

SCRUTINY COMMITTEE

Committee Date: 20 October 2011

JOINT FOOD AND HEALTH & SAFETY SERVICE PLAN 2011/12

EXECUTIVE SUMMARY	
1.	The Council is required to produce a Food and Health & Safety Service Plan in the format prescribed by the Food Standards Agency (FSA) in its Framework Agreement on Local Authority Law Enforcement and as required by the Health and Safety Executive (HSE) as set out in the Section 18 Standard.
2.	The service plan must be submitted for member approval and must be reviewed to identify the Council's performance against the Service Plan, any variance from the plan and areas for improvement in the service.
3.	This report includes the Council's performance in meeting targets set out in the Service Plan for 2010/11 and recommends to Council the approval of a Food Safety Service Plan for 2011/12.

Is the report Open or Exempt?	Open
Category of Exempt Information and reason why it is NOT in the public interest to disclose the exempt information.	N/A

Wards Affected:	All
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Cabinet Member:	Marianne Fellowes, Cabinet Member for Community Health
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1 INTRODUCTION

- 1.1 The FSA Framework Agreement and HSE Section 18 Standard require the Council to review its performance against the 2010/11 Food Safety and Health & Safety Service Plans, identify any variance from the plan and areas for service improvement.
- 1.2 As well as reviewing past performance the Council is also required to approve a new Food and Health & Safety Service Plan for 2011/12.
- 1.3 In recognition that services are now being delivered in partnership between Suffolk Coastal and Waveney Councils, under joint management arrangements, a joint Service Plan has been drafted that brings together the food safety and health and safety work programmes across both local authorities. This will ensure that Service Plans are delivered in the most efficient way across both Councils.

2 REVIEW OF SERVICE PLAN 2010/11

2.1 Identification of any Variation from the Service Plans

The Suffolk Coastal Food Service Plan and Health & Safety Service Plans 2010/11 were largely completed. Suffolk Coastal District Food and Safety Team and Port Health Teams continue to perform well. The Waveney Statutory Food and Health and Safety Service Plans 2010/11 were largely completed and the Food and Safety Team continues to perform well.

Plans to develop the joint and reciprocal authorisation of existing food law enforcement officers were put on hold. These plans will be rolled over to 2011/12.

2.1.1 Food and Safety

Suffolk Coastal Food and Safety Team

In 2010/11 the part-time temporary post of Sampling Officer and Trainee Administration Assistant were deleted from the Food and Safety Team as part of efficiency savings.

Waveney Food and Safety Team

The team continued to offer a good service, despite carrying a vacant EHO post, having the Team Leader seriously ill for much of the year and two officers heavily involved with ongoing essential training.

2.1.2 Port Health

The Port Health areas for improvement have been completed or remain ongoing. The one area not undertaken was the support of Great Yarmouth Borough Council to develop the port health service for the container terminal at Great Yarmouth. Due to the recession the harbour cranes at Great Yarmouth were sold and plans for a container terminal put on hold until world conditions improve. Support for developing a port health service was therefore no longer required.

2.2 The key achievements in 2010/11 worthy of note are:

2.2.1 Port Health and Food and Safety Teams

- Explored opportunities for efficiencies through partnership working between Waveney and Suffolk Coastal by sharing best practice and officer expertise across both Councils and quality monitoring work across the teams.
- Work began to simplify and bring together the following four service plans into one:
 - Suffolk Coastal's Food Service Plan
 - Suffolk Coastal's Health and Safety Service Plan
 - Waveney's Statutory Food Service Plan
 - Waveney's Statutory Health and Safety Service Plan.

2.2.2 Suffolk Coastal's and Waveney's Food and Safety Teams

- Developed closer working by expanding the food handler training programme to offer food safety training courses in both Suffolk Coastal and Waveney. We:

- continued to delivered the food hygiene training programme with 205 candidates in Suffolk Coastal and 37 candidates in Waveney attending the Level 2 Award in Food Safety in Catering (5 candidates failed the examination)
- piloted a ½-day cleaning and disinfection workshop in response to an identified need amongst food business. In response to demand we ran follow up courses in Suffolk Coastal and Waveney. 46 fee paying delegates attended the three sessions.
- Began bi-monthly joint team meetings.
- Arranged exchange visits for key staff to compare the use of specialist environmental health computer software.
- Carried out reciprocal food establishment inspection monitoring to help the consistency and quality of inspections and identify any necessary areas for improvement.
- Submitted annual data returns to the FSA's Local Authority Enforcement Monitoring System (LAEMS) relating to food safety. A summary of the interventions, enforcement actions and compliance data (2009/10 data provided for comparison) is shown in table 11 below.

Table 11. Summary of food interventions, enforcement actions and compliance data for Suffolk Coastal and Waveney Food and Safety Teams.

LAEMS Criteria		Suffolk Coastal		Waveney	
		2010/11	2009/10	2010/11	2009/10
Total % of interventions achieved by premises category (excluding unrated) Interventions include: inspections and audits, verification and surveillance, sampling visits, advice and education visits, and information/intelligence gathering.	A	100 (31 interventions)	95.45	100 (43 interventions)	100
	B	100 (136 interventions)	100	95.14 (137 interventions)	97.99
	C	97.01 (487 interventions)	99.62	94.75 (451 interventions)	97.96
	D	98.53 (67 interventions)	100	86.76 (59 interventions)	97.12
	E	44.88 (57 interventions)	78	97.44 (114 interventions)	60.47
	Unrated	82 interventions	-	105 interventions	
Number of establishments not yet rated		16	23	34	17
% Broadly compliant. All categories (excluding unrated and outside)		90.35	90.91	82.95	81.98
% Broadly compliant. All categories (including unrated and outside)		89.13	89.28	78.55	80.10
Written warnings		230	277	436	488
Improvement notices		5	6	20	19
Emergency Prohibition Notices		0	0	0	0
Prohibition Orders		0	0	0	1
Voluntary closures		0	0	5	2
Seizure, detention and surrender of food		0	0	0	3
Remedial Action Notices		0	0	0	1
Prosecutions		0	1	1	1
Simple cautions		0	0	0	0
Suspension/ revocation of approval		0	0	0	0
Samples taken		123	152	11	29

- Submitted annual data return to the HSE relating to occupational health and safety (LAE1 Local Authority Health & Safety Return). A summary of the interventions, enforcement actions and compliance data (2009/10 data provided for comparison) is shown in table 12 below.

Table 12. Summary of the interventions, enforcement actions and compliance data Suffolk Coastal and Waveney Food and Safety Teams.

LAE1 Criteria	Suffolk Coastal		Waveney	
	2010/11	2009/10	2010/11	2009/10
Total number of planned visits	58	120	130	196
Number of revisits	11	12	33	22
Visits to investigate accidents	6	4	20	34
Visits following requests for health and safety service	-	-	48	15
Other visits	-	-	-	-
Other contacts	33	93	53	0
Improvement Notices	20	9	11	6
Deferred Prohibition Notices	0	0	0	0
Immediate Prohibition Notices	2	0	13	2
Simple cautions	0	0	0	1

- Infections requiring particular information be collected were promptly followed up and passed to the HPU in accordance with the East of England Standard Approach to Investigating GI Disease Cases.
- Adopted a co-ordinated approach to our intervention work at the Latitude Festival.
- Participated in the national campaign on the replacement of metallic pipe work by following up notifications from the HSE of liquefied petroleum gas (LPG) in bulk tanks at eight installations. Checks were made to ensure that duty holders were taking adequate steps to control the risk of explosion having regard to standards developed by the LPG industry. The majority of the tanks had been installed contrary to industry standards. Enforcement action was taken having regard to the Enforcement Management Model. Action was taken in all cases including the service of Improvement Notices requiring replacement of metallic pipework or improvement to the condition/layout of the bulk tank. Following service of the notices all installations have achieved or are on course to achieve compliance. A summary of the interventions, enforcement actions arising from the LPG campaign is shown in table 13 below.

Table 13. A summary of the interventions, enforcement actions arising from the LPG campaign.

	Number of installations checked	Number of Improvement Notices - pipework	Number of Improvement Notices – bulk tank
Suffolk Coastal	8	5	7
Waveney	2	0	0

- Officers attended a risk rating exercise organised by the Suffolk Health and Safety Liaison Group to assist in the consistent risk rating of work activities for which the Councils are the health and safety enforcing authority.
- Acted as responsible authority under the Licensing Act 2003 for public safety.
- Suffolk Coastal's Principal EHO/Safety Officer worked closely with Waveney's Safety Adviser to begin aligning the health and safety management systems where reasonably practicable to do so. Central to this was the commencement of work to develop a Joint Health and Safety Policy. Other areas of Joint working included the amalgamation and rationalisation of the Council's Health and Safety Committees into a single Joint Health and Safety Committee.

2.2.3 Suffolk Coastal Food and Safety Team

- Were awarded £8,342 in grant money by the FSA to launch the national Food Hygiene Rating Scheme (nFHRS). The scheme was launched in Suffolk Coastal on time and within budget.
- Carried out extensive consultation with local food businesses on the nFHRS that and reported back to Cabinet to help inform the decision making process.

- Held a launch event for Food Business Operators (FBOs) on nFHRS at Snape Maltings. The event was chaired by the Cabinet Member for Community Health. Lord Rooker, Chair of the FSA attended and gave a presentation, Ruth Watson, a local hotelier also gave a speech and Joanne Wyatt, EHO gave advice to FBOs on how the scheme works and how to maintain or improve their ratings.
- Staff attended training sessions on the consistent application of food hygiene ratings using guidance in the FSA's Brand Standard on the nFHRS.
- Introduced a formal recorded review procedure regarding the actions an EHO proposes following the inspection of poor performing food businesses.
- Continued to focus on improving standards at poorer performing food businesses by arranging meetings with food business operators to review their performance with them and give them an opportunity to discuss what barriers etc. they face in becoming compliant. Officers listened to food business operators and explained legal expectations, offered advice on compliance and agreed action plans with timescales. This work will continue through into 2011/12.
- Identified 14 poor performing food establishments in Suffolk Coastal for the national LACORS/HPA coordinated study on Hygiene Practices & Interventions in Retail & Catering Premises. The study gathered data on hygiene standards in catering and retail premises handling raw meats and ready-to-eat products. It will also explore the impact of different interventions on microbiological safety and behavioural change, and is designed to inform the central and local government response to the *E. coli* O157 Public Inquiry (the "Pennington Inquiry").
- Achieved necessary improvements to food vendor practices and where necessary the management of health and safety at special events attracting large numbers of people such as the Latitude Festival and the Suffolk Show.
- Liaised with the FSA/CEFAS and took action, as a precautionary measure, to temporarily close a shellfish production area due to the detection of Diarrhetic Shellfish Poison in a routine sample of shellfish.
- Worked with CEFAS to carry out a non-discretionary 10 week long shellfish sampling programme to enable the classification of new shellfish harvesting in the River Deben.
- Customer satisfaction surveys show that:
 - 80% of training course delegates rate an improvement in their knowledge as *good* or *excellent* (100% as *good*, *excellent* or *satisfactory*)
 - 86% of delegates rate training courses as *good* or *excellent* (99% as *good*, *excellent* or *satisfactory*)
 - 81% of complainants rate their overall satisfaction with the level of service provided by the Food and Safety Service as *good*, *excellent* or *satisfactory*
 - 91% of businesses were satisfied with the service received.
- Investigated an outbreak of gastro-intestinal illness amongst diners at a pub. Investigation found that there had been recent gastro-intestinal symptoms among food handlers working on the premises, that the management were not following recommended staff-exclusion practices post gastro-intestinal illnesses, and that hand washing facilities for staff were inadequate. The management also did not respond to initial infection control advice to deep clean/disinfect the premises promptly in the early stages of the investigation. Consequently, revised public health law introduced in 2010 was used to ensure that the management took action to prevent the spread of infection.
- Sent an information leaflet to key food business operators giving them advice on preventing and controlling outbreaks of Norovirus.
- Raised public awareness during 2010 Food Safety Week by working with two local garden centres (Notcutts and Wyevale) to set up a barbecue scenario in each of their shops to offer practical advice and information on barbecue safety using FSA leaflets to help to prevent food poisoning occurring. We ran a quiz at each of the shops with prizes donated by the garden centres.
- Piloted the CIEH Level 2 in Food Safety in Catering Refresher Course. This ½-day course was provided in response to feedback from delegates on other courses and gives businesses an opportunity to equip staff with refresher training without having to release them for a full day. We organised a second session in response to demand and we have incorporated this course into our training programme. 36 fee paying delegates attended.

