, to pre-empt customer needs and manage expectations.

### **2. Background**

2.1 On 20 November 2018 Hub resolved to note the results from the Institute of Customer Service Customer Satisfaction Survey, and endorsed an action plan to improve customer service.

2.2 Hub also requested Overview and Scrutiny Committee amend its Work Programme whereby 'Progress against the Customer Service Action Plan' be included as a standing agenda item for consideration.

2.3 This report therefore provides an overview of progress made in improving customer service, since 2 April 2019 when the Overview and Scrutiny Committee last met.

### **3.0 Outcomes/outputs**

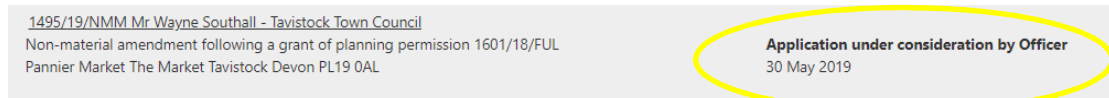
#### **3.1 Waste & Recycling Service Improvements**

Early indications suggest that the Council's new Waste and Recycling contract, which commenced on 1 April 2019, has run smoothly, with no spike in calls to the Council's call centre. There has been a steady decline in all calls over the last 12 months by circa 3,000 calls.

3.2 It is important to note, the trend in declining calls can largely be attributed to work undertaken in Waste and Recycling prior to the new contract. Waste and Recycling staff conducted extensive process reviews and implemented changes to make online service requests much easier, for example: payments for garden waste subscriptions. In addition staff simplified waste and recycling messaging by improving information on the Council's website.

#### **3.3 Development Management Improvements**

To keep customers better informed status updates have now gone live on the planning pages of the Council's website. The image below is an excerpt from the planning search pages and shows the status of this particular application is under consideration by an officer:



### **3 Options available and consideration of risk**

4.1 The Council is committed to improving customer service. It is therefore consider prudent to continue with the implementation of the Customer Satisfaction Action Plan. Evidence suggests actions taken to date are contributing to improved customer service.

### **5. Proposed Way Forward**

5.1 It is recommended that the frequency of reporting on customer satisfaction progress is reviewed as part of the Committee's Forward Plan.

5.2 Between now and September the major focus of the customer satisfaction action plan will be around pre-empting customer needs and managing expectations. Further work is planned for improving the Council's website by using customer feedback and web analytics. Thus ensuring regularly searched information is quick and easy to access and in turn reduces the instances whereby customers call the Council simply because they cannot do what they need to online. We will also continue to use social media, website and call waiting messages to alert customers to service changes.

- 5.3 Work will also begin on preparations for the next Institute of Customer Satisfaction benchmarking survey which is scheduled to take place in early autumn and will involve contacting circa 3,600 council customers.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Overview & Scrutiny Committee have a responsibility to assist the Council in identifying areas for improvement and to make any necessary recommendations to the Hub and Council.
Financial implications to include reference to value for money	N	There are no financial implications as a result of this report that have not already been budgeted for.
Risk	Y	A failure to review and act upon the Customer Satisfaction Action Plan could lead to: Lack of coherent delivery Reputational harm Ineffective use of resources Poor quality service These risks are mitigated by: The recommendations outlined in this report
Supporting Corporate Strategy	Y	This report supports the Council theme i.e. <i>Delivering efficient and effective services</i>
Comprehensive Impact Assessment Implications		
Equality and Diversity		None – no policy or service change is proposed in this report.
Safeguarding		None – no policy or service change is proposed in this report.
Community Safety, Crime and Disorder		None – no policy or service change is proposed in this report.
Health, Safety and Wellbeing		None – no policy or service change is proposed in this report.
Other implications		-

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Report to: **Overview and Scrutiny Committee**

Date: **11 June 2019**

Title: **Food Safety Service Plan**

Portfolio Area: **Wellbeing**

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: **Immediately**

Author: **Karen Procter** Role: **Senior Specialist Environmental Health**

Contact: **Telephone/email: 01803 861128 karen.procter@swdevon.gov.uk**

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**Recommendations:** That the Overview and Scrutiny Committee have the opportunity to agree and comment upon the Food Safety Service Plan 2019-2020.

## **1. Executive summary**

- 1.1 The Food Safety Service plan is a requirement of the Food Standards Agency under their Framework Agreement with Local Authorities and outlines the Council's statutory food safety function to ensure that national priorities are addressed and delivered locally.
- 1.2 The Food Safety Service Plan has been produced in order to give clear details of the approach to food safety enforcement and will help to ensure that the actions of the Council are in accordance with Regulatory Delivery.
- 1.3 Members need to consider the approach to the regulation of food safety in the Council area and be satisfied that it provides an adequate level of protection for residents from food-borne infection. This should include a consideration of the resource deployed to deal with the responsibilities given to Councils in the Food Standards Agency's Framework Agreement and that the interventions proposed are suitable and sufficient.

- 1.4 The Service Plan shows the variety, depth and complexity of the work carried out within the Food Specialist area.
- 1.5 The Food Safety team's recent performance has been excellent , maintaining a 100% inspection rate in each of the last two years and we currently have 96% of food premises in the area rated as "good" or "excellent".

## **2. Background**

- 2.1 It is a requirement of the Food Standards Agency's Framework Agreement that the annual Service Plan is approved by Members.
- 2.2 Members need to consider the approach to the regulation of food safety in the Council area and ensure that it provides an adequate level of protection for residents from food-borne infection. This should include a consideration of the resource deployed to deal with the responsibilities given to Councils in the Food Standards Agency's Framework Agreement and that the interventions proposed are suitable and sufficient.
- 2.3 Food Safety interventions also provide an element of business advice to local businesses. The ability to comply with legislation and good practice is an important part of running a successful food business.
- 2.4 The Food Safety Service Plan fits into the Council's Wellbeing and Economy themes

## **3. Outcomes/outputs**

- 3.1 The Service is very much customer orientated and we seek to continue to provide a robust service
- 3.2 The service currently aims to carry out 100 per cent of the interventions that are due in accordance with the risk rated inspection programme
- 3.3 The service aims to increase the number of food premises in the area that score 4 or 5 stars in the national Food Hygiene Rating System (commonly known as scores on the doors). Currently 96% of food premises in the area are rated as "good" or "Excellent" under the Food Hygiene rating Scheme (commonly known as "scores on the doors").

## **4. Options available and consideration of risk**

- 4.1 Council is required to provide an annual statistical return to the Food Standards Agency (LAEMS). This figure will be published nationally in the Food Standards Agency annual report. The statistics are published nationally with a risk of reputational harm to poorly performing Councils.

- 4.2 Failure to comply with the Food Safety Code of Practice would increase the risk of serious food poisoning outbreaks in the Council area. Food Safety interventions also improve the safety and quality of food businesses, protecting health and helping the economic viability of the area.

## 5. Proposed Way Forward

- 5.1 The Council should be satisfied that the Food Safety Service Plan provides an adequate level of protection for residents from food-borne infection.
- 5.2 Members may wish to consider reducing the resource currently allocated to the food safety service to make financial savings but this would be likely to result in a decrease in performance and reduction in food safety standards.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The Food Safety Service Plan is a requirement of the Food Standards Agency (FSA) under the Food Standards Agency's Framework Agreement with local authorities. It outlines the Council's statutory food safety function to ensure that national priorities and standards are addressed and delivered locally. The Plan seeks also to embrace the Food Standards Agency's strategy 'Safer Food for the Nation' and the Agency's core principles. (See <a href="http://www.food.gov.uk/about-us/about-the-fsa/">http://www.food.gov.uk/about-us/about-the-fsa/</a> ).
Financial implications to include reference to value for money	Y	Appendix B of the attached Food Safety Service Plan sets out the revenue expenditure, staffing and income by financial year for financial year 2019/2020.
Risk	Y	The Food Safety Service Plan is a requirement of the Food Standards Agency (FSA) under the Food Standards Agency's Framework Agreement with local authorities.  Failure to agree a suitable Food Safety Service Plan may result in reputational harm and financial penalty.  Failure to achieve suitable levels of performance will result in a significant risk to food safety

		standards in the Council's area. This may result in increased incidence of food poisoning. There may also be wider economic and tourism impacts of having non-compliant food premises.
Supporting Corporate Strategy		Wellbeing and Economy themes
Comprehensive Impact Assessment Implications		
Equality and Diversity		There are no equality and diversity issues arising from this report.
Safeguarding		There are no safeguarding issues arising from this report.
Community Safety, Crime and Disorder		No direct impact
Health, Safety and Wellbeing		The regulation of food businesses contributes to the wider health, safety and wellbeing of the Councils resident and visitors.
Other implications		None