- Delivered the CIEH Level 2 Certificate in Health and Safety for local employers/employees with 19 candidates attending. The course provides an opportunity for delegates to raise enforcement issues in a non-threatening environment.
- A preliminary review of byelaws for the regulation of acupuncture, tattooing, semi-permanent skin-colouring, cosmetic piercing and electrolysis was undertaken. Consideration will be given during 2011/12 before taking this matter further.
- Attended a joint HSE/LA update day on LPG with officers from other Suffolk LAs and the HSE to ensure the consistent and competent regulation of LPG installations.
- Officers attended investigation/legal training organised by LAs and the HSE.

2.2.4 Waveney Food and Safety Team

- The Team were given an Award for Innovation for the work on at sea ship sanitation inspections. This is a unique service that Waveney has developed to provide the offshore tankers with their essential six monthly inspections and certification.
- Waveney's local Scores on the Doors Food Hygiene rating scheme was successfully launched with great success and popularity, with the 18% of 5 star food businesses taking great pride in the justified award.
- After a prolonged investigation, including the arrest of the absconded defendant, the publican of a pub was convicted of numerous food hygiene offences and was prohibited for life from managing a food business.
- Successful outcome of a Food Standards Agency (FSA) Audit, including full implementation of FSA Food Law Code of Practice and commendation for procedures and training arrangements.
- Major contribution to corporate health and safety at Marina Theatre and Southwold caravan site, with detailed audits and reports made available to appropriate managers.
- Successful completion of Environmental Health Registration Board qualification by two members of the team and professional trainer certificate courses for two others.
- Detailed investigation of a major outbreak of food poisoning caused by *Clostridium perfringens* at a pub restaurant carvery, with 22 confirmed cases, many more suspected cases and contaminated food. One case was hospitalised. The poor standards of hygiene led to a closure of the premises and notices being served. The business subsequently closed and is now under new ownership.
- Two chefs were formally excluded from work due to Paratyphoid and E coli 0157.
- Five food premises were voluntarily closed on hygiene grounds.
- Six health and safety prohibition notices served, including the closure and evacuation of a large hostel/house in multiple occupation.
- The investigation of food poisoning cases including cases of E coli, including one young boy very seriously ill in hospital and with subsequent kidney damage. In all such cases we investigated potential sources of infection.
- 75% of businesses were satisfied with the level of service received.
- Close working with new businesses, such as two new dairy producers and new zoo proprietors to help them work towards the correct legal standards of compliance. The team has an important role in technically supporting new enterprises to ensure correct hygiene, animal welfare or safety standards are met, and in facilitating businesses access to other services and agencies.
- Waveney Food & safety Team prided itself on its great involvement with many major events in the district, monitoring and rectifying food hygiene and health and safety matters at such events as the Air Show, Latitude, The Grand Henham Steam Rally, Wings and Wheels, the Greenpeace Fair, the various Town Carnivals in Lowestoft, Beccles etc, Gig In The Park. These attractions bring in over 500,000 visitors, are an important part of the local economy and, more importantly, potentially expose a huge number of people to risks from poor safety or food, and hence are seen as an important high priority part of the service. The team are very flexible and well used to working with event organisers at all sorts of strange hours and days to help ensure safe events. This year, as in every other year, crucial interventions were made with Prohibition Notices and the removal of unfit food etc at the events.
- One of the biggest food producers in the area was destroyed by fire in July 2010. The team worked closely with other agencies to ensure health and safety and food related matters were resolved effectively, including overseeing the voluntary surrender and disposal of over 700 tonnes of unfit meat.
- Launched a new programme of food hygiene training courses in Lowestoft, working closely with partners from Suffolk Coastal DC.

2.2.5 Port Health

- A successful bid to the FSA to support enhanced surveillance of non-animal origin imports through Felixstowe which allowed us to undertake additional sampling activity to the tune of nearly £37,000.
- Implemented a range of new special control legislation covering:
 - Additional documentation and sampling requirements for Indian farmed fishery products for veterinary residues
 - Additional documentation and sampling for Indian guar gum or food and feed containing guar gum for pentachlorophenol and dioxins
 - Enhanced sampling of Indonesian farmed fishery products for veterinary residues
 - Additional documentation and sampling for Bangladesh Crustaceans in connection with veterinary residues
- Successfully completed Phase 2 our system PHILIS (Port Health Interactive Live Information System). This has seen the delivery of thin clients and desktop virtualisation for port health users and the development of an extensive and detailed website containing a wealth of information for our customers in connection to the checks we carry out.
- PHILIS was nominated for the Local Government Chronicle IT Initiative of the Year award. It was Highly Commended in this category
- Signed a contract with Suffolk County Council which sees us taking full responsibility for the enforcement of feed controls covered by Commission Regulation 669/2009. This has involved our Port Health Officers authorised to do this work undertaking further training in feed to ensure competency in this area of work. We continue to work with Suffolk County Council to deliver routine controls on feed imported through Felixstowe

Figures reported through FSA returns demonstrate the following level of activity during 2010/11:

- Dealt with an average of 902 faxes per week
- 18333 identity checks on products of animal origin
- 7234 physical checks on products of animal origin
- 3121 checks on consignments for IUU purposes
- 1104 checks on High Risk NAO products
- 1688 verification checks on Organic products
- 1716 samples taken
- 189 unsatisfactory food consignments removed from the food chain over the full financial year
- 89.01% of customers believed that they received a good level of service.
- Continued to work with the Port of Felixstowe but forged closer day to day links with them so we can match workload and resources to make improvements to turnaround times in all areas. This is tied in with the review of our Management team structure which will see the addition of roles which have the responsibility for reviewing workload and resources to ensure we have the best match.
- Hosted a number of visits by officials wishing to see our operations first hand:
 - A joint visit for elected members of Suffolk Coastal District Council and Waveney District Council was hosted to demonstrate the role of the Port Health Team and provide an opportunity to see the development at the Port.
 - US Embassy officials came to visit to discuss the development of e-certs and their incorporation into our procedures.
 - Representatives from the Seasoning & Spices Association made a further visit to discuss developments in the High Risk product legislation.
 - A further visit was made by representatives from the Food Standards Agency involved in imported food work to gain an understanding of the port environment and the work undertaken by this Authority.
 - London Port Health Authority and Grimsby Port Health Authority staff visited to look at PHILIS in action and get an opportunity to use it first hand.

3. **AREAS FOR IMPROVEMENT**

3.1 In 2011/12 for both the Port Health Service and Food and Safety Teams we plan to:

- Produce a Joint Food and Health and Safety Service Plan by simplifying and bringing together the following four service plans into one:
 - Suffolk Coastal's Food Service Plan
 - Suffolk Coastal's Health and Safety Service Plan
 - Waveney's Statutory Food Service Plan
 - Waveney's Statutory Health and Safety Service Plan.
- Review options for developing a joint Enforcement Policy.

3.2 In 2011/12 the Food and Safety Teams of Suffolk Coastal and Waveney plan to:

- In support of partnership working between Waveney and Suffolk Coastal
 - produce a joint internal Service Plan and monitor and review results quarterly at joint team meetings
 - harmonise the teams published performance indicators. I have in mind the quarterly reports.
 - Work towards harmonising the teams work procedures for common tasks (food and health and safety)
 - Ensure that critical areas of the national Section 18 Standard are in place to ensure adequate arrangements for health and safety enforcement
 - Develop a Joint Health and Safety Policy, harmonise the Organisation and Arrangements for carrying out the Policy.
 - Harmonise the partnership's health and safety management system.
- Explore and develop the joint and reciprocal authorisation of existing food law enforcement officers.
- Establish an agreement (required under the Local Government Act of 1972) setting out the terms by which officers from Suffolk Coastal or Waveney District Councils may work on behalf of the other Council.
- To reflect the Government's aim for health and safety reform that includes reducing the inspection burden on business alongside focussing on better health and safety outcomes, the teams have planned joint health and safety intervention projects.
 - Preventing or controlling ill health from animal contact at visitor attractions – ill-health includes E coli and Cryptosporidium.
 - Reduce skin cancer incidence by preventing the use of sunbeds on commercial business premises by anyone under the age of 18 in accordance with the Sunbeds (Regulation) Act 2010.
 - Reduce the risk of gas explosion by supporting the national liquefied petroleum gas (LPG) pipe work replacement inspection programme to implement industry standards.
 - Tackle concerns regarding health and safety standards at care homes, identified from working with partner agencies.
 - Provide mail shots with free health and safety information and guidance to businesses to reflect current Government policy.
- Jointly review the delivery methods and course teaching plan for the CIEH Level 2 Award in Food Safety to ensure that it meets customers' needs and remains commercially viable.

3.3 In 2011/12 the Suffolk Coastal's Food and Safety Team plans to:

- Contribute to the Council's efficiency savings by keeping under review and realising opportunities to achieve savings of 0.5 FTE Environmental Health Officer.
- Trial Report of a Food Hygiene continuation sheets left during an inspection to make it easier to provide food business operators with clear information on action required and reduce the amount of handwritten reports for common non-compliances.

3.4 In 2011/12 the Waveney's Food and Safety Team plans to:

- Continue putting into practice the procedures and practices agreed and approved by the Food Standards Agency from the Audit, and to share this endorsed best practice with partner colleagues in Suffolk Coastal.
- Further develop a range of procedures and practices by sharing best practice with Suffolk Coastal colleagues.

- Report to Cabinet for consideration of migrating to the National Food Hygiene Rating Scheme.
- Investigate options to further expand the training on offer, to include health and safety, HACCP, and training in schools.

3.5 In 2011/12 the Port Health Service plans to:

- Progress Phase 3 of the PHILIS development this will include mobile working and document scanning
- Configure and install PHILIS at London and Liverpool Port Health Authorities providing all the support and training necessary for them to become operational.
- Incorporate the Plastic Declaration Document for Chinese Kitchenware onto PHILIS online to allow electronic pre-notification
- Fully implement the new Management structure and carry out further analysis of the predictability of workload so resource can be matched to workload
- Extend the service provided to Ipswich Borough Council at the Port of Ipswich through incorporating the responsibility for outbreak control / infectious disease in the terms of our contract with them

4 FINANCIAL AND GOVERNANCE IMPLICATIONS

- 4.1 There are no financial implications for the Council from the proposals within this report other than budgets already approved for the delivery of the services in 2011/12.
- 4.2 Following an organisational review of the Port Health service in 2010/11 changes to the team structures and management arrangements have been made during 2011/12, including the appointment of a Port Health Manager. These changes have been financed from Port Health income and will ensure that the necessary management arrangements are in place to meet future demands on the service.
- 4.3 A review of the Food and Safety Teams has also been carried out in 2011/12 and will result in the restructuring of the teams to build on the partnership between Suffolk Coastal and Waveney and deliver further efficiency savings during 2011/12.
- 4.4 The Environmental Services & Port Health teams continue to contribute to the Council's budget savings target with total savings of around £170,000 expected in 2011/12.

5 CONSULTATION

- 5.1 The Scrutiny Committee is being consulted on the Service Plan before consideration by Cabinet at its meeting on 6 December 2011.

6 OTHER OPTIONS CONSIDERED

- 6.1 The FSA Framework Agreement and HSE Section 18 Standard set out in detail the requirements of local authority Food Safety and Health & Safety Service Plans and the framework and guidance has been used in the drafting of the Service Plan attached to this report. No other options were considered.

7 REASON FOR RECOMMENDATION

- 7.1 The Council is required under the FSA Framework Agreement and HSE Section 18 Standard to approve a Food Safety Service Plan for 2011/12 and review its performance in 2010/11.

RECOMMENDATIONS

1. It is recommended that the Committee:
 - a) notes the Food and Safety and Port Health performance against the service plan for 2010/11, and
 - b) considers and comments on the Service Plan for 2011/12 prior to Cabinet consideration

on 6 December 2011 .