### **Supporting Information**

#### **Appendices:**

Food Safety Service Plan 2019/2020

#### **Background Papers:**

None

### **Approval and clearance of report**

<b>Process checklist</b>	<b>Completed</b>
Portfolio Holder briefed/sign off	<b>Yes/No</b>
SLT Rep briefed/sign off	<b>Yes/No</b>
Relevant Heads of Practice sign off (draft)	<b>Yes/No</b>
Data protection issues considered	<b>Yes/No</b>
Accessibility checked	<b>Yes/No</b>





# **South Hams District Council and West Devon Borough Council**

## **Food Safety Service Plan**

**2019/2020**

**SOUTH HAMS DISTRICT COUNCIL/WEST DEVON BOROUGH COUNCIL**

**ENVIRONMENTAL HEALTH AND HOUSING SERVICE**

**JOINT FOOD SAFETY SERVICE PLAN – 2019/2020**

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**Appendix A Staff resources**

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## **Overview**

This Service Plan has been produced in order to give clear details of the food safety services provided across South Hams District Council and West Devon Borough Council and how they will be carried out during the financial year 2019/2020. It also shows how the function contributes to the Corporate Themes and the Environmental Health Community of Practice Work plan.

This Service Plan attempts to show the variety, depth and complexity of the work carried out. Food safety is a statutory function and has serious implications to public health and wellbeing should food safety standards fail.

We are at the forefront of protecting the consumer from ill health. We protect the community by using enforcement powers where appropriate and also providing advice. The food safety service provides a combination of interventions. These include inspections, enforcement, investigations, education, partnership working and health promotion. We seek to work in partnership when the opportunities arise.

The food safety team are motivated and competent Officers who are committed to ensure that an effective and efficient service is provided. These Officers also undertake various other duties within the Environmental Health Community of Practice. As with many other services there is a lot of behind the scenes activity which goes unnoticed in the eyes of the public until there is a high profile investigation or emergency.

Prior to 2017 our resources were severely stretched and were failing to meet our inspection targets. Following a Food Standards Agency audit we put in place a work-plan to address these issues and re-prioritised resource towards achieving our inspection targets. In 2017-18 and 2018-19 we have achieved 100% completion of due interventions and have made significant progress with updating our intervention database.

Regular monitoring against the Service's progress with the plan is carried out. We are also required to check the consistency and quality of the work.

The service will also be required to react to unforeseen events – such as food poisoning outbreaks and other large investigations. These will impact upon the resources available for our programmed work.

We will continue actively exploring opportunities in the coming year to become more business orientated and be proactive with income generation opportunities.

The service plan has been produced in response to the Food Standards Agency Framework Agreement on Local Authority Enforcement. This is a responsibility placed upon local authorities. The food safety service is highly governed to ensure compliance with the wide range of statutory requirements. Our activities and procedures take account of the Food Law Code of Practice (England) and other central guidance.

## Introduction

This Service Plan is a requirement of the Food Standards Agency (FSA) under the Food Standards Agency's Framework Agreement with local authorities and outlines both South Hams District Council's and West Devon Borough Council's statutory food safety function to ensure that national priorities and standards are addressed and delivered locally. The Plan seeks also to embrace the Food Standards Agency's strategy 2015-2020.

This Service Plan provides a focus for debate on key delivery issues providing an essential link with financial planning, sets objectives for the future and provides a means of managing performance and making comparisons and links to various corporate objectives. At the end of the financial year, we will review this service plan and report on our achievements and any reasons for variance or non-attainment of targets.

This joint Service Plan has been produced to ensure that local food businesses, members of the public, Council officers/Members and other stakeholders understand the approach to food safety adopted by the both the South Hams District Council and West Devon Borough Council and will help to ensure that the actions of the Council are in accordance with the Regulatory Delivery. It also reflects the FSAs Compliance and Enforcement Strategy. As a Service, we believe in fair regulation and reducing unnecessary burdens on businesses. The aims are very broad in order to allow for a wide range of activities in the promotion and enforcement of food safety laws and seek to embrace the ever changing food safety intervention programme in the UK.

We attach primary importance to the planned interventions in food premises and the prompt resolution of complaints and enquiries. Local and national food safety initiatives will be supported to the extent that available resources will allow. A number of these initiatives are detailed within this document.

In implementing our approach to food safety, we are mindful of the pressures on local businesses, particularly where, for example, the economy is seasonal and subject to fluctuation. We will seek to continue to work with local businesses by the provision of advice and guidance, using self-service principles. However, we will where necessary adopt a more formal approach where these interventions fail or where a risk to the consumer's health exists. Our approach to enforcement is detailed in the Council's enforcement policy.

In light of Government enforcement and partnership initiatives it is quite clear that the future of local authority food law enforcement activities and their role in public health intervention will alter considerably and require a greater and more varied input. We are also minded of our limited resources and the need to adopt greater business acumen and be able to compete favourably with the private sector. The Councils' Food Safety Service seeks to meet this challenge and be fit for the future.

## Section 1 Service Aims and Objectives

### 1.1. Aims and Objectives

1.1.1. The aim of the Food Safety Service is to secure the safe production, storage, distribution and retailing of food and to reduce the risk liability of business enterprises by providing support and advice on food hygiene issues. Our vision is to ensure that food locally is without risk to the consumer and safe to eat through the provision of an effective enforcement service provided by motivated and competent officers.

1.1.2. We believe that everyone in the districts of South Hams and West Devon, whether they are residents or visitors are entitled to safe and wholesome food and drink. We also seek to ensure that food produced in the area and distributed nationally and internationally is safe and meets the required standards. We also recognise the importance of maintaining and enhancing the prosperity of businesses in the area and the needs of small and medium size business associated with the rural community.

1.1.3. Our main objectives are to protect public health by:

- Identifying potential risks and promote safe and hygienic conditions in food premises and places for which we have a statutory responsibility and to secure compliance with relevant legislation using all our enforcement 'tools' available.
- Ensuring that by working with business using a variety of initiatives, we assist in reducing their risk liability.
- Inspecting food produced in the South Hams and West Devon to ensure that is of a high standard and without risk to the consumer and that checks are included as part of our sampling programme.
- Investigating the occurrence and spread of infectious disease and food poisoning and preventing further spread.
- Investigating complaints and dealing with incidents and emergencies relating to food safety.
- Ensuring enforcement is effective, consistent, proportionate and focussed.
- Engaging in activities which encourage the promotion of health and food safety.

- Providing our service as good value for money and work with partners where necessary to deliver our service.
- Ensuring that officers delivering the service are properly trained and competent

1.1.4. The South Hams District Council and West Devon Borough Councils are statutory food authorities and are tasked to exercise Official Controls by virtue of Regulation (EC) No 882/2004. We recognise our duty to act as enforcing authorities under the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and the Official Feed and Food Controls (England) Regulations 2009 and miscellaneous laws made under the European Communities Act 1972 and to exercise our powers prescribed in these pieces of legislation. Our authorised officers use all available official controls and other measures to ensure that our objectives are met. Except where circumstances indicate a significant risk, our officers operate a graduated approach to enforcement of our powers. We believe that judgement by motivated, professionally competent officers is key to delivering our service. Our approach to enforcement and powers are documented in our policy. (See paragraph 2.5).

1.1.5. The contents of this service plan will be put into effect by a range of officers i.e. Specialist, Case Managers and Locality Officers under the guidance of the Senior Specialist (Food Safety Lead Officer) and overseen by the Head of Environmental Health and Licensing. It will be supported by specific policies and procedural documents where necessary to assist staff in delivering a high quality and consistent service. These documents will be updated and reviewed as and when required.