APPENDICES

Appendix A	Joint Food and Health & Safety Service Plan 2011/12
Appendix B	

BACKGROUND PAPERS

Date	Type	Available From
April 2010		FSA Framework Agreement http://www.food.gov.uk/multimedia/pdfs/enforcement/frameworkagreementno5.pdf
March 2008		Section 18 Standard http://www.hse.gov.uk/section18/s18.pdf



Joint Food and Health and Safety Service Plan

2011/12

Approved by

XXXXXXX on XXXXXXXX

**SUFFOLK COASTAL DISTRICT COUNCIL
WAVENEY DISTRICT COUNCIL
JOINT FOOD AND HEALTH AND SAFETY SERVICE PLAN 2011/2012**

1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

1.1.1 Food Safety Service

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

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

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

1.1.2 Port Health Service

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

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

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

To ensure the safety of products not of animal origin through enforcement of The Official Feed & Food Controls (England) Regulations 2009, the Contaminants in Food (England) Regulations 2010 and relevant EU legislation at Felixstowe.

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

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

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

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

To support and further develop the PHILIS system for Suffolk Coastal PHA, London PHA and Liverpool PHA

1.2 Links to Council Objectives and Plans

During 2011/12 Suffolk Coastal and Waveney District Councils will develop their partnership through a shared management team, service area reviews and the restructuring of teams to ensure that services are delivered in the most cost efficient way.

A Joint Partnership Board with member representation from both Councils has been established and a Partnership Manager appointed at Head of Service level to ensure delivery of the partnership objectives.

The Councils' Corporate Plans and objectives will be reviewed and harmonised, where appropriate, so that both Councils are working towards a shared set of 'commitments'.

1.3 During this transition period both councils are working to their existing and separate vision, ambitions and values and these can be found within previous years Service Plans. A current Statement of Partnership Intent has been agreed by the Joint Partnership Board (Appendix 1).

- 1.4 Common Service Plans across both Councils' Food and Safety Services and Port Health have been agreed for 2011/12 (Appendix 2) and the Councils' performance against these plans are reported to both Cabinets on a quarterly basis and will be published separately in the Councils' Annual Reports. The Councils' performance against targets set within the Balanced Scorecard (SCDC) and the Environmental Health Service Plan (WDC) are detailed in Appendix 3.
- 1.5 Budget Plans (Appendix 4) have also been prepared for each service area matching resources to anticipated workloads.
- 1.6 Regular performance review meetings are held between Heads of Service, their Cabinet Member and teams to monitor performance against targets and to assist in identifying areas for improvement within the service.
- 1.7 During 2011/12 both Councils will be reviewing their corporate objectives and medium term priorities and will be consulting with stakeholders to determine the future direction of the partnership.

2. BACKGROUND

2.1 Profiles of the Local Authorities

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

Table 1. Profiles of Suffolk Coastal and Waveney.

	Suffolk Coastal District Council	Waveney District Council
Population (ONS 2008 mid-year estimate)	125,553	117,699
Ethnicity (ONS 2007 mid year estimate)	95.79% of the population are White British.	97.35% of the population are White British.
Size	374 square miles (90,000 hectares)	143 square miles (37,041 hectares)
Economy (Suffolk Coastal District Council's Core Strategy & Development Management Policies Development Plan Document Interim Planning Policy - June 2010 Waveney District Council's Core Strategy Development Plan Document Adopted January 2009)	<p>The economic profile of Suffolk Coastal is itself unique within the region. The southern part of the district falls within the Haven Gateway sub-region, one of the fastest growing economic areas in the East of England. The district has an economy that supports a high proportion of small and medium sized businesses vital to the local economy (70% of businesses in the district employ 5 people or less). However, the district also boasts several regionally significant employers and economic drivers:</p> <p>(i) The Port of Felixstowe (the biggest container port in the country, is planned to grow substantially, requiring good rail and road links. A 2008 Felixstowe Port Logistics Study has identified a need for additional land to support other port related uses);</p> <p>(ii) Sizewell Power Station (this has been identified by government as one of the potential sites to</p>	<p>Historically Waveney's economy has been based on farming, printing, manufacturing, food processing and industries taking advantage of the coastal location, such as tourism, shipbuilding, fishing and offshore oil and gas.</p> <p>The District, and in particular Lowestoft, where 75% of the District's employment is found, has suffered a decline in employment in a number of key industries for over 20 years. New forms of offshore work such as wind power generation are proposed to fill this gap.</p> <p>Employment in the District (2006 figures) is dominated by three sectors; distribution, hotels and restaurants (23.7%), manufacturing (14.6%) and public sector (27.9%). While there has been a decline in employment in certain areas, others such as retail, tourism, service and construction sectors have seen improved job prospects.</p>

	<p>accommodate new nuclear provision) and its role within the larger Low Carbon Energy Corridor stretching north to Lowestoft; and</p> <p>(iii) The BT research and development headquarters at Martlesham Heath, a key part of the information, communication and technology (ICT) cluster for the East of England.</p> <p>Tourism and the arts are also major drivers for local economy, including internationally recognized organisations such as Aldeburgh Music.</p> <p>The East of England is commonly assumed to be affluent yet parts, including areas of Suffolk Coastal, face problems associated with remote areas that have limited employment opportunities, low wages and lack access to services, including broadband.</p> <p>Gross total average earnings in the district (i.e. part time as well as full time workers) are below the regional average despite the presence of such major wealth generators such as BT at Martlesham Heath. In Suffolk Coastal the average income in 2007 was £31,187</p>	<p>The market towns of Beccles, Bungay, Halesworth and Southwold continue to make notable contributions to the employment in the area, although in common with Lowestoft, they rely heavily on a few key employers, such as Adnams Brewery in Southwold, Clays Printers in Bungay, Clowes printers in Beccles and Bernard Matthews at Holton. Employment in agriculture has declined across the District although as an industry it has remained relatively prosperous.</p> <p>In 2006 annual earnings for Waveney residents in full-time employment averaged £19,938 compared with a Suffolk figure of £21,878 and regional figure of £23,738.</p> <p>Unemployment in the District has been stubbornly high for some time. In April 2007 it was 3.6% compared with a Suffolk rate of 2.0% and a national rate of 2.5%. The Harbour and Kirkley areas of Lowestoft continue to have the highest unemployment in Waveney, with the lowest unemployment being in Worlingham and The Saints. In April 2007 the long-term unemployment rate in the District was 22.0%, which is above national, regional and county averages.</p>
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2.2 Organisational Structure

2.2.1 The Councils

Suffolk Coastal has 55 elected members, and the Conservative Group holds the majority of seats. Waveney has 48 elected members and a Conservative administration. Both Councils operate a Leader and Cabinet structure and the Cabinet Member with responsibility for food safety matters is Councillor Mary Rudd (WDC) and Councillor Marianne Fellowes (SCDC). The Councils comprise of 10 Service Areas:

- Legal and Democratic Services
- Planning Services
- ICT & Corporate Services
- Community and Economic Services
- Environmental Services & Port Health
- Financial Services
- Strategic Housing and Tenant Services
- Customer Services & Strategic Partnerships
- Revenues & Benefits and
- Audit Partnership.

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

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

The Corporate Management Team comprises the Chief Executive, an Assistant Chief Executive, a Director of Resources, a Strategic Directors and nine Heads of Service. The Chief Executive, Stephen Baker, has overall responsibility for the efficient management and execution of both Councils' functions. See Appendix 5 for further information on the management structure.

2.2.2 Service Area for Environmental Services & Port Health

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

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

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

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

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

The structures of the Food and Safety and Port Health Teams are provided in Appendix 6.

The Principal EHOs (Food and Safety) and four Port Health Technical Managers have been appointed as Lead Officers for food hygiene and food safety matters, in accordance with the Food Safety Act Food Law Code of Practice. Letters of appointment are contained in Appendix 7.

The Microbiology Department, Ipswich Hospital and the HPA East of England, Collindale Food, Water and Environmental Laboratory (UKAS Testing Laboratory No. 1734) provide specialist services in food microbiology and pathology. The HPA has reviewed the provision of its services to Local Authorities and Port Health Authorities in England, its intention being to strengthen and improve the food, water and environmental areas. The new arrangements have been formalised in Service Level Agreements. The Council has appointed Lincolne Sutton & Wood Ltd., Norwich as Public Analyst to the Council and they provide specialist advice on food composition, labelling, and chemical and physical contaminants of food. The appointments are in respect of Public Analyst Stephen Guffogg, and additional Public Analyst Peter Brown. Lincolne Sutton & Wood Ltd have been taken over by Eurofins Laboratories Ltd but are still trading as Lincolne Sutton & Wood so we will not need to update the Public Analysts appointments at this time. Eurofins Laboratories Ltd is an international organisation with nine laboratories in the UK and a total of 150 laboratories in 29 countries specialising in different areas. As Lincolne Sutton & Wood now have access to more specialised laboratories as part of their group we are able to send them the majority of our samples. Samples will be forwarded to the laboratory within the group with the specialism for the analysis required. Most of our antimicrobial residue samples continue to be analysed by Lincolne Sutton & Wood via the Eurofins network following a review in relation to cost and turnaround times. Port Health is now having regular meetings with Eurofins representatives and our analyst to exchange information about forthcoming requirements and developments and to keep procedures and performance under review.

The Central Science Laboratory in York has been incorporated into The Food and Environment Research Agency (FERA). FERA analyses the routine antimicrobial residue samples submitted by the Authority. These samples form part of the Veterinary Medicines Directorate non-statutory surveillance scheme. Samples of fishmeal which are checked for the presence of mammalian bone are submitted to the Veterinary Laboratories Agency at Luddington as advised by DEFRA.

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

The emergency control legislation covering melamine contamination in milk and milk products for babies and children, other products containing milk, soya and soya products has been relaxed in view of the satisfactory results of sampling undertaken at the Point of Entry which have been submitted to the EU Commission. Such products intended for babies and young children remain banned and all other consignments require a documentary check but the level of identity and physical checks has been reduced from 100% to 20%. The relaxation of this requirement has eased the considerable pressure placed on the analytical services. Products believed to be low risk (based on ingredients and previous sampling of the same or similar products) are sent to Campden Brewing Research Institute (BRI) for melamine analysis and those perceived to be high risk are sent to Lincolne Sutton & Wood.

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

2.3 Scope of the Food, Safety and Port Health Service

Suffolk Coastal and Waveney District Councils carry out all functions relating to:

2.3.1 Food Safety

- carrying out interventions e.g. inspections and sampling at food establishments
- providing advice to food business operators including help on implementing the FSA's Safer Food, Better Business food safety management system
- inland imported food control at retail and catering establishments etc.
- registration and approval of food establishments
- food sampling
- animal welfare (WDC)
- issue of export certificates
- investigation of complaints concerning food establishments and food handling practices
- investigation of cases of suspected and confirmed food poisoning and
- a food safety education programme, including the CIEH level 2 Award in Food Safety.

2.3.2 Port Health

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

- operation of Felixstowe Border Inspection Post (products of animal origin)
- imported food control (non-animal origin products) at Felixstowe Harwich International Port, Harwich Navyard and Mistle Quay.
- Checking catch certificates for specified products to ensure the legitimacy of the products caught and to prevent the Illegal Unreported & Unregulated activities of fishing vessels
- enforcement of The Plastic Kitchenware (Conditions on Imports from China) (England) Regulations 2011 at Felixstowe Harwich International Port and Ipswich
- Imported food control, vessel inspection, & control of infectious disease at the Port of Ipswich
- Control of feed covered by EU 669/2009 at the Port of Felixstowe
- inspection of vessels to ensure compliance with international and United Kingdom health requirements
- food hygiene inspections of vessels within the dock
- control of infectious disease
- verification of organic produce at point of importation and
- undertaking monitoring programmes.
- Plastics in contact with food
- Port Health responsibilities at Lowestoft Port including fish landings and Ship Sanitation Certificates

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

2.3.3 Health & Safety

The Suffolk Coastal and Waveney Councils carry out all functions relating to health and safety matters in those premises for which it has enforcement responsibility, including the following:

- inspection of premises such as retail shops, wholesale shops and warehouses, offices, catering premises, tyre and exhaust fitting, leisure and consumer services, care homes (without nursing care) etc.
- monitoring asbestos removal in LA enforced premises
- interventions at premises within the scope of the Suffolk Flexible Warrant Pilot scheme that began in November 2006 and which has been extended for a further 5 years
- corporate health and safety including incident/accident investigations, staff training, providing advice on health and safety matters, health and safety audits, organising the Council's health and safety committee and briefing the Chief Executive and Management Team on changes in health and safety law and the work of safety committee
- investigation of complaints concerning work premises and practices
- investigation of accidents and dangerous occurrences reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- health and safety promotional activities, including participation in European Week of Safety and Health
- health and safety education programme, including CIEH Level 2 Award in Health and Safety in the Workplace
- Sunday trading laws
- Smokefree laws
- consultee as a responsible authority under the Licensing Act 2003 and
- registration of skin piercing activities.

2.4 Demands on the Food Service

2.4.1 Food and Safety Teams

The numbers of food establishments approved/registered under food safety legislation in Suffolk Coastal District Council (SCDC) and Waveney District Council (WDC) are 1,289 and 1,219 respectively.

A profile of registered/approved food establishments classified in accordance with the FSA's main use codes is given in table 2. Of these, Suffolk Coastal has 12 and Waveney has 18 food establishments approved under EU Regulation 853/2004.

Table 2. Profiles of registered/approved food establishments in Suffolk Coastal and Waveney.

FSA Category	FSA Code	Number of establishments in Suffolk Coastal	Number of establishments in Waveney
Primary Producers	A	19	1
Slaughterhouses	B	5	2
Manufacturers/Processors	C	48	45
Packers	D	4	4
Importers/Exporters	E	8	1
Distributors/Transporters	F	12	7
Retailers	G	81	24
Supermarket/Hypermarket	G01	26	18
Small Retailer	G02	129	209
Retailer - Other	G03	32	17
Restaurants & Other Caterers	H	135	146
Restaurant/Cafe/Canteen	H01	158	167
Hotel/Guest House	H02	92	85
Pub/Club	H03	157	114
Take-Away	H04	66	65
Caring Premises	H05	99	84
School/College	H06	64	66
Mobile Food Unit	H07	50	51
Restaurant & Caterers - Other	H08	104	80
Manufacturers selling mainly by retail	J	-	6

Out of programme, unrated		-	74
Total		1,289	1,266

The approved establishments in Suffolk Coastal include a dairy supplying pasteurised milk and cream, yogurt/ice cream producers, fish and shellfish producers, and meat products producers. Suffolk Coastal also has food businesses which manufacture and export yeast for the bakery industry, mill rice, and manufacture sauces and condiments.

The approved establishments in Waveney mainly comprise the many wholesale fish businesses operating out of Lowestoft, it being a port authority with a long-established fishing industry, together with a variety of other fish-related businesses e.g. smokehouses and producers of meat and dairy products. Waveney is also originating authority for four manufacturing premises which, overall, involves dealing with an average of 30 complaints per year.

The recorded numbers of premises for which Suffolk Coastal and Waveney are the enforcing authority under health and safety laws are 2,283 and 2,193 respectively. A profile of these premises is given in table 3. These numbers are likely to be an underestimate of the actual numbers as fewer routine inspections and other interventions are being carried out.

Table 3. Profiles of health and safety premises in Suffolk Coastal and Waveney.

Type of premises	Number of premises in Suffolk Coastal	Number of premises in Waveney
01 - Retail Shop	574	770
02 - Wholesale Shop etc.	58	71
03 – Office	282	271
04 - Catering, Restaurant & Bars	624	410
05 - Hotels, camp sites etc.	93	116
06 - Residential Care Homes	40	48
07 - Leisure and Cultural Services	147	128
08 - Consumer Services	417	298
09 - Other premises	48	81
Total	2,283	2,193

The districts are popular holiday destinations and they experience an influx of tourists particularly during the summer months. Large events attracting several thousands of people are held in both districts. These include the Suffolk Show and the Lowestoft Air Show. The 4-day Latitude Festival takes place at Henham Park on land that is in part in Suffolk Coastal and in part in Waveney. This is a licensed event involving live music, plays and other art and entertainment. The Food and Safety Teams work with the event organisers and others during the planning and delivery of the festival in the application of food and occupational health and safety laws.

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

Waveney's Food and Safety Team has responsibility for inspection of all landings of fish that are auctioned in the approved auction hall at Lowestoft Fish Market. In addition to this the food and safety service also inspects ships, whilst in the Port, under the International Health Regulations 2006 to ensure ships are free from rodents and other health risks. Ship Sanitation Exemption Certificates are then issued. These inspections are much more complex than the previous 'deratting' inspections, and will take considerably longer. In addition, vessels are required to be inspected as part of the Food Hygiene Inspection Programme (audit finding). These are incorporated with the Ship Sanitation Inspections. Due to a unique feature of this part of the Suffolk coast there is an increasing demand for both types of inspection on much larger vessels (in excess of 30,000 gross tonnage), which needs to be done at sea, within UK sovereign territory. Whilst the inspections are the same, this procedure involves more time and special transport and safety arrangements. Vessels or shipping agents are charged a standard fee for these inspections, with additional costs specific to the offshore activity. Port Health Authorities are Category 1 Responders under the Civil Contingencies Act 2004. This work has proven to be a fluctuating demand on resources. The recovery of the costs of providing the ship

sanitation inspections covers the costs of officer time, allowing inspection work to be undertaken at unsociable hours and paid for as overtime within budgets.

Ships sanitation inspections anticipated in 2011/12:

Suffolk Coastal – N/A

Waveney – 100

There are a large number of food businesses associated with and/or operated by the ethnic minorities within the districts - including Chinese/Cantonese, South Asian (particularly Bangladeshi), Turkish, Greek, Thai and, more recently Portuguese and Polish. The majority of food businesses run by these groups are takeaway food outlets and restaurants. This is an increasing trend with the expansion of the EC, increased employment of migrant workers and increased consumer demand for a wider choice of cuisines etc. Translation facilities are available at both Councils (INTRANS at Waveney and Language Line at Suffolk Coastal). Translated materials will be provided where appropriate. Letters sent to business operators or customers known to have a poor understanding of English will include sentences in appropriate languages/alphabets advising the recipient of the legal importance of the letter and the need to obtain a full translation. The increasing need for Ship Sanitation and Vessel Food Hygiene Inspections at Waveney frequently involves working with crew and staff from all parts of the globe, with the inevitable difficulties associated with a very limited understanding of English. Several food businesses cater specifically for people who are vulnerable e.g. as a result of age or disability. This is taken into account by appropriate risk score adjustments which are made in the risk rating of such premises.

2.4.2 Port Health Service

The first phase of the Felixstowe South project is now operational. It can accommodate the largest vessels afloat today but still retains capacity to deal with larger vessels that are not yet built. The second phase is expected to follow in 2016. When the scheme is completed it will increase the capacity of the Port by 50%. Currently 27% of freight leaves the port by rail, as part of its expansion plans the Port is planning to build a third rail terminal to increase the number of containers that are moved by rail.

The High Risk Product legislation quarterly reviews mean the addition and removal of products for checking have led to varying fluctuations in workload. Our PHILIS system has reaped dividends in dealing with the changes. The required changes can easily be entered into the administration of the system and once the information is active all the required information will be available to all staff ensuring we can rapidly and seamlessly change from one list to the next. The ability to cost recover for all products on the list remains.

Refinements have been made to the illegal, unreported and unregulated (IUU) fishing checks and the charging mechanism for these controls has been reviewed to ensure we are recovering the cost of carrying out these checks. Further detailed steps of the checks will be put into place over the next year.

The development of the next phases of the Port Health Interactive Live Information System (PHILIS) has continued. Phase 2 has delivered thin clients and desktop virtualisation to all users and seen the creation of our own website. The website contain detailed requirements covering all the work we do this has been an extremely useful tool to refer agents / importers to saving us time in explaining some of the requirements or giving details of charges. Agents / Importers can register with the site to receive updates as we issue them to allow them to keep up to date with changes and current developments. Phase 3 will see mobile working, document scanning and an element of autocoding of manifests added to the PHILIS portfolio. Interest from other UK Ports in using the PHILIS systems in their own operations has been encouraged with a number of familiarisation visits hosted at Felixstowe. London Port Health Authority and Liverpool Port Health Authority have signed contracts to use PHILIS and the configuration and implementation of the system within these organisations will need to be built into the workload of the ICT team. Building on the success of the PHILIS online notification for the CED documents, work is underway to see if the Plastics Declaration Document (PDD) which will be required under legislation expected to come into force in July 2011 can be added to the online notification system.

The organisation has reviewed the way it delivers its service and the people in place to deliver that service. A trial of flexible working which aimed to match available resources with predicted workload has been undertaken and is to be taken forward. The organisational structure has been reviewed and revised to facilitate this new way of working. Closer and more frequent links have been established with the Port of Felixstowe operational staff to allow us to better match our resources to work levels. Further work is to be undertaken to refine this over the forthcoming year. The Memorandum of Agreement framework remains in place and we are actively working with the Port to arrive at workable

solutions to overcome the challenges the increased rail movements will give rise to in accessing the inspection facilities.

The Food and Veterinary Office (FVO) carried out a mission to the UK to assess the Official Control Systems in place for Import Control of Food of Non-Animal origin and this included a visit to Felixstowe to see our control measures. The audit report reported the UK as having a good system of import controls. With respect to PHILIS the Mission team indicated in their report that our internal computerised system was demonstrated to them and it enabled the processing of all import controls of FNAO in a simplified and uniform manner. We are expecting that the FVO will visit us this financial year to undertake an audit on our POAO activities. The FVO are visiting the UK to undertake an Audit on Official Controls on Feed Legislation during the second half of 2011. We have not been advised whether they will wish to visit Felixstowe as part of this audit

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

The State Veterinary Service will continue to conduct audits on Products of Animal Origin controls on a monthly basis. We will also be receiving audits under the terms of our Contracts from Tendring District Council, Ipswich Borough Council and Suffolk County Council. As a result of our contracts we have received 2 audits by the Food Standards Agency. Audits of the Tendring Imported Food Service and the Suffolk County Council feed function have been undertaken and in both cases it was necessary to carry out verification visits to our offices to check the controls being delivered. Favourable comments were made about our service delivery in both audit reports.

The work on the control of products of animal origin and products not of animal origin through Felixstowe continues to develop. Further changes are expected during 2011/12:

- The revision of Council Directive 97/78 is still ongoing. The finalised version of the legislation may present some significant changes to the checking regime and we will need to review our procedures and working methods to ensure they are in-line with the requirements of the new legislation when it is published.
- We will continue to feed into the review of Regulation 882/2004. The review is covering the mechanisms for raising fees for official controls, and ensuring a consistency in enforcement between the POAO and NAO regimes. It is expected that consultation on the draft legislation within the Commission will commence in February 2012 with a view to the proposals being adopted by the 3rd quarter of 2012.
- TRACES has been amended to incorporate the submission and completion of Common Entry Documents for products of non animal origin. There is currently no requirement to use TRACES for the submission of CEDs and we await further guidance from the FSA in relation to this.
- New legislation from 1 July 2011 lays down specific conditions and detailed procedures for the import of plastic kitchenware originating in or consigned from People's Republic of China and Hong Kong Special Administrative Region. This requires documentary checks on all consignments and physical checks and sampling on some articles falling within the scope of the legislation. Preparation work was carried out and multi-agency meetings have been held to streamline the enforcement of these new requirements.
- Further work is to be undertaken in extending the complexity of the IUU checks we are currently carrying out. Our checks will need to be expanded to include verification of the fishing areas that the vessels have been catching fish in to ensure that any illegal activity is identified
- Emergency control measures to protect food safety put in place following the Fukushima Daiichi nuclear power plant incident in Japan are expected to be extended and remain in force beyond their original timescale.
- Control measures covering seeds and legumes from Egypt put in place following the E coli outbreaks in France and Germany are expected to be relaxed for leguminous vegetables but remain in place for other products
- Quarterly review of the high risk products in the Annex to Commission Decision 669/2009 continues with products remaining on the list, being removed from the list and new products being added onto the list.