## **1.2 Links to Corporate Objectives and Plans**

1.2.1. This Service Plan links to the Councils' themes of Wellbeing and Economy.

1.2.2. As with a number of other services, particularly those having an 'enforcement' role, the food safety service may be subject to criticism or complaint either by a food business operator or member of the public about the service. These matters are usually resolved on an informal basis. However, if this action fails, our formal complaints procedure will be followed. Such complaints are very uncommon. From time to time, customer feedback questionnaires are used to monitor our service delivery and officers' performance and these have shown great satisfaction with the Service.

1.2.3. The Service is very much customer orientated and we seek to continue to provide a robust service as part of the 'Customer First' initiative and deliver both on our own and also corporate service standards.

1.2.4. This Service Plan also seeks to determine the future shape of our service delivery.

## **Section 2 Background**

### **2.1 Profile of the South Hams District Council and West Devon Borough Councils.**

2.1.1. The South Hams covers some 906 sq km of South Devon and is predominantly rural in nature, situated between the unitary authorities of Plymouth and Torbay. It encompasses some 50 miles of coastline to the south and 19% of the Dartmoor National Park to the north. There is a resident population of greater than 88,000 which increases considerably during the summer months as a result of tourism. The centres of population are within the four main towns of Totnes, Ivybridge, Dartmouth and Kingsbridge. The operational base is Follaton House, Totnes.

West Devon Borough Council is very rural in nature and covers some 1160 sq km of which 45% is situated within Dartmoor National Park. The Borough borders Torridge and North Devon to the north and Cornwall to the west. There is a resident population in excess of 53,500. The main centres are the towns of Tavistock and Okehampton. The operational base is Kilworthy Park, Tavistock.

### **2.2 Organisational Structure**

See Appendix A.

### **2.3 Scope of the Food Safety Service**

2.3.1 Traditionally, the Service has been provided in-house by a small team of professional duly-appointed and dedicated officers, the structure of which is set out in the appendix to paragraph 2.2 above. This work is undertaken by the Customer First Specialist in Environmental Health.

In addition to food safety work, historically the 'Commercial' team also has an input into:

1. Occupational health and safety target inspections and investigations of accidents
2. The investigation and control of food poisoning and infectious diseases (including zoonoses),
3. Monitoring compliance and complaints with smoke-free laws,
4. Various licensing and registration issues including food premises, holiday caravan and camping sites, skin piercing activities, and licensing of zoos and dangerous wild animals,



5. Registration documents for the movement of shellfish from production areas,
  6. Issuing certification for food export.
- 2.3.2 External expertise is provided in the form of Food Examiners appointed by the Food, Water and Environmental Laboratory at Porton, Salisbury. This external service is subject to an annual service level agreement. We engage Food Analysts employed by Public Analysts Scientific Services Ltd (PASS) Wolverhampton and we appoint Proper Officers for Communicable Disease Control employed by Public Health England based in Totnes. We enter into an annual contract with Campden and Chorleywood Food Research Association for specialist advice for food technology/processing. We also have a close working relationship with Devon, Somerset and Torbay Trading Standards service.
- 2.3.3 Health Promotion/Education - We run the Junior Lifeskills Event where Children aged 10-11 years from South Hams and West Devon Schools are involved in learning lifekills from professionals in a safe environment.
- 2.3.4. ICT Support - We have been using Civica app and W2. Majority of our records are held electronically and this generates our intervention programme. Our records are managed by the Case Management Team. We have the facility for working remotely using this software. Since December 2019, we have been using mobile devices for completion of our inspection reports.

## 2.4 Demands on the Food Safety Service

- 2.4.1 Service Delivery - The service delivery point for the South Hams District Council is Follaton House, Totnes, and Kilworthy Park for West Devon Borough Council. These are open during normal working hours. An out of hours service is available for emergencies.
- 2.4.2 Premises profile -  
In total at the end of 2018/2019 there were some 1924 food businesses across both districts. Their profile is set out below and these statistics are based upon the returns sent to the Food Standards Agency and include unrated premises i.e. those not yet having received an inspection.

Type	No. SHDC	No. WDBC
Primary producers	2	11
Manufacturers/packers	92	43
Importers/exporters	2	0

Distributors/transporters	21	9
Retailers	265	137
Restaurants/caterers	842	500
<b>Total</b>	<b>1224</b>	<b>700</b>

### 2.4.3 'Approved' premises

Within the total above there are some 52 businesses 'approved' under specific hygiene regulations. These relate to products of animal origin and approval allows greater flexibility to trade under EU rules both nationally within the UK and in the EU. Checks require considerable officer input in order to ensure stringent requirements are met. These establishments would present a considerable risk to the Council and consumer at large if not properly monitored. Much input by specifically trained competent staff is needed as a consequence. Full inspections/audits can take 2-3 days and the formal approval process is complex in order to meet the high standard expected. These establishments reflect the rural and diverse nature of our districts. Given the diversification and increased business opportunities available for trade, particularly overseas, with these types of products, we have seen an increase in the number of approved premises over the years. We are also subject to audit by the inspectors from the EU and third countries.

South Hams District Council has close links with the local molluscan shellfish industry having designated harvesting areas at 3 locations which includes 10 classified beds. We have also 2 shellfish purification plants. Much work is involved in the monitoring programmes to ensure acceptable standards are maintained as part of the Council's statutory sampling role in these areas.

In West Devon together with traditional rural activities (reflected particularly in the dairy industry), there is a large cannery responsible for worldwide distribution of product together with one of the largest cheese factories in the country.

The profile for approved premises is as follows:

	Dairy	Shellfish	Fishery	Meat products/prep	Egg Packer	Other	Total
<b>SHDC</b>	9	2	11	7	6	2	<b>37</b>
<b>WDBC</b>	9	0	0	1	3	2	<b>15</b>

### 2.4.4 Seasonal variations to business

It is recognised that there is a considerable seasonal influx of visitors and this has an impact upon workload as regards new businesses opening up, changes of ownership, officer travel time/leave and additional complaints/service requests generated. Our inspection programme reflects the seasonal operation of businesses.

#### 2.4.5 Ethnic businesses

Ethnic food premises operated by persons whose first language is not English account for some of our premises, however, most of these are operated by the second generation. We seek to ensure that our approach with these businesses is clear and understood. On occasions we are required to seek the services of interpreters and business guidance in other languages.

#### 2.4.6 Imported food

It is estimated that approximately 50% of all food offered for sale within the UK is imported. As we are outside sea or airport areas we are not at the front line of imported food control, however, we are classified as an inland port and have jurisdiction for assessing whether foodstuffs imported from outside the EU have been legally introduced and meet food safety requirements. In the main, this is undertaken during routine inspections, complaint investigation and sampling work. The Food Safety Service has the necessary arrangement in place to deal with imported food. Relevant officers have received the training by the Food Standards Agency and authorised to act in the event of illegally imported food being identified.

#### 2.4.7 Interventions

A wide range of interventions are available for our use including inspections, audit, monitoring, surveillance, verification and sampling etc. These are known as 'official controls'. Other interventions such as education, advice etc and intelligence/information gathering are also available as part of our 'tool kit' however, these interventions are not official controls. Inspections are carried out in accordance with risk based criteria which are detailed in Codes of Practice issued by the Food Standards Agency. These range from category A to E i.e. high to low risk. We aim to inspect all our premises subject to the programme, however, if there is any slippage throughout the year we will focus on high risk premises (including Approved premises). Where necessary, inspections will be undertaken out of the Council's normal working hours when a particular business is operating.

However, the high volume of reactive work is still present. We are continuing to move much of this element to our Customer Service and Case Management team.

The table below shows the premises profile based on risk as at 01.04.19 although this will show some variation throughout the year as inspections are carried out and alter their rating in subsequent years. Given the risk rating scheme, all the premises below will not fall due within the current year.

Category and frequency of inspection	A 6 month	B 12 month	C 18 month	D 24 month	E Alternate enforcement every 3 years	Unrated	Total
No of premises <b>SHDC</b>	2	43	189	524	483	33	1274
No of premises <b>WDBC</b>	3	15	96	255	333	23	725

Performance data (see Service Delivery) shows that we are currently meeting targets i.e. those programmed or within the time period required.

The premises profile at 31.03.19 for types of premises within the districts is shown in paragraph 2.4.2 above and our achievement of the risk based programme is set out in paragraph 3.1.5 below although this will change from year to year as businesses close, open or change the particular nature of their business.