- Our new organisational structure is in place and forecasting work is being undertaken to determine how accurately we can predict workload from the information we have on vessel arrivals and numbers and types of consignments discharged. We hope this will enable us to match our resources to workload as closely as possible to deliver a streamlined service.
- Work has been undertaken to clarify the requirements for vessel inspections / assessments in terms of Ship Sanitation Inspections, Routine Food Hygiene Inspections and LAEMS returns. This matter will be considered by a meeting of the Health and Hygiene Committee of APHA which will also be attended by the FSA.
- Phase 3 of the Port Health IMS project will commence. Once completed this will see the delivery of mobile working, document scanning and an element of auto coding of manifests. Further work will be carried out to secure a robust disaster recovery plan. Agreement has already been reached to use Brackenbury Sports Centre as our disaster recovery site. IT links are to be installed from Brackenbury to Melton Hill and from the Port Health office to Melton Hill to facilitate this arrangement
- Internal hardware refreshment will be undertaken, this will include the updating of programmes used by the port health team, investigations into moving to the use of “cloud” based e-mails and the use of a “.scpha” domain to increase our resilience and business functionality.
- Contracts have been signed for the provision of PHILIS at the Port health offices of Liverpool Port Health and London Port Health Authorities. Scoping work has already been undertaken at Liverpool and will commence at London. For both organisations servers will be procured and configuration undertaken and the systems installed. Work will then continue to provide support for Liverpool and London. Further Ports have expressed an interest in the PHILIS system and work is being undertaken in following these up as new business opportunities.
- Negotiations are being undertaken with HMRC and the Food Standards Agency to see if anything can be done to simplify the methods that agents / importers have to use to obtain free circulation release for their consignments which we also need to have undertaken checks and release on. If a method can be identified and agreement reached this should reduce the length of time consignments remain detained at the Port.
- We will continue to monitor any changes which affect our role as a Category 1 responder under the Civil Contingencies Act 2004.

The majority of new emergency control measures which have been enacted have continued to make provision for the collection of fees from importers / agents to cover the cost of delivering the new controls. EU Commission Regulation 284/2011 which introduced controls on melamine and polyamide kitchenware from China and Hong Kong did however not make such a provision. Due to our concerns about delivering such controls without appropriate funding we were able to make a case for the requirement of funding to the FSA and provisions for the collection of fees were included in the English enacting Regulations.

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

2.4.3 Customer access

A summary of customer access options in Suffolk Coastal and Waveney is shown in table 4.

Table 4. Summary of customer access options in Suffolk Coastal and Waveney.

	Suffolk Coastal District Council		Waveney District Council
	Port Health Authority	Food and Safety Team	Food and Safety Team
Opening times	Monday to Friday: 6.30am to 10.00pm. Saturdays, Sundays and	Monday to Thursday: 8.45am to 5.15pm. Fridays: 8.45am to	Monday to Wednesday, Friday 9.00am to 4.30pm. Thursday: 9.30am to

	bank holidays: 6.30am to 2.30pm	4.45pm. Closed on bank holidays.	6.00pm. Closed on bank holidays.
Offices	Suffolk Coastal Port Health Authority Avocet House Trinity Terminal The Dock Felixstowe IP11 4SH	Suffolk Coastal District Council Melton Hill Woodbridge IP12 1AU	The team is based at Mariners Street, Lowestoft. Customer access to the team at this office is now exclusively by telephone, email or letter. However, customers can access officers on a face to face basis at the Town Hall and the The Marina Customer Service Centre (next to the Marina Theatre), Lowestoft, NR32 1HH, normally by prior arrangement.
Postal address	As above	As above	Town Hall, High Street, Lowestoft, NR32 1HS
Telephone	01394 614933	01394 444357	01502 562111
Out of office hours (emergencies only)	01502 515435	01502 515435	01502 527133
Fax	01394 673671	01394 444359	01502 523150
Minicom		01394 444211.	
Email	port.health@suffolkcoastal.gov.uk	foodsafetyteam@suffolkcoastal.gov.uk	food@waveney.gov.uk
Website	www.porthhealth.eu	www.suffolkcoastal.gov.uk	www.waveney.gov.uk

2.5 Regulation Policy

Suffolk Coastal and Waveney District Councils have separate Regulation Policies (Enforcement Policies) as described in last year's Service Plans. As part of the harmonisation of both Councils' policies and procedures a Joint Regulation Policy will be developed.

3. **SERVICE DELIVERY**

3.1 Interventions at Food Establishments

The Food and Safety Teams have responsibility for enforcing food safety legislation in a total of 2,508 food establishments within the District. These comprise 1,289 in Suffolk Coastal and 1,266 in Waveney. Profiles of the food establishments in each district by risk are shown in table 5 below.

Table 5. Profiles of food establishments according to risk

	A	B	C	D	E	Unrated/ other	Total
Suffolk Coastal	5	76	510	161	475	62	1,289
Waveney	6	68	485	219	441	47	1,266

Unrated premises include new businesses that are waiting for an inspection to be carried out e.g. where the food business operator has registered in advance but is not ready to open and/or where the inspection has been prioritised downwards. Food registrations, including the initial action to be taken where businesses should be registered but are not, is set down in working procedures.

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

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

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

Hence establishments may be rated as higher risk either because of the high risk nature of their business or because of the lower standards of food safety or both. Establishments receive a risk rating ranging from A (highest risk) to E (lowest risk). The numbers of food interventions due by each risk category in each district are show in table 6.

Table 6. Number of food interventions due by risk category in 2011/12

	A	B	C	D	E	Unrated	Total
Suffolk Coastal	8	65	305	113	72	60	623
Waveney	5	64	336	103	71	43	622

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

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

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

3.2 Food Complaints

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

For 2011/12, the Food and Safety Teams estimate that they will receive the following food complaints:

Food Complaint Type	Suffolk Coastal	Waveney
Foreign Body	19	17

Microbiological	1	0
Labelling	-	3
Chemical	2	0
Unfit	15	NA
Premises Hygiene etc	101	97

3.3 Food Sampling and Inspection

3.3.1 Food Safety Service

The Food and Safety Teams carry out food sampling programmes where appropriate to support national and regional microbiological sampling initiatives to be coordinated by Local Government Regulation (LGR)/Health Protection Agency (HPA). Sampling is also undertaken of local manufacturers of dairy, meat and fish products. All sampling is undertaken following documented sampling procedures. The samples will be examined and/or analysed by the laboratories authorised by the Council in accordance with the procedures laid down in the Food Safety (Sampling and Qualifications) Regulations 1990 and the Food Law Code of Practice.

Samples anticipated in 2011/12:

Suffolk Coastal - 50

Waveney – 50

Suffolk Coastal also undertakes the mandatory sampling of shellfish and river water arising from shellfish beds in the River Alde and Butley Creek and their associated depuration plants. A new shellfish producer came into operation on the River Deben during 2011. In addition, the Council is required to take part in the national algal toxin-monitoring programme for shellfish co-ordinated by the CEFAS Laboratory in Weymouth.

During 2011 the post of a temporary part-time Sampling Officer in Suffolk Coastal's Food and Safety Team was deleted as part of efficiency savings.

3.3.2 Port Health Service

The Council undertakes sampling of imported products of animal origin in accordance with detailed rules laid down by the European Commission and its own risk based monitoring plan. In addition to the statutory samples of NAO required to be taken, the Council has recognised the demands of controlling imported foods of non-animal origin and undertakes a risk based sampling programme. A Food Sampling Policy helps us to determine where to focus our sampling activity. New emergency controls requiring the sampling of melamine and polyamide plastic kitchenware will be coming into force during this year. Where financial resources allow, enhanced sampling programmes are undertaken when potential problems are identified with a product or range of products.

Anticipated imported food samples:

- Microbiological - 100
- Chemical composition 2200
inc Aflatoxins and others
- Water - 40

Resource requirement 2,340 hours.

Changes to the sampling of the next 10 consignments of POAO where a previous failure has been identified are expected. Currently in the majority of instances we would take the next 10 samples here the changes will see TRACES identify the next 10 consignments from those arriving throughout Europe so a faster assessment can be made of the problem. This should also stop the re-routing of goods to avoid particular checks at any one port. There is currently EU Emergency Control legislation imposing special conditions on POAOs in relation to:

Indonesian farmed fish for veterinary residues
Bangladeshi crustaceans for veterinary residues
Indian fishery products for veterinary residues
Myanmar shrimp for chloramphenicol

We have continued to operate our own sampling regime for those POAOs received at Felixstowe which have been the subject of Rapid Alerts from other Ports. The next 5 consignments will be sampled to see if there are any further failures. The number of samples we anticipate to be taken for chemical

composition sampling therefore remains high. Changes in sample numbers may be evident once the "next 10" regime is operated Europe wide, this may see a decrease in numbers as the samples are to be drawn by a wider number of organisations or we may see a rise in numbers as we become involved in a greater number of "next 10" programmes.

The statutory sampling of NAO products continues with changes to the quarterly lists being accommodated through our internal procedures and delivered through administrative changes to the PHILIS system which allow seamless movements between the old and new lists at the appropriate time. Enhanced sampling of NAO products deemed to be high risk but which fall outside the statutory controls is on-going and Rapid Alerts are monitored to check whether any of the products found to be unsatisfactory elsewhere are imported through Felixstowe.

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

Chinese products containing milk, soya and ammonium bicarbonate for melamine
Indian Guar gum and guar gum products for pentachlorophenol and dioxins
Chinese rice and rice products for genetically modified varieties
Sunflower oil from the Ukraine for mineral oil
Fruits of the forest and wild mushrooms from area affected by the Chernobyl incident for radiation
Japanese origin food and feed for radiation

The on-going programme of food hygiene checks on-board vessels is continuing. Charges for water sampling have been introduced where such sampling is requested by the Master / agent of the vessel. The charges cover the analysis cost and the time taken to draw the samples. We will continue to undertake water sampling free of charge where such sampling is undertaken due to public health concerns about conditions on board the vessel. We are currently examining the cross over between the Ship Sanitation and routine Food Hygiene Inspection requirements to clarify what needs to be done to avoid duplication of effort.

All samples submitted for examination by the Food and Safety and Port Health Teams will be tested by the Health Protection Agency London, Colindale Food, Water and Environmental Laboratory, and all samples or complaints submitted for analysis will be tested by Eurofins trading as Lincolne Sutton & Wood, the Council's Public Analyst, based in Norwich, or other accredited laboratories. CEFAS are undertaking the analysis of food / feed samples from Japan. Samples for melamine assessed as being of low risk are submitted to Campden BRI.

3.4 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Food and Safety Teams will assess and respond accordingly to reports of communicable diseases, including food-associated illness. The investigation of outbreaks of food poisoning is conducted in liaison with the Consultant in Communicable Disease Control (CCDC) having regard to the Suffolk Outbreak Control Plan. Certain infections requiring particular information will be collected as a matter of urgency and passed to the HPU in accordance with the East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases.

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

Infectious disease notifications anticipated in 2011/12:

Suffolk Coastal - 250

Waveney - 250

Port Health standby along with the Councils main standby service is now provided by the Waveney NCS service. Port Health is reviewing our Outbreak Control Plan and incorporating the changes that have been put in place for our standby arrangements.

3.5 Food Safety Incidents

Food Alerts will be actioned by the Food and Safety Teams in accordance with the FSA's Food Law Code of Practice and documented procedures. Notification of food alerts will be received through EHCNet. Arrangements are in place to receive text messages that are monitored 24 hours a day 7 days a week. A protocol exists between Trading Standards and other Suffolk local authorities to agree what action will be taken in response to alerts.

Food alerts for action anticipated in 2011/12:

Suffolk Coastal - 5

Waveney - 5

The damage to the Fukushima Daiichi nuclear power plant in Japan caused a large scale food safety incident. The European Commission acted swiftly with the enactment of Emergency Control legislation to ensure additional checks were carried out on all food and feed from Japan and more detailed checks carried out on any food originating from the area surrounding the plant. This legislation has been reviewed several times already to ensure any emerging issues have been incorporated into its provisions.

3.6 Health and Safety Premises Inspection and other Interventions

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

The recorded numbers of premises for which Suffolk Coastal and Waveney are the enforcing authority under health and safety laws are 2,283 and 2,193 respectively. The profiles of health and safety premises according to risk are shown in table 7. The Health and Safety Executive is responsible for the remainder of activities e.g. factories, building sites, farms, vehicle repair workshops, railways, power stations, care homes providing nursing care, docks, fairgrounds, schools, colleges and Council run services.

Table 7. Profiles of health and safety premises according to risk category

	A	B1	B2	C	Unrated	Total
Suffolk Coastal	16	36	325	1396	510	2,283
Waveney	16	77	134	1408	556	2,193

The Food and Safety Teams aims to secure the safe and healthy working environment for employees and members of the public who may be affected by the activities of the business. To achieve this, health and safety premises are inspected and receive other interventions based on the risk rating criteria. To ensure that they are safe, have identified and are controlling hazards to their employees and that employees are adequately trained. Inspections are carried out in accordance with documented procedures. In addition to a proactive programme of inspections for higher risk activities, premises are visited in response to complaints from employees or members of the public, following receipt of a reportable accident/dangerous occurrence or following a request for advice. Interventions other than planned general inspections such as monitoring of incident reports, seminars, campaigns, questionnaires, and the consideration of planning/licensing and other formal applications are undertaken.

Nationally identified priority topics are at the core of all the occupational health and safety work undertaken e.g. routine inspections, accident investigations and project work etc.

Liaison arrangements with the HSE have been set up through the Suffolk Health and Safety Group attended by the HSE's Enforcement Liaison Officer (ELO) or their representative. In the case of an urgent enquiry immediate contact is made with the HSE's office at Chelmsford.

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

The risk rating scheme set down in national HELA Circular 67/2 (rev2) will be used in priority planning to:

- maximise and target resources in order to achieve the greatest impact
- create a complementary framework for both proactive and reactive interventions and
- provide a coherent approach to interventions which is consistent between LAs and HSE.

Under Government reforms announced in its publication '*Good Health and Safety, Good for Everyone*' (published May 2011), protecting people in the workplace and wider society still remains a key priority. The Government's aims for health and safety reform include reducing the inspection burden on business alongside focussing on better health and safety outcomes. Refining the intervention

strategies for businesses by further improving the targeting of relevant and effective interventions and preserving inspection for higher risk premises and issues will lead to a reduced number of proactive inspections. Reducing the aggregate numbers of proactive inspections by a third across all local authorities will free up capacity for more effective outcome focussed interventions.

Suffolk Coastal and Waveney's Food and Safety Teams are committed to improving health and safety outcomes where there is greatest risk and will reserve proactive planned inspections for those premises that present a comparatively high risk e.g. category A premises as set out in LAC 67/2. Premises in lower risk categories and unrated premises may be inspected as part of the project set out below or other factors such serious complaints or accident reports. A desktop exercise will be undertaken to identify those unrated premises that may potentially be category A and require inspection. Alternative interventions such as self-assessment questionnaires and the provision of information/mail-shots will be used, as appropriate, in lower risk categories and unrated premises. The number of health and safety interventions due by risk category in 2011/12 and in a previous year is shown in tables 8 and 9 respectively.

Table 8. Number of health and safety interventions due by risk category in 2011/12

	A	B1	B2	C	Total
Suffolk Coastal	9	25	2	4	40
Waveney	11	28	46	129	214

Table 9. Number of health and safety interventions due in a previous year

	A	B1	B2	C	Total
Suffolk Coastal	7	2	133	0	142
Waveney	7	11	19	0	37

Premises not due within the period but which are prioritised as part of a project will be selected for intervention. To reflect the Government's aim for health and safety reform that includes reducing the inspection burden on business alongside focussing on better health and safety outcomes, the teams have planned joint health and safety intervention projects.

- Preventing or controlling ill health from animal contact at visitor attractions – ill-health includes E coli and Cryptosporidium.
- Reduce skin cancer incidence by preventing the use of sunbeds on commercial business premises by anyone under the age of 18 in accordance with the Sunbeds (Regulation) Act 2010.
- Reduce the risk of gas explosion by supporting the national LPG pipe work replacement inspection programme to implement industry standards.
- Tackle concerns regarding health and safety standards at care homes, identified from working with partner agencies.
- Provide mailshots with free health and safety information and guidance to businesses to reflect current Government policy.

3.7 Investigation of Accidents and Dangerous Occurrences

The Food and Safety Teams will have regard to the national HELA Circular 22/13 Incident Selection Criteria Guidance to deliver a common proportionate, transparent and targeted approach for the selection and investigation of accidents and incidents. When deciding which incidents to investigate and the level of resource to be allocated to the investigation, account will be taken of the:

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

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

Accident notifications anticipated in 2011/12:

Suffolk Coastal - 118
Waveney - 120.

3.8 Notification of Asbestos Removal

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

Notification of asbestos removal anticipated in 2011/12:

Suffolk Coastal - 3
Waveney - 3

3.9 Primary Authority and Home Authority Schemes

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

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

The Port Health Team is currently investigating the setting up of a Primary Authority. A meeting has already been held with one major importer to discuss the benefits of the scheme for imports. We are also considering the merits of a Primary Authority scheme with a trade organisation and what this could deliver for both parties. The Primary Authority scheme is to be amended next year to introduce a category specifically for imports; this may increase interest in establishing such a relationship with us.

3.10 Advice to Business

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

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

Requests for advice anticipated in 2011/12:

Suffolk Coastal - 200
Waveney - 335

In relation to imported food controls we attend meetings of the Felixstowe Port Users Association (FPUA) as required. Through FPUA we are able to keep the members informed of changes in legislation and procedures which assists them with compliance and minimises disruption and delays for them.

As part of our IT development we have introduced our own website www.porthealth.eu containing detailed information about us and the checks we carry out, the charges we levy and the procedures in place at Felixstowe to deliver the statutory controls required of us. The site contains a facility to register to receive updates which we will issue if there is new legislation, changes in legislation or changes to procedures. We are currently encouraging agents and importers to use our service to register on the site as the update facility on the site will eventually replace the e-mail alerts we were previously sending to our customers. We hope to develop the site in the future to include a self service section where importers and agents will be able to monitor the progress of their consignments and we are currently using the site to make customers aware of this and ask for their feedback as to what functionality they would like the site to have.

The Food and Safety Team contributes updates to the Council's website pages. These have information on setting up a new business, Safer Food Better Business, commonly used forms to

download, the facility to book places on training courses, make complaints or make an enquiry, and general food safety information.

3.11 Economic Challenge

The Food and Safety Teams and port health services are conscious of the need to help deliver conditions for business success whilst meeting our aims and objectives set out in paragraph 1.1 above. During the current economic challenge we are particularly aware of the benefits of listening to the needs of businesses and will continue to:

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

The Food and Safety Teams report that there has been an increase in the number of enquiries from people seeking advice who are exploring the setting up their own small business from home e.g. home catering. Although these tend to be low risk activities they do involve some time in tailoring appropriate advice. The teams also report that there has been an increase in the number of new food business operators. The number of food registrations in Suffolk Coastal and Waveney has seen an increase over the past three years as shown in table 10 below.

Table 10. New food business registrations received.

Year	Suffolk Coastal	Waveney
2008/09	122	85
2009/10	164	67
2010/11	188	129

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

Food Registrations anticipated in 2011/12:
 Suffolk Coastal - 190
 Waveney - 130

3.12 Liaison with other Organisations

The Port Health and Food and Safety Teams have extensive liaison in place with a wide range of other organisations. For food safety matters these include:

- Suffolk Food Liaison Group reporting to Suffolk Chief EHO's Group
- CIEH East of England Region
- CIEH Port Health Special Interest Group [Public Relations Officer is a member of the Port Health Team]
- FSA Imported Food Division
- FSA Contaminants Division
- FSA Animal Feed Division
- Eastern Region Sampling Group
- Association of Port Health Authorities
- CCDC and the Health Protection Agency
- DEFRA – Organic Imports Section
- DEFRA - International Trade Division
- State Veterinary Service
- Eastern Ports Liaison Network (EPLaN) [Chairman of the group is a member of the Port Health Team]
- Haven Ports Welfare Committee

- LACORS
- Liverpool Port Health Authority
- London Port Health Authority
- Medicines and Healthcare Products Regulatory Agency
- Essex and Suffolk Shellfish Liaison Group
- EETSA Agricultural Focus Group
- Liaison with HM Revenue and Customs nationally and locally in relation to imported food controls and smuggled products of animal origin
- Liaison with Planning and Building Control Teams to review related applications
- Campden BRI
- Felixstowe Port Users Association
- Harwich Port Users Association
- Associated British Ports
- Port of Felixstowe
- Port of Ipswich
- Harwich International Port
- Harwich Navyard
- Marine Management Organisation
- Mistley Quay and Forwarding
- Maritime and Coastguard Agency
- Other Enforcement Authorities on the Port of Felixstowe and
- Trading Standards/Environmental Health Departments nationally as required.

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

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

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

The Food and Safety Teams have extensive liaison in place with a wide range of other organisations:

- Suffolk Health and Safety Liaison Group reporting to Suffolk Chief EHOs Group
- CIEH
- LACORS Policy Forum (the Head of Health is a member of the Forum)
- HSE e.g. staff at the local offices, Local Authority Unit and Partnership Manager
- Planning and Building Control
- Trading Standards Officers at Suffolk County Council
- Primary Care Trust
- Suffolk Fire Service
- Other LAs directly and through EHCnet
- Regional Safety Officers' Forum
- Health Protection Agency
- Suffolk Coastal District Council Licensing Team (Licensing Act 2003)
- Suffolk and North Essex Occupational Safety Group
- Care Quality Commission
- HSE/LA Eastern Region Partnership Forum; and
- Suffolk Police.

3.13 Flexible Warranting

We are continuing to support flexible warrants within the county and will be transferring onto the national scheme during 2011/12. The aims of the flexible warrant scheme are to:

- allows a more flexible approach to joint inspection initiatives
- avoids difficulties of enforcement in premises where enforcement responsibility is unclear
- allows urgent health and safety matters to be dealt with expeditiously by either the HSE or relevant local authority

- allows support between local authorities in Suffolk in emergency situations

Exercising Flexible warrant arrangements has been by agreement by all parties assessed on a case by case basis.

3.14 Food Safety Promotion

The Food and Safety Teams promote food safety using materials made available by the FSA e.g. Safer Food, Better Business (SFBB) and other publications that are intended for businesses or the public. Food safety is promoted at appropriate opportunities, for example, during national Food Safety Week.

The Food and Safety Teams have introduced a joint programme to deliver the CIEH Level 2 Award in Food Safety in Catering. The teams have also tailored local cleaning and disinfection workshops for businesses and Suffolk Coastal is trialling the CIEH Level 2 in Food Safety in Catering Refresher Course.

The Food and Safety Teams will assist food business operators meet regulations on food hygiene through promoting and supporting the FSA's Safer Food, Better Business packs for caterers and retailers etc.

Waveney's Food and Safety Team launched a Scores on the Doors Scheme during 2010/11. This scheme followed numerous other pioneering local schemes that have provided experience to lead the way for the FSA to introduce the national Food Hygiene Rating Scheme (nFHRS) in November 2010. The aim of these schemes is to allow customers to make more informed decisions when it comes to the hygiene standards of food premises. Exposing potential customers to this kind of hygiene information can help them make informed choices and in so doing strongly drive hygiene improvements without the need for further regulation.

In mid-October 2010, Lord Young's report on the review of health and safety laws was published. The report, Common Sense Common Safety, endorsed the introduction of the nFHRS and made a number of recommendations about the scheme and that now represent Government policy so a clear direction of travel has been set. Suffolk Coastal received financial assistance from the FSA to help it go live with the nFHRS in April 2011. During 2011 Waveney successfully applied to the FSA for a speculative grant to migrate to the nFHRS and a report will go to Cabinet for their consideration.

Promoting SFBB, Scores on the Doors/nFHRS and food hygiene training are cost effective ways of achieving improved compliance, thereby reducing the need for enforcement activity, reducing inspection times and frequencies, reducing the amount of food related ill-health.

3.15 Health and Safety Promotion

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

4. RESOURCES

4.1 Financial Allocation

Details of budgetary provision are included as Appendix 4.

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

The High Risk Product legislation was implemented in January 2010. This allows us to re-coup the full cost of undertaking the checks on a specified list of products assessed to pose a high risk to public health. This includes analytical cost, staff time and on costs. The provision to recover fees covers all products in the Annex so as the lists are updated the provision to charge automatically applies to any new product added to the list.

4.2 Staffing Allocation

4.2.1 Head of Service

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

4.2.2 Food and Safety Teams

When fully staffed the Food and Safety Teams have full time equivalents as follows:

- Suffolk Coastal: 5.76 FTE professional staff and 1.15 FTE support staff
- Waveney: 5.6 FTE professional staff and 1.0 FTE support staff.

In addition, Suffolk Coastal has 0.33 FTE and Waveney 0.5 FTE involved with corporate health and safety.

These are detailed in Appendix 8.