#### 2.4.8 Health promotion/education

We seek to embrace the annual National Food Safety week initiative from The Food Standards Agency which promotes food safety work amongst businesses and the general public. This year the Food Standards Agency has decided to focus on the International Food Safety Week due to the ongoing BREXIT planning.

#### 2.4.9 Food Alerts

These are administered by the Food Standards Agency and we must be able to react as necessary. (See paragraph 3.7).

#### 2.4.10 Infection control

In respect of the control of food related disease, the function of the Service is to:-

- Contain the spread of any outbreak
- Identify the focus of infection
- Identify the causative organism
- Trace carriers and cases
- Trace the source of infection
- Determine the causal factors
- Recommend practices to prevent recurrence of disease; and
- Determine whether criminal offences have been committed.

The number of individual notifications of food poisoning/infectious disease 2019/2020 around 172 per annum for South Hams and 122 for West Devon. In addition, notifications of zoonotic infections are received, mainly as a result of the upsurge in TB in cattle which has ramifications for milk quality and its acceptance onto the market for human consumption. There is always the potential for a serious food safety incident to arise such as E.coli 0157 requiring investigation. These infections can result in fatalities with the very young or elderly. We must therefore ensure that we are capable and manage our resources to be able to meet any such local challenges.

#### 2.4.11 Food export certificates

As part of our Service, food export certificates are issued to businesses in order to provide documentation which satisfies the Government of the importing Country that the incoming product is safe. In 2018/2019 **South Hams** issued **919** certificates (predominantly crab to China). Many of these are required at very short notice in order to meet the needs of business. This service creates an immediate demand at the expense of other food safety functions.

#### 2.4.12 Shellfish Registration Documents

Shellfish registration documents are issued permitting the gathering of shellfish by persons at designated sites. Approximately 145 per annum are issued. Whilst this is a statutory service, it is not chargeable, however the demand on our overall service is minimal and viewed as an administrative exercise.

#### 2.4.13 Voluntary Surrender

The demand for certificates for the voluntary surrender of unfit food has reduced considerably. However, this service continues to be available to businesses following for example, the breakdown of refrigeration/freezer equipment or damage of food as a consequence of flooding. These do not have significant resource implications however, it is a chargeable service and fees are reviewed annually.

#### 2.4.14 Business/advice

Providing advice to food business has a valuable positive impact on food safety compliance across the Council's areas. However, providing advice is resource intensive. Last year we introduced a pilot for charging for advice visits in line with other Local Authorities on a cost recovery basis. Although we did not receive a high demand, for this service we will work towards promoting the service more this year with a view to increasing demand.

#### 2.4.15 National Food Hygiene Rating Scheme

In 2009 the Food Standards Agency agreed to adopt a national food safety rating scheme where following inspection of food premises selling food directly to the public, they are awarded a rating based on how they comply with the three key compliance

components i.e. food safety, structure and management. South Hams and West Devon along with majority of other Devon local authorities implemented the scheme in April 2011.

The intention of the scheme is to provide the consumer with a choice of whether they wish to purchase food from the premises based on their particular hygiene rating. Although not a legal requirement, the rating should be displayed at the entrance to the premises by a sticker. Unless the premises are of a sensitive nature, (including those caring for vulnerable persons) the ratings are given openly on the FSA website <https://ratings.food.gov.uk/>

There are safeguards for businesses (shown on the FSA website) in the form of appeals, the right to reply and also a request for re-inspection in order to improve their rating. Whilst there have been very few appeals to the Senior Specialist – Environmental Health or applications for the right to reply, we have however, seen an increase in the number of re inspection requests (these are separate to those re inspections as part of our enforcement actions). The scheme has now been rolled out across the UK, and local and national publicity given, businesses are keen to improve their ‘image’ and wish to use their ratings as a marketing opportunity. We now charge for the re-score inspections in line with other Local Authorities. The Food Standards Agency are looking to follow Wales and Northern Ireland where the display of the score on the premises is mandatory.

## **2.5 Regulation Policy**

- 2.5.1 The approach to enforcement of both Councils is reflected in a joint Enforcement Policy detailing the range of powers placed upon Food Authorities by the food safety laws, including regulations and also codes of practice issued by the Food Standards Agency. The primary responsibility for ensuring food safety lies with proprietors of food businesses however, we view co-operation with proprietors and others who have duties under food laws as the best way of achieving compliance. The Council also takes into account various Industry Guides to Good Hygiene Practice and guidance issued by the Government’s Office for Product Safety and Standards - Department for Business, Energy and Industrial Strategy (BEIS) when assessing compliance.
- 2.5.2 It is our policy that enforcement action, be it verbal warnings, the issue of written warnings, statutory notices, or prosecutions, is primarily based upon an assessment of risk to public health and the seriousness of any alleged offence. Where we take legal proceedings, we adopt the Code for Crown Prosecutors issued by the Crown Prosecution Service.
- 2.5.3 We endorse and fully support the Regulator’s Code issued by the Government’s Better Regulation Delivery Office. We also endorse the European Convention on Human Rights.

- 2.5.4 We have a documented food safety enforcement policy which has been published on our websites. All decisions on enforcement action will be taken following the consideration of the Policy. We also have a separate policy when dealing with food complaints (see paragraph 3.2.4).

### **Section 3 Service Delivery**

#### **3.1 Food Premises Interventions**

- 3.1.1 The main purposes of an intervention is to assess risk to the consumer, achieve improvement in standards and validate existing standards. In order to undertake this work (and other work assigned to the team) the human resources shown in organisational structure in Appendix A are provided.

We aim to visit and inspect food premises on a routine basis within 28 days of due date in accordance with the Food Standards Agency's risk rating scheme contained in their Code of Practice. However, in view of the number of premises, the geography of both districts and the resources available, our programme is subject to slippage. Where this happens the emphasis for inspection will be placed on premises where the level of risk is the highest. We seek to implement a strategy for our intervention programme.

- 3.1.2 Whilst the primary responsibility for identifying food hazards and controlling risks rests with food businesses, food hygiene interventions will be undertaken to:-

- Establish whether food is being produced hygienically;
- Establish whether food is safe to eat;
- To identify foreseeable incidences of food poisoning or injury as a consequence of consumption of food.

- 3.1.3 For the lowest risk premises the Food Standards Agency has allowed for an alternative enforcement strategy to be adopted which removes many of these type of premises (typically, premises selling shelf stable wrapped food, or those handling open low risk food such as fruit and vegetables) from the routine inspection programme. However, these premises will receive an initial visit following registration and other occasional visits as necessary. The strategy adopted by this Council (in common with many other local authorities) is to subject these premises to a self-assessment questionnaire and to follow up as appropriate. This approach is reviewed for these premises every 3 years. We make this approach less cumbersome on our specialist resources by utilising our Case Management team at the initial stages. We are also implementing Intelligence monitoring inspections in line with the Code of Practice for our D rated premises.

The total number of interventions carried out is set out below (see paragraph 2.4.7 about the description of an intervention).

<b>Year</b>	2014/15	2015/16	2016/17	2017/18	2018/19
<b>No. SHDC</b>	642	435	797	594	489
<b>No. WDBC</b>	347	272	310	432	233

The number of interventions has decreased as the number of interventions due has decreased (as the inspection regime is a risk based system). Both Council areas have carried out 100% of inspections due in both 2017/18 and 2018/19. The number of inspections due in 2019/20 is likely to increase.

### 3.1.4 Food premises registration.

In accordance with the legal requirements, we maintain a register of food premises. The number of registered premises does fluctuate due to business closures and new ones opening. All applications for registration or approval of premises are processed and in accordance with internal procedures. Premises registering with the Council for the first time, or where registration details require amending on the Councils' register e.g. a new food business operator, an inspection is required.

<b>Year</b>	2015/16	2016/17	2017/18	2018/19
<b>No. SHDC</b>	102	91	168	158
<b>No. WDBC</b>	59	61	77	85

- 3.1.5 Our performance for premises inspection is set out below and gives the percentage of those achieved against those programmed for an intervention. The data has been separated to show those premises subjected to active input and those category E premises mentioned in paragraph 3.1.3 above. The inclusion of the category E data into the main dataset can skew the overall information but is included for completeness.

We seek to achieve 100% inspection of those premises in the high risk categories ie A, B and C.



South Hams District Council

Risk category	2015/2016			2016/2017			2017/2018			2018/2019		
	Number Programmed	No. Completed	% completed	Number programmed	No. Completed	% completed	Number Programmed	No. Completed	% completed	Number Programmed	No. Completed	% Completed
<b>A</b>	8	7	<b>87.5</b>	35	35	<b>100</b>	12	12	<b>100</b>	3	3	<b>100</b>
<b>B</b>	57	49	<b>85.9</b>	63	62	<b>98.4</b>	43	43	<b>100</b>	47	47	<b>100</b>
<b>C</b>	164	119	<b>78.6</b>	153	136	<b>88.8</b>	108	108	<b>100</b>	96	96	<b>100</b>
<b>D</b>	246	122	<b>49.5</b>	241	187	<b>77.6</b>	231	231	<b>100</b>	195	195	<b>100</b>
<b>E</b>	92	55	<b>59.7</b>	307	306	<b>99.7</b>	117	117	<b>100</b>	36	36	<b>100</b>
<b>Unrated</b>	112	83	<b>74.1</b>	117	71	<b>60.9</b>	144	144	<b>100</b>	112	112	<b>100</b>
<b>Total</b>	<b>686</b>	<b>435</b>	<b>63.4</b>	<b>916</b>	<b>797</b>	<b>87.0</b>	<b>655</b>	<b>655</b>	<b>100</b>	<b>489</b>	<b>489</b>	<b>100</b>

West Devon Borough Council

Risk category	2015/2016			2016/2017			2017/2018			2018/2019		
	Number programmed	No. Completed	% completed	Number programmed	No. Completed	% completed	Number Programmed	No. Completed	% completed	Number Programmed	No. Completed	% Completed
<b>A</b>	18	18	<b>100</b>	11	11	<b>100</b>	2	2	<b>100</b>	2	2	<b>100</b>
<b>B</b>	20	18	<b>90</b>	39	36	<b>92.3</b>	18	18	<b>100</b>	25	25	<b>100</b>
<b>C</b>	81	71	<b>87.7</b>	75	49	<b>65.3</b>	80	80	<b>100</b>	39	39	<b>100</b>
<b>D</b>	136	110	<b>80.9</b>	81	39	<b>48.1</b>	132	132	<b>100</b>	78	78	<b>100</b>
<b>E</b>	62	25	<b>40.3</b>	202	131	<b>64.9</b>	145	145	<b>100</b>	21	21	<b>100</b>
<b>Unrated</b>	95	30	<b>31.6</b>	83	44	<b>53.0</b>	68	68	<b>100</b>	68	68	<b>100</b>
<b>Total</b>	<b>412</b>	<b>272</b>	<b>66.0</b>	<b>491</b>	<b>310</b>	<b>63.1</b>	<b>445</b>	<b>445</b>	<b>100</b>	<b>233</b>	<b>233</b>	<b>100</b>

Source: Environmental Health Civica app Software

- 3.1.6 We use the Food Standards Agency Code of Practice risk rating scheme for food premises. Within the scheme the three compliance components i.e. hygiene, structure and management are not only critical for the national Food Hygiene Rating Scheme as described in paragraph 2.4.15 above, but we are also able to use them as a performance indicator to assess percentage of premises who have achieved a 5 rating.

**In 2019/20 we aim to achieve 100 % inspection of those premises in the high risk categories i.e. A, B and C's, and 100% D's.**

**We aim to carry out 100% of interventions for Cat E (this may be achieved by an alternative intervention approach).**

3.1.7 Paragraph 2.4.15 explains our involvement with the national food hygiene rating scheme. The Scheme categorises premises into bands 0-5 where 0 requires 'urgent improvement' and 5 'very good'. The majority of our businesses meet the rating band of 3 i.e. 'satisfactory' and many the highest rating of 5. This data is moveable as inspections are made and ratings alter, rating can be found at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) .

<b>Rating</b>	<b>SHDC (no of premises)</b>	<b>WDBC (No of premises)</b>
<b>5</b>	1115	651
<b>4</b>	119	48
<b>3</b>	28	14
<b>2</b>	10	6
<b>1</b>	10	10
<b>0</b>	2	1
<b>Percentage overall of 4 and 5 rated premises</b>	96%	95.7%

### 3.1.8 Re inspections/re-visits

Re-visits/re-inspections are determined by conditions found on the initial inspection and are not required in many cases. These visits are undertaken where an Officer is concerned about standards and seeks to ensure improvements are made. This is usually the first step of enforcement action.

In addition to our enforcement revisits, we undertake requested revisits as part of the national Food Hygiene Rating Scheme (see paragraph 2.4.15).

The revisit data is set out below. 'Enf' refers to enforcement and FHRS to the Rating Scheme

	2015/16 Enf.	FHRS	2017/18 Enf.	FHRS	2018/19 Enf.	FHRS
<b>SHDC</b>	14	3	13	8	21	6
<b>WDBC</b>	13	9	5	4	20	5

### 3.1.9 Enforcement action

Paragraph 2.5 above outlines our approach to enforcement. The table below shows the type of action taken and volume.

Type of action	2015/2016		2017/2018		2018/2019	
	SHDC	WDBC	SHDC	WDBC	SHDC	WDBC
Written warnings	131	76	120	199	185	115
Hygiene improvement notices	3	0	1	0	4	0
Closure of premises	0	0	0	0	0	0
Prohibition of persons	0	0	0	0	0	0
Prosecutions	0	0	0	0	0	0

### 3.1.10 External assistance.

We are confident that outside resources such as Food Examiners, Food Analysts and others such as Proper Officers for Communicable Disease Control are readily available and accessible. We have an annual Service Level Agreement with the Food, Water and Environmental Laboratory and, due to the infrequent use of the Public Analysts Laboratory a SLA is considered inappropriate, although we have entered into a contract.

### 3.1.11 Officer competency.

We will ensure that officers engaged in food safety work are appointed and authorised within their competency and ability and that they are appropriately trained and experienced and, this is particularly so in respect of our high risk processes and approved premises. Authorisation and training are subject to procedural documents and appraisal.

### 3.2 Food Complaints.

- 3.2.1 Investigation into complaints about food will normally be commenced within 24 hours of receipt, and will reflect the relevant risk posed and condition of the food.
- 3.2.2 We will liaise with any local authorities signed up to Primary Authority Partnerships via the Office of Product Safety and Standards (OPSS) regarding matters associated with the particular company's policies or procedures. We will have regard to information/advice received as a result of any such liaison and will advise these authorities of the outcome of our enquiries.
- 3.2.3 A number of complaints are received each year about food purchased within our districts and about premises or the practices within. It is anticipated that there will be little increase in service demand in this particular area. The following table sets out the profile of the total complaints received.

	2015/2016	2016/2017	2017/2018	2018/2019
SHDC	31	65	52	80
WDBC	21	27	54	53

- 3.2.4 Our joint Food Complaints Policy has been reviewed recently and sets the matters with which we will investigate and those which we will not. This document is readily available.

### 3.3 Primary Authority Partnerships

- 3.3.1 Councils work together to coordinate enforcement and advice to businesses that distribute goods or trade in more than one area. The Regulatory Enforcement and Sanctions Act 2008 sets up the Primary Authority scheme which gives for the first time the right for companies operating inside or outside our area to form a statutory partnership with us as a single point of contact. The objective of this is to provide robust and reliable advice on compliance that other Councils must take into account when carrying out inspections or dealing with non-compliance. We have worked with Trading Standards on the administrative side of the Primary Authority Partnership Agreement so that we are able to offer businesses Trading Standards functions alongside Food Hygiene functions to support businesses further. We currently have 2 Primary Authority Partnerships whereby this has had some impact upon our team. The scheme does allow for cost recovery.

### 3.4 Advice to Business

- 3.4.1 We support the Council's objective to maintain and enhance the prosperity of business and it is our policy to support businesses in complying with food safety laws and good practice by whatever means available. Often such is given when businesses start up and during our inspections. Our main source of advice will be via our websites and by telephone with our Customer Services and Case

Management Team. Advice to businesses and individuals detracts from the food safety inspection programme. We re-examined business advice as part of our approach to generating income, and started introducing a cost recovery charge for advice during 2018. Advisory visits to food manufacturers (particularly those subject to formal 'approval') is common and allows for better administration of the Councils approved premises process and reduces the burden on business within this specialised sector.