During 2010/11 the posts of a Trainee Administration Assistant and a temporary part-time Sampling Officer in Suffolk Coastal's Food and Safety Team were deleted as part of efficiency savings. Further reductions in FTE have been agreed at Suffolk Coastal as part of ongoing efficiency savings.

4.2.3 Port Health Team

When fully staffed the Port Health Team has a total of 20.78 FTE professional staff and 27 FTE support staff.

These are detailed in Appendix 8.

Staff Development Plan

The Councils have harmonised their staff appraisal schemes and are working to develop a common Competency Framework. As part of the scheme, officers formally discuss and agree an individual performance and development plan with their line manager every 12 months. Progress with the plan is reviewed every six months so any issues can be raised. Follow up sessions are offered every 3 months. Training matrices for the Food and Safety and Port Health Teams are provided in Appendix 9.

DEFRA and the Food Standards Agency have committed themselves to provide specialised training in the area of imported food. POAO update seminars are delivered twice a year and officers are required to attend once every 2 years. This requirement has been incorporated into our training matrix. The FSA has delivered training on the new requirements for plastic kitchenware and further High Risk Product training courses are planned. Officers have attended high risk feed and feed sampling courses in addition to in-house practical training so they can be authorised to undertake the feed controls we are delivering on behalf of Suffolk County Council. Authorised officers will be required to undertake some feed training each year to maintain competency. Despite the limited number of places available for the UK we have been successful in obtaining a number of places on the EU's Better Training for Safer Food programmes. Relevant training areas are identified from a wide range of sources to ensure the requirements for Food Enforcement Officers in accordance with the FSA's Food Law Code of Practice are met. LBRO in conjunction with APHA and individual ports are compiling a Port health Competency Framework. This will allow individual officers to assess their competency in the range of areas covered by their work and formulate a training needs assessment. We will be developing the Imported Food module.

A well established and extensive student EHO training programme helps to support a year out student in their third year of an Environmental Health Degree and in recent years this training has also been offered as a career development opportunity for Technical Officers and Port Health Assistants. The three Port Health Assistants training to be Port Health Officers have now completed all the elements of their training and are registered and working as Port Health Officers within the team. A selection process has been successfully undertaken to recruit a further PHA to train as a Port Health Officer she is expected to complete her academic element of the training in 2013. We have committed to offer a similar training opportunity every two years. This allows us some flexibility in resource planning for the future needs of the organisation.

The Food and Safety Teams will ensure that all enforcement officers are appropriately qualified and receive regular training to maintain and improve their level of competency. All officers are expected to have access to the equivalent of at least 10 hours update training which is monitored through the teams' joint internal Service Plan. A mixture of both internal and external training is provided for

officers to achieve this aim. The Food and Safety Teams will take advantage of opportunities for low cost training offered by the Food Standards Agency.

All health and safety enforcement officers can use the Regulators' Development website to aid and enhance the continuing development of their health and safety competence. To maintain competence, enforcement officers attend training courses run by various organisations including the HSE. These have previously included courses on entertainment noise, asbestos, electricity at work, manual handling, working at height, Fit3 topics, legionella, Enforcement Management Model, Manual Handling Assessment Tool, Priority Topic Inspection Pack, Backs and the Flexible Warrant pilot. The Food and Safety Teams will continue to support both local and national training initiatives to ensure that all of its enforcement officers are well trained and highly competent. The Council will also support enforcement officers use of the online Guidance for Regulators – Information Point that is part of the Regulators' Development website.

5 QUALITY ASSESSMENT

5.1 Quality Assessment

A number of arrangements are in place to ensure the quality of the services provided by the Food and Safety, and Port Health services. These include BSI ISO 9001 and Investors in People which we hope to roll out across both Councils.

5.2 BSI ISO 9001

Suffolk Coastal's Food and Safety, and Port Health Services are supported by a comprehensive range of written procedures, which are subject to a programme of internal audit and review. A BSI audit was undertaken in 2011 but rescheduled for early in 2012 to allow the new partnership arrangements to bed in.

5.3 Investors in People

Suffolk Coastal has Investors in People status and it is hoped that this will be rolled out to Waveney in November 2011. This is subject to external accreditation every 3 years.

5.4 Inter Authority Audits

The principle of inter authority audits (IAA) is fully supported.

The Food and Safety Teams have established inter-authority inspection quality monitoring arrangements between the teams.

The Inter Authority Audit programme remains part of APHA's Imported Food Work plan. This work has not commenced as it was felt it would be inappropriate to start the programme in view of the expected major changes in non-animal origin legislation which would require a complete overhaul of procedures and practices. We hope to discuss with the Port of London the possibility of arranging inter authority audits between the two organisations.

5.5 Internal Monitoring Arrangements

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

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

The Port Health team undertake regular monitoring of case files and staff members are subject to accompanied inspections twice a year to ensure consistency in the team's approach.

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

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

5.6 Customer Satisfaction Survey

A sample of complainants and establishments inspected by the Food and Safety Service will be sent customer satisfaction forms. The Port Health Team sends customer satisfaction surveys to importers/agents of specified non compliant consignments and to an equal number of importers/agents of compliant consignments. Once a survey has been sent to a particular agent or importer they do not receive a further survey request for a year. A statistical summary of the results of these surveys is shown in Appendix 10.

5.7 Team Meetings

The Food and Safety and Port Health Teams hold meetings to discuss all matters relating to the service, including issues relating to competency and consistency. In 2011 the Food and Safety Teams established a programme of joint team meetings to help promote, explore and produce benefits of partnership working. Further efficiencies will be achieved during these meetings by making use of video conferencing facilities.

5.8 Eastern Region Partnership Forum

The Council will work with its local authority and HSE partners to share best practice and improve the level and quality of the services provided. The Forum will facilitate joint service planning at a regional and county level to prevent duplication of effort and improve health and safety outcomes.

The Council monitors its performance against the standard set out in its Health and Safety Plan via management meetings and annually to Cabinet.

5.9 Bench Marking

The Food Standards Agency now publishes on their website the food safety enforcement activity carried out by all local authorities in the UK. This information is collated from statistical returns provided by local authorities (the LAEMS return) and provides a useful tool for bench marking performance with other local authorities. The Food and Safety Teams submit annual LAEMS returns.

The Food and Veterinary Office (FVO) carried out a mission to the UK to assess the Official Control Systems in place for Import Control of Food of Non-Animal origin. This included a visit to Felixstowe to see our control measures. The audit report reported the UK as having a good system of import controls. With respect to PHILIS the Mission team indicated in their report that our internal computerised system was demonstrated to them and it enabled the processing of all import controls of FNAO in a simplified and uniform manner.

The activities of the Port Health section have been the subject of 2 FSA audits in connection with the work we deliver under contract for other organisations. Verification visits to the port have been carried out as part of Tendring District Council's imported food audit and Suffolk County Council's Feed Law Enforcement audit. Positive comments were made about our activities in both audit reports.

A fourth revision to the Single Integrated National Control Plan for the United Kingdom has been published. A new plan is expected to be published as the current one covers the time period up until March 2011.

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

5.10 Complaint Procedures

The Councils publish complaint procedures and customer service standards on their websites. A summary of complaints received in 2010/11 is produced in Appendix 11.

6. **REVIEW**

6.1 Identification of any Variation from the Service Plans

The Suffolk Coastal Food Service Plan and Health & Safety Service Plans 2010/11 were largely completed. Suffolk Coastal District Food and Safety Team and Port Health Teams continue to perform well. The Waveney Statutory Food and Health and Safety Service Plans 2010/11 were largely completed and the Food and Safety Team continues to perform well.

Plans to develop the joint and reciprocal authorisation of existing food law enforcement officers were put on hold. These plans will be rolled over to 2011/12.

6.1.1 Food and Safety

Suffolk Coastal Food and Safety Team

In 2010/11 the part-time temporary post of Sampling Officer and Trainee Administration Assistant were deleted from the Food and Safety Team as part of efficiency savings.

Waveney Food and Safety Team

The team continued to offer a good service, despite carrying a vacant EHO post, having the Team Leader seriously ill for much of the year and two officers heavily involved with ongoing essential training.

6.1.2 Port Health

The Port Health areas for improvement have been completed or remain ongoing. The one area not undertaken was the support of Great Yarmouth Borough Council to develop the port health service for the container terminal at Great Yarmouth. Due to the recession the harbour cranes at Great Yarmouth were sold and plans for a container terminal put on hold until world conditions improve. Support for developing a port health service was therefore no longer required.

6.2 The key achievements in 2010/11 worthy of note are:

6.2.1 Port Health and Food and Safety Teams

- Explored opportunities for efficiencies through partnership between Waveney and Suffolk Coastal by sharing best practice and officer expertise across both Councils and quality monitoring work across the teams.
- Work began to simplify and bring together the following four service plans into one:
 - Suffolk Coastal's Food Service Plan
 - Suffolk Coastal's Health and Safety Service Plan
 - Waveney's Statutory Food Service Plan
 - Waveney's Statutory Health and Safety Service Plan.

6.2.2 Suffolk Coastal's and Waveney's Food and Safety Teams

- Developed closer working by expanding the food handler training programme to offer food safety training courses in both Suffolk Coastal and Waveney. We:
 - continued to delivered the food hygiene training programme with 205 candidates in Suffolk Coastal and 37 candidates in Waveney attending the Level 2 Award in Food Safety in Catering (5 candidates failed the examination)
 - piloted a ½-day cleaning and disinfection workshop in response to an identified need amongst food business. In response to demand we ran follow up courses in Suffolk Coastal and Waveney. 46 fee paying delegates attended the three sessions.
- Began bi-monthly joint team meetings.
- Arranged exchange visits for key staff to compare the use of specialist environmental health computer software.
- Carried out reciprocal food establishment inspection monitoring to help the consistency and quality of inspections and identify any necessary areas for improvement.
- Submitted annual data returns to the FSA's Local Authority Enforcement Monitoring System (LAEMS) relating to food safety. A summary of the interventions, enforcement actions and compliance data (2009/10 data provided for comparison) is shown in table 11 below.

Table 11. Summary of food interventions, enforcement actions and compliance data for Suffolk Coastal and Waveney Food and Safety Teams.

LAEMS Criteria		Suffolk Coastal		Waveney	
		2010/11	2009/10	2010/11	2009/10
Total % of interventions	A	100	95.45	100	100

achieved by premises category (excluding unrated) Interventions include: inspections and audits, verification and surveillance, sampling visits, advice and education visits, and information/intelligence gathering.		(31 interventions)		(43 interventions)	
	B	100 (136 interventions)	100	95.14 (137 interventions)	97.99
	C	97.01 (487 interventions)	99.62	94.75 (451 interventions)	97.96
	D	98.53 (67 interventions)	100	86.76 (59 interventions)	97.12
	E	44.88 (57 interventions)	78	97.44 (114 interventions)	60.47
	Unrated	82 interventions	-	105 interventions	
Number of establishments not yet rated		16	23	34	17
% Broadly compliant. All categories (excluding unrated and outside)		90.35	90.91	82.95	81.98
% Broadly compliant. All categories (including unrated and outside)		89.13	89.28	78.55	80.10
Written warnings		230	277	436	488
Improvement notices		5	6	20	19
Emergency Prohibition Notices		0	0	0	0
Prohibition Orders		0	0	0	1
Voluntary closures		0	0	5	2
Seizure, detention and surrender of food		0	0	0	3
Remedial Action Notices		0	0	0	1
Prosecutions		0	1	1	1
Simple cautions		0	0	0	0
Suspension/ revocation of approval		0	0	0	0
Samples taken		123	152	11	29

- Submitted annual data return to the HSE relating to occupational health and safety (LAE1 Local Authority Health & Safety Return). A summary of the interventions, enforcement actions and compliance data (2009/10 data provided for comparison) is shown in table 12 below.

Table 12. Summary of the interventions, enforcement actions and compliance data Suffolk Coastal and Waveney Food and Safety Teams.

LAE1 Criteria	Suffolk Coastal		Waveney	
	2010/11	2009/10	2010/11	2009/10
Total number of planned visits	58	120	130	196
Number of revisits	11	12	33	22
Visits to investigate accidents	6	4	20	34
Visits following requests for health and safety service	-	-	48	15
Other visits	-	-	-	-
Other contacts	33	93	53	0
Improvement Notices	20	9	11	6
Deferred Prohibition Notices	0	0	0	0
Immediate Prohibition Notices	2	0	13	2
Simple cautions	0	0	0	1

- Infections requiring particular information be collected were promptly followed up and passed to the HPU in accordance with the East of England Standard Approach to Investigating GI Disease Cases.
- Adopted a co-ordinated approach to our intervention work at the Latitude Festival.

- Participated in the national campaign on the replacement of metallic pipe work by following up notifications from the HSE of liquefied petroleum gas (LPG) in bulk tanks at eight installations. Checks were made to ensure that duty holders were taking adequate steps to control the risk of explosion having regard to standards developed by the LPG industry. The majority of the tanks had been installed contrary to industry standards. Enforcement action was taken having regard to the Enforcement Management Model. Action was taken in all cases including the service of Improvement Notices requiring replacement of metallic pipework or improvement to the condition/layout of the bulk tank. Following service of the notices all installations have achieved or are on course to achieve compliance. A summary of the interventions, enforcement actions arising from the LPG campaign is shown in table 13 below.

Table 13. A summary of the interventions, enforcement actions arising from the LPG campaign.

	Number of installations checked	Number of Improvement Notices - pipework	Number of Improvement Notices – bulk tank
Suffolk Coastal	8	5	7
Waveney	2	0	0

- Officers attended a risk rating exercise organised by the Suffolk Health and Safety Liaison Group to assist in the consistent risk rating of work activities for which the Councils are the health and safety enforcing authority.
- Acted as responsible authority under the Licensing Act 2003 for public safety.
- Suffolk Coastal's Principal EHO/Safety Officer worked closely with Waveney's Safety Adviser to begin aligning the health and safety management systems where reasonably practicable to do so. Central to this was the commencement of work to develop a Joint Health and Safety Policy. Other areas of Joint working included the amalgamation and rationalisation of the Council's Health and Safety Committees into a single Joint Health and Safety Committee.

6.2.3 Suffolk Coastal Food and Safety Team

- Were awarded £8,342 in grant money by the FSA to launch the national Food Hygiene Rating Scheme (nFHRS). The scheme was launched in Suffolk Coastal on time and within budget.
- Carried out extensive consultation with local food businesses on the nFHRS that and reported back to Cabinet to help inform the decision making process.
- Held a launch event for Food Business Operators (FBOs) on nFHRS at Snape Maltings. The event was chaired by the Cabinet Member for Community Health. Lord Rooker, Chair of the FSA attended and gave a presentation, Ruth Watson, a local hotelier also gave a speech and Joanne Wyatt, EHO gave advice to FBOs on how the scheme works and how to maintain or improve their ratings.
- Staff attended training sessions on the consistent application of food hygiene ratings using guidance in the FSA's Brand Standard on the nFHRS.
- Introduced a formal recorded review procedure regarding the actions an EHO proposes following the inspection of poor performing food businesses.
- Continued to focus on improving standards at poorer performing food businesses by arranging meetings with food business operators to review their performance with them and give them an opportunity to discuss what barriers etc. they face in becoming compliant. Officers listened to food business operators and explained legal expectations, offered advice on compliance and agreed action plans with timescales. This work will continue through into 2011/12.
- Identified 14 poor performing food establishments in Suffolk Coastal for the national LACORS/HPA coordinated study on Hygiene Practices & Interventions in Retail & Catering Premises. The study gathered data on hygiene standards in catering and retail premises handling raw meats and ready-to-eat products. It will also explore the impact of different interventions on microbiological safety and behavioural change, and is designed to inform the central and local government response to the *E. coli* O157 Public Inquiry (the "Pennington Inquiry").

- Achieved necessary improvements to food vendor practices and where necessary the management of health and safety at special events attracting large numbers of people such as the Latitude Festival and the Suffolk Show.
- Liaised with the FSA/CEFAS and took action, as a precautionary measure, to temporarily close a shellfish production area due to the detection of Diarrheic Shellfish Poison in a routine sample of shellfish.
- Worked with CEFAS to carry out a non-discretionary 10 week long shellfish sampling programme to enable the classification of new shellfish harvesting in the River Deben.
- Customer satisfaction surveys show that:
 - 80% of training course delegates rate an improvement in their knowledge as *good* or *excellent* (100% as *good*, *excellent* or *satisfactory*)
 - 86% of delegates rate training courses as *good* or *excellent* (99% as *good*, *excellent* or *satisfactory*)
 - 81% of complainants rate their overall satisfaction with the level of service provided by the Food and Safety Service as *good*, *excellent* or *satisfactory*
 - *91% of businesses were satisfied with the service received.*
- Investigated an outbreak of gastro-intestinal illness amongst diners at a pub. Investigation found that there had been recent gastro-intestinal symptoms among food handlers working on the premises, that the management were not following recommended staff-exclusion practices post gastro-intestinal illnesses, and that hand washing facilities for staff were inadequate. The management also did not respond to initial infection control advice to deep clean/disinfect the premises promptly in the early stages of the investigation. Consequently, revised public health law introduced in 2010 was used to ensure that the management took action to prevent the spread of infection.
- Sent an information leaflet to key food business operators giving them advice on preventing and controlling outbreaks of Norovirus.
- Raised public awareness during 2010 Food Safety Week by working with two local garden centres (Notcutts and Wyevale) to set up a barbecue scenario in each of their shops to offer practical advice and information on barbecue safety using FSA leaflets to help to prevent food poisoning occurring. We ran a quiz at each of the shops with prizes donated by the garden centres.
- Piloted the CIEH Level 2 in Food Safety in Catering Refresher Course. This ½-day course was provided in response to feedback from delegates on other courses and gives businesses an opportunity to equip staff with refresher training without having to release them for a full day. We organised a second session in response to demand and we have incorporated this course into our training programme. 36 fee paying delegates attended.
- Delivered the CIEH Level 2 Certificate in Health and Safety for local employers/employees with 19 candidates attending. The course provides an opportunity for delegates to raise enforcement issues in a non-threatening environment.
- A preliminary review of byelaws for the regulation of acupuncture, tattooing, semi-permanent skin-colouring, cosmetic piercing and electrolysis was undertaken. Consideration will be given during 2011/12 before taking this matter further.
- Attended a joint HSE/LA update day on LPG with officers from other Suffolk LAs and the HSE to ensure the consistent and competent regulation of LPG installations.
- Officers attended investigation/legal training organised by LAs and the HSE.

6.2.4 Waveney Food and Safety Team

- The Team were given an Award for Innovation for the work on at sea ship sanitation inspections. This is a unique service that Waveney has developed to provide the offshore tankers with their essential six monthly inspections and certification.
- Waveney's local Scores on the Doors Food Hygiene rating scheme was successfully launched with great success and popularity, with the 18% of 5 star food businesses taking great pride in the justified award.

- After a prolonged investigation, including the arrest of the absconded defendant, the publican of a pub was convicted of numerous food hygiene offences and was prohibited for life from managing a food business.
- Successful outcome of a Food Standards Agency (FSA) Audit, including full implementation of FSA Food Law Code of Practice and commendation for procedures and training arrangements.
- Major contribution to corporate health and safety at Marina Theatre and Southwold caravan site, with detailed audits and reports made available to appropriate managers.
- Successful completion of Environmental Health Registration Board qualification by two members of the team and professional trainer certificate courses for two others.
- Detailed investigation of a major outbreak of food poisoning caused by *Clostridium perfringens* at a pub restaurant carvery, with 22 confirmed cases, many more suspected cases and contaminated food. One case was hospitalised. The poor standards of hygiene led to a closure of the premises and notices being served. The business subsequently closed and is now under new ownership.
- Two chefs were formally excluded from work due to Paratyphoid and E coli 0157.
- Five food premises were voluntarily closed on hygiene grounds.
- Six health and safety prohibition notices served, including the closure and evacuation of a large hostel/house in multiple occupation.
- The investigation of food poisoning cases including cases of E coli, including one young boy very seriously ill in hospital and with subsequent kidney damage. In all such cases we investigated potential sources of infection.
- 75% of businesses were satisfied with the level of service received.
- Close working with new businesses, such as two new dairy producers and new zoo proprietors to help them work towards the correct legal standards of compliance. The team has an important role in technically supporting new enterprises to ensure correct hygiene, animal welfare or safety standards are met, and in facilitating businesses access to other services and agencies.
- Waveney Food & safety Team prided itself on its great involvement with many major events in the district, monitoring and rectifying food hygiene and health and safety matters at such events as the Air Show, Latitude, The Grand Henham Steam Rally, Wings and Wheels, the Greenpeace Fair, the various Town Carnivals in Lowestoft, Beccles etc, Gig In The Park. These attractions bring in over 500,000 visitors, are an important part of the local economy and, more importantly, potentially expose a huge number of people to risks from poor safety or food, and hence are seen as an important high priority part of the service. The team are very flexible and well used to working with event organisers at all sorts of strange hours and days to help ensure safe events. This year, as in every other year, crucial interventions were made with Prohibition Notices and the removal of unfit food etc at the events.
- One of the biggest food producers in the area was destroyed by fire in July 2010. The team worked closely with other agencies to ensure health and safety and food related matters were resolved effectively, including overseeing the voluntary surrender and disposal of over 700 tonnes of unfit meat.
- Launched a new programme of food hygiene training courses in Lowestoft, working closely with partners from Suffolk Coastal DC.

6.2.5 Port Health

- A successful bid to the FSA to support enhanced surveillance of non-animal origin imports through Felixstowe which allowed us to undertake additional sampling activity to the tune of nearly £37,000.
- Implemented a range of new special control legislation covering:
 - Additional documentation and sampling requirements for Indian farmed fishery products for veterinary residues
 - Additional documentation and sampling for Indian guar gum or food and feed containing guar gum for pentachlorophenol and dioxins
 - Enhanced sampling of Indonesian farmed fishery products for veterinary residues
 - Additional documentation and sampling for Bangladesh Crustaceans in connection with veterinary residues
- Successfully completed Phase 2 our system PHILIS (Port Health Interactive Live Information System). This has seen the delivery of thin clients and desktop virtualisation for port health users and the development of an extensive and detailed website containing a wealth of information for our customers in connection to the checks we carry out.
- PHILIS was nominated for the Local Government Chronicle IT Initiative of the Year award. It was Highly Commended in this category

- Signed a contract with Suffolk County Council which sees us taking full responsibility for the enforcement of feed controls covered by Commission Regulation 669/2009. This has involved our Port Health Officers authorised to do this work undertaking further training in feed to ensure competency in this area of work. We continue to work with Suffolk County Council to deliver routine controls on feed imported through Felixstowe

Figures reported through FSA returns demonstrate the following level of activity during 2010/11:

- Dealt with an average of 902 faxes per week
- 18333 identity checks on products of animal origin
- 7234 physical checks on products of animal origin
- 3121 checks on consignments for IUU purposes
- 1104 checks on High Risk NAO products
- 1688 verification checks on Organic products
- 1716 samples taken
- 189 unsatisfactory food consignments removed from the food chain over the full financial year
- 89.01% of customers believed that they received a good level of service.
- Continued to work with the Port of Felixstowe but forged closer day to day links with them so we can match workload and resources to make improvements to turnaround times in all areas. This is tied in with the review of our Management team structure which will see the addition of roles which have the responsibility for reviewing workload and resources to ensure we have the best match.
- Hosted a number of visits by officials wishing to see our operations first hand:
 - A joint visit for elected members of Suffolk Coastal District Council and Waveney District Council was hosted to demonstrate the role of the Port Health Team and provide an opportunity to see the development at the Port.
 - US Embassy officials came to visit to discuss the development of e-certs and their incorporation into our procedures.
 - Representatives from the Seasoning & Spices Association made a further visit to discuss developments in the High Risk product legislation.
 - A further visit was made by representatives from the Food Standards Agency involved in imported food work to gain an understanding of the port environment and the work undertaken by this Authority.
 - London Port Health Authority and Grimsby Port Health Authority staff visited to look at PHILIS in action and get an opportunity to use it first hand.

7. AREAS FOR IMPROVEMENT

7.1 In 2011/12 for both the Port Health Service and Food and Safety Teams we plan to:

- Produce a Joint Food and Health and Safety Service Plan by simplifying and bringing together the following four service plans into one:
 - Suffolk Coastal's Food Service Plan
 - Suffolk Coastal's Health and Safety Service Plan
 - Waveney's Statutory Food Service