We continue to promote the Safer Food Better Business pack for smaller businesses to help businesses comply with the legal requirements to have a documented food safety management system. We provide these packs to business for a cost recovery charge.

3.4.2 Business advice is a requirement of the Food Standards Agency Framework Agreement with local authorities and, as a result we have participated in the review of the information and guidance available on the Councils website; this is ongoing. We are also considering best practice for engaging with businesses.

3.4.3 We will review our advice strategy throughout this year and identify what additional resources are needed and identify various ways of providing advice so as to meet our service demands and the requirements of the Food Standards Agency. We will also continue to seek to work with all our partners both internally and externally to ensure that the most accurate advice is given in the most appropriate manner.

### **3.5 Food Sampling**

3.5.1 On an annual basis we review our policy for food sampling and also our programme for the year. This reflects the nationally required programmes, our statutory requirements under specific regulations and requirements of the Food Standards Agency including the sampling of any imported foods. Local initiatives and local products are also included. The programme incorporates any work following liaison with the Devon and Cornwall Food Liaison Group and Public Health England.

3.5.2 Reactive sampling takes place as a result of food poisoning investigations or complaints received. In addition to the programme, we take samples (including swabs) during inspections as the situation dictates. It is anticipated that sampling levels for complaints will remain static but our proactive programme last year was underachieved and is likely to be in this current year due to resources available. The South Hams District Council's statutory role as regards shellfish harvesting area sampling and toxic algae monitoring programmes should remain unaffected as resources are appropriately allocated, however, enhanced monitoring required by Government throughout the year especially during summer months, as regards toxic algae will create a considerable additional burden at the expense of the normal food sampling and other proactive work such as our inspection programme.

3.5.3 Arrangements under the Service Level Agreement with the local Food, Water and Environmental Laboratory allow our sampling programme to operate by a mechanism of 'credit' values and the more complex the examination or type of food sample, the greater the credit utilisation. Currently, this is a non-chargeable service under the auspices of Public Health England. In the event of the credit allocation being exceeded, charges will be made. To date, we have not exceeded our allowance. Underutilisation of credit allocation may result in charging for wasted resources. This will be kept under careful scrutiny.

3.5.4 The shellfish harvesting monitoring programme for microbiological samples falls outside any credit allocation scheme and cost of this, both in officer time and laboratory examination continues to be a drain on resources. Examination of the samples is undertaken by the CEFAS laboratory (Centre for the Environment, Fisheries and Agriculture Science), a Government Agency.

3.5.5 The profile for food samples is as follows:

	2015/2016	2016/2017	2017/2018	2018/2019
<b>SHDC</b>	132	185	76	97
<b>WDBC</b>	92	45	36	80

3.5.6. Samples mainly relating to complaints are submitted to the Public Analysts laboratory in very occasional instances. The cost of these is met from existing resources and, in the event of legal proceedings, we will seek to recover sampling costs from the defendant.

### **3.6 Control and Investigation of Outbreaks and Food related Infectious disease.**

3.6.1 Food poisoning in the UK is estimated at costing the country £1.5 billion/yr and Public Health England report more than 1 million cases of food poisoning a year resulting in approximately 2000 cases admitted to hospital and 500 deaths. A procedural document gives specific guidance on this issue and links in with the Outbreak Communicable Disease Control Plan developed by Public Health England.

The profile for notifications of infectious diseases and food poisoning is as follows:

	2016/17	2017/2018	2018/2019
<b>SHDC</b>	109	122	170
<b>WDBC</b>	62	65	116

3.6.2 The number of notifications of zoonotic infections (i.e. those infections transmissible between animals and humans) has increased over recent years and this is principally

due to notifications of TB in cattle. This can have a potential for the spread of the infection to humans via untreated milk consumption.

- 3.6.3 The Service undertakes to commence investigation where appropriate of all relevant notified or suspected cases of food poisoning and infectious diseases within 24 hours. However, in the case of outbreaks or infections of high significance, we will commence our enquiries immediately i.e. Ecoli 0157, etc. Current systems in place and resources available permit this target to be met, although this will be at the expense of other proactive/reactive work.

### **3.7 Food Safety Incidents**

- 3.7.1 Food alerts are notified to us by the Food Standards Agency and they alert the public, businesses and local authorities to problems or potential problems in food products nationally. Our role where necessary, is to ensure that these products are removed from the food chain. The speed and nature of response is determined by the category of notification received, however, with many notifications, no action is needed. We recognise that some notifications however do require an immediate response and sufficient resources are available. However, this is at the detriment of our other functions.
- 3.7.2 We have an out-of-hours emergency service whereby food safety incidents can be acted upon where necessary and we have the capability to receive all notifications via e-mail and text messages to officers' mobile phones. A documented procedure for responding to food safety incidents etc is in place.

### **3.8 Liaison with Other Organisations**

- 3.8.1 The Councils' food safety remit is represented and actively participates in the Devon and Cornwall Food Liaison Group where topical issues of mutual concern and policy/procedural matters are debated. The Group also co-ordinate training and peer review exercises throughout the region. Formal meetings are held every six weeks and specialist officer working groups are set up to consider particular issues who then report back to the main group. Ad hoc meetings are held where necessary to consider emerging and urgent issues so as to ensure a common approach and understanding. The core of the Group comprises of food safety lead officers in all Devon Council's, Cornwall Council, Trading Standards, the Public Health England's food, water and environment laboratory microbiologists and consultants in communicable disease control and also the Food Standards Agency.
- 3.8.2 Officers attend Branch and Centre meetings of the Chartered Institute of Environmental Health and seek to maintain their CPD credit status as members of their professional body.

- 3.8.3 Officers' maintain regular working contact and have good liaison with the Public Health England, Devon, Somerset and Torbay Trading Standards, Food Water and Environment laboratory, Food Standards Agency, LGR, CEFAS, APHA, Environment Agency, South West Water, Devon and Severn Inshore Fishery and Conservation Authority and Care Quality Commission, Ofsted on day to day issues. We also regularly engage with our internal services such as planning, economy, licensing, pollution and legal services etc In addition, given that the Food Standards Agency now has regional representation, we are able to work with a key Government agency at a more local level.
- 3.8.4 The Food Safety Service recognises along with all other services, the need to be cost effective and deliver their service in an efficient manner. We also need to look forward to the 'bigger picture' in service delivery and partners who can assist this objective. By working in partnership, we will be able to respond more easily to those emerging technologies raising food safety concerns and meeting the challenges of shared training and knowledge. There is a need to move forward with the national and regional 'public health' agenda. We will achieve this by continued effective liaison.

### **3.9 Food safety promotion**

- 3.9.1 Due to available resources, the Council does not currently undertake food hygiene training instead, the need is met by other local authorities, private enterprises and local education establishments. However, we will review this approach when we examine opportunities for income generation. We participate in the National Food Safety Week in May/June each year via our communications team. Officers do, from time to time provide talks to local interest groups or specific business sectors. We shall be reviewing our approach to business engagement and also the broader public health agenda. We shall be looking to deliver training opportunities for business by working in partnership with others because of our limited and stretched resources.



**Section 4 Resources**

**Resource projection for the Food Safety Service Delivery 2019-2020**

<b>South Hams</b>			
<b>Service Function</b>	<b>Projected demand</b>	<b>Estimated time per unit (hours)</b>	<b>Total Food Officer resource required p/a (hours)</b>
<b>Category A interventions</b>	2	10	20
<b>Category B interventions</b>	45	10	450
<b>Category C interventions</b>	104	5	520
<b>Category D interventions</b>	277	2	554
<b>Category E interventions</b>	255	0.5	127.5
<b>Unrated</b>	21	5	105
<b>New Registrations</b>	158	5	790
<b>Re-visits</b>	10	5	50
<b>Complaint Investigations (based on last year's data)</b>	80	2	160
<b>Infectious Diseases</b>	170	0.5	85
<b>Business advice (exc unrated businesses)</b>	80	1.5	120
<b>Enforcement activity eg illegal meat, joint TS ops</b>	0	0	0
<b>Mandatory Competency training</b>	3 Officer	30	90
<b>Internal Monitoring, database maintenance and FHRS administration</b>	52 Weeks	7	364
<b>Primary Authority Partnership</b>	3	72	216
<b>Food Service meetings, regional liaison group</b>	Meetings / consistency meeting pcm	9	18
	1 x 4.5 hour regional meeting	4.5	70
<b>Sampling projects and interventions and follow up</b>	97	2.5	242.5
<b>TOTAL OFFICER HOURS REQUIRED p/a</b>			<b>3982</b>
<b>Available Officer hours p/a</b>	<b>2.6 FTE</b>	<b>3920</b>	

<b>West Devon</b>			
<b>Service Function</b>	<b>Projected demand</b>	<b>Estimated time per unit (hours)</b>	<b>Total Food Officer resource required p/a (hours)</b>
<b>Category A interventions</b>	3	10	30
<b>Category B interventions</b>	13	10	130
<b>Category C interventions</b>	67	5	335
<b>Category D interventions</b>	163	2	326
<b>Category E interventions</b>	98	0.5	49
<b>Unrated</b>	20	5	100
<b>New Registrations</b>	85	5	425
<b>Re-visits</b>	4	5	20
<b>Complaint Investigations (based on last year's data)</b>	35	2	70
<b>Infectious Diseases</b>	122	0.5	61
<b>Business advice (exc unrated businesses) e.g. identified through planning &amp; licensing regimes or service</b>	50	1.5	75
<b>Enforcement activity eg illegal meat, joint TS ops</b>	1	10	10
<b>Mandatory Competency training</b>	1 Officer	30	30
<b>Internal Monitoring, database maintenance and FHRS administration</b>	52 Weeks	7	364
<b>Food Service meetings, Sampling projects and interventions and follow up</b>	80	2.5	200
<b>TOTAL OFFICER HOURS REQUIRED p/a</b>			<b>2243</b>
<b>Available Officer hours p/a</b>	Page 49 1.4 FTE		2195

## **Financial Allocation**

- 4.1.1 Budget details for the Food Safety function are shown in 'Appendix B'.
- 4.1.2 Staff costs are the predominant cost to the service. £101,242 in South Hams and £63,637 in West Devon.
- 4.1.3 The South Hams sampling budget of £7,000 covers the examination costs of South Hams District Council's statutory shellfish sampling role, although due to increased costs and further sampling demands the budget is exceeded. As detailed above, the cost of the microbiological examination of food (for non-shellfish food items) is carried out by a system of credit allocation and costs are met by Central Government Funds, see paragraph 3.5.3 above. The sampling budget in West Devon is £2500
- 4.1.4 There is a small budget in West Devon for inspection work (£3200). This is an historic arrangement to supplement inspection work carried out by Specialist Staff. There is no such budget in South Hams.
- 4.1.5 The Council has a duty to provide export licence certification when requested to do so by businesses in its area that export food to countries outside of the EU. (Current charge £61 per certificate).
- 4.1.6 In the event of successful legal proceedings being taken, the Council endeavours to recover all costs from the defendant where possible. No separately identifiable budget within the Community of Practice - Environmental Health Service is provided for the pursuance of legal action. Resources are provided within the corporate budget.

## **4.2 Staffing Allocation**

- 4.2.1 This Service Plan recognises the need for staff engaged in food safety issues to be adequately trained and competent (see paragraph 3.1.11). It also has been stated personnel providing the food safety service also undertakes various other functions (see paragraph 2.3.1).
- 4.2.2 Details of the food safety human resources are detailed in Appendix A. The majority of the teams work is devoted to food safety and other non-food safety work such as health and safety enforcement and caravan site licensing might not always receive the necessary priority. However, where there is a need to react to a situation, the team are flexible. Clearly, given the work demands, routine food safety inspection targets are under high pressure. We do also employ a contractor to carry out some food safety inspections in order to achieve our 100% target.

4.2.3 All Officers undertaking food safety work meet the requirements set out in the Food Standards Agency's Code of Practice. Further training is provided to supplement these competencies although the most appropriate training is not always available locally. We are satisfied that officers are appropriately trained and competent in accordance with the Food Standards Agency Food Law Code of Practice although new competency requirements were introduced in 2015. We are subject to internal procedures re training, authorisation and quality monitoring. We recognise that sufficient financial resources are made available to ensure a professional and competent workforce.

### **4.3 Staff Development Plan**

4.3.1 The Council operates an annual appraisal scheme which identifies individual's strengths and development needs. These needs are identified and individual work plans are produced which also seek to develop professional expertise and competency and this will include maintain chartered status with the Chartered Institute of Environmental Health. Additionally, team meetings are held which may highlight the need for training in particular areas. Training is provided where both the mutual needs of the individual officer and the Council are met. One to one sessions are also held throughout the hierarchy.

4.3.2 The Council is committed to ensuring that Officers are able to meet their CPD training requirement as set out in the Food Standards Agency's Food Law Code of Practice. All staff are trained to a high standard linked to their level of authorisation and training records show very few shortcomings.

4.3.3 Team members are actively encouraged to attend training courses so as to enhance competency in specialist areas. This has been achieved in the past with respect to the national Food Hygiene Rating Scheme, HACCP evaluation, shellfish, milk pasteurisation, cheese making, canning and aseptic packaging, food factory enforcement, Police and Criminal Evidence Act, imported food enforcement and ISO 9000, ISO 20002 Lead Auditor. Records of staff training and appraisals/core competencies are kept as required by the framework agreement on Local Authority Food Law Enforcement issued by the Food Standards Agency. Assessment of competency is on-going and forms part of a quality monitoring process. This will need to be re-assessed due to the halt on free courses by the FSA.

4.3.4 The professional specialist team are supported by our Case Managers and Locality Officers and will be subject to the appropriate level of training to handle initial enquiries, administration and the lower level of work. Training will be provided and familiarisation work away from the office will be part of their training. Given the shared services arrangements, flexibility is available between both service delivery centres

- 4.3.5 Last year we were able to support a student in their professional development and they successfully passed their Environmental Health qualifications. We are currently looking into a training placement for a trainee Environmental Health Officer. We also from time to time assist other local authorities enforcement staff with their training plan.

## **Section 5 Quality Assessment**

### **5.1 Quality Assessment and Internal monitoring**

We seek to ensure that a quality service is delivered so as to achieve our aims and objectives. This is met by internal quality assessment and auditing against this Service Plan and our Environmental Health Work-plan, individual appraisal plans, peer review and other documentation. Checks are also made on our approved premises documents, food complaints sign off and legal notices/referral for enforcement action. We value customer feedback questionnaires as a valuable source of quality checks.

- 5.1.1 An internal audit report of the West Devon Food Safety Service gave an audit opinion of 'good' and stated that 'the majority of the areas reviewed were found to be adequately controlled. Generally, risks are well managed but a few areas for improvement have been identified'.
- 5.1.2 In addition to internal monitoring, the Council's food safety service embraces inter-authority auditing as a measure of quality performance with other authorities within Devon and Cornwall. Since the inception of the national Food Hygiene Rating Scheme a system of peer review exercises has been developed to promote the consistency of premises rating by all food safety officers within the region. Currently, these exercises are undertaken on a monthly basis. It is reported that officers of the South Hams and West Devon show consistency with officers employed elsewhere. The Food Standards Agency have recently carried out their first National Peer Review exercise. We were engaged in an Inter Authority Audit for the Food Hygiene Rating Scheme in January 2016.

We are from time to time audited externally. This usually occurs under the auspices of the Food Standards Agency. The EU Food and Veterinary Office carry out audit programmes also with a view to assessing whether legislation is being implemented consistently across the European Community.

## Section 6 Benchmarking

- 6.1 The service has carried out some benchmarking against National Indicators provided by APSE. The following show some comparisons of South Hams and West Devon with National figures;

Number of food complaints per 1000 premises in 16/17 average was 82 nationwide; in SHDC/WDBC 18/19 it is 63

Cost of food hygiene service per head of pop National average is £1.75; in South Hams and West Devon it is £1.61

## Section 7 Review

- 7.1 Review against the Service Plan

The Environmental Health Service Plan is subject to scrutiny and includes performance relevant to food safety. On an annual basis we will report on the achievements of our targets set out in this Plan and the reason for non-attainment.

- 7.2 Identification of any Variation from the Service Plan

If during the year we have had reason to change or approach or targets we will explain the reason for this when we review the Plan.

- 7.3 Areas for Improvement and Future Development

- Continue to integrate case managers, specialist and locality officer roles into the related work streams with a view to freeing up of officers to deliver service at the appropriate level.
- Critically examine the cost elements of our work and identify opportunities for greater business development and competitive within the marketplace.
- Identify further areas for cost saving within the service and the apportionment of work.
- Develop key performance indicators, monitor compliance and individual officer performance.
- Examine opportunities for greater engagement with business
- Develop further with partners our role in the wider 'Public Health Agenda'.
- Continue to benchmark with other local authorities as appropriate.
- Develop more fully the alternative enforcement strategy for low risk premises

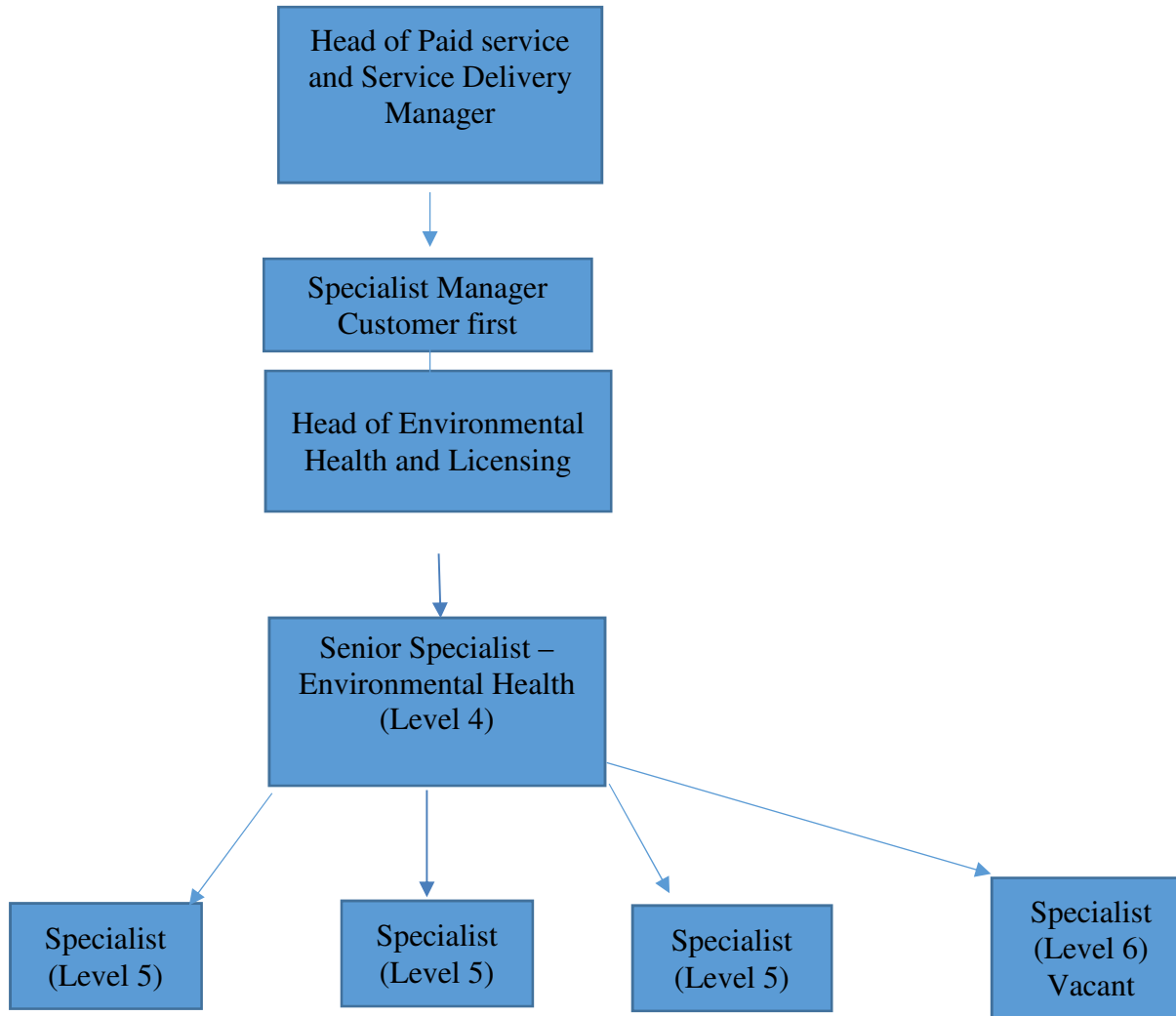
This Service Plan will be reviewed annually to assess whether objectives have been met, take into account the altering needs and aspirations of internal and external stakeholders, changes in levels of service, new legislative requirements and directions from Government. Review of the Service plan is subject to Member approval.





**Appendix A – Organisational Chart  
Environmental Health and Licensing**

**Note – Specialist officers carry out licencing and health and safety work in addition to food safety work**



## Appendix B

### Food Safety Budget

2018/19 (predicted)		SHDC		WDBC
Staff Resource costs				
Specialist	0.5 x L4 (0.8)	20,923	0.5 x L4 (0.8)	20,923
	1.6 x L5	54,569	0.8 x L5	27,284
Case Management	0.5 x L8	10270	0.5 x L8	10270
L6 Specialist	0.6 x L6	15,480	0.2 x L6	5160
<b>Total Staff</b>		<b>101,242</b>		<b>63,637</b>
Training	as per Customer First budget		as per Customer First budget	
Consumable (equipment, ancillary costs)		0		1000
Travel		2500		2500
Inspections		0		3200
Sampling		7000		2500
<b>Total other</b>		<b>9500</b>		<b>9200</b>
Food Safety advice and FHSRS revisits		2000		2000
<b>Total income</b>		<b>2000</b>		<b>2000</b>

**OVERVIEW AND SCRUTINY COMMITTEE**  
**DRAFT ANNUAL WORK PROGRAMME – 2019/20**

Date of Meeting	Report	Lead Officer
11 June 2019	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant
	Update from the Financial Stability Review Group ( <i>standing agenda item</i> )	Lisa Buckle
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout
	Food Safety Service Plan and Performance Update	Ian Luscombe
9 July 2019	Planning Enforcement Plan / Protocol and Actions – Review	Pat Whymer
	O+S Annual Report 2018/19	Darryl White
	Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant
	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Update from the Financial Stability Review Group ( <i>standing agenda item</i> )	Lisa Buckle
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout
	Peer Challenge Action Plan – Progress Update	Neil Hawke
	Waste Procurement – Project Closedown Report	Justin Dudley
3 September 2019	Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant
	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Update from the Financial Stability Review Group ( <i>standing agenda item</i> )	Lisa Buckle
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout
8 October 2019	Quarterly Performance Measures	Jim Davis
	Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant
	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Update from the Financial Stability Review Group ( <i>standing agenda item</i> )	Lisa Buckle
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout

19 November 2019	Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant	
	Task and Finish Group Updates (if any)		
	Hub Committee Forward Plan	Kathy Trant	
	Update from the Financial Stability Review Group ( <i>standing agenda item</i> )	Lisa Buckle	
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout	
	Locality Service – Annual Report	Richard Easthope	
	Ombudsman Annual Review Letter 2019	Catherine Bowen	
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout	
14 January 2020	Draft Budget Proposals 2020/21	Lisa Buckle	
	Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant	
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout	
	Task and Finish Group Updates (if any)		
	Hub Committee Forward Plan	Kathy Trant	
Page 58	5 February 2020	Fusion Leisure – Annual Report and Presentation	Jon Parkinson
		Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant
		Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout
		Task and Finish Group Updates (if any)	
		Quarterly Performance Measures	Jim Davis
		Hub Committee Forward Plan	Kathy Trant
7 April 2020	Joint Local Plan Update ( <i>standing agenda item</i> )	Richard Grant	
	Customer Satisfaction Progress Update ( <i>standing agenda item</i> )	Nadine Trout	
	Task and Finish Group Updates (if any)		
	Quarterly Performance Measures	Jim Davis	
	Hub Committee Forward Plan	Kathy Trant	

Future Item(s) to be programmed:

Community Housing Briefing (Rob Ellis)

Community Safety Partnership: Annual Report (Louisa Daley); and

Safeguarding Annual Report (Louisa Daley).



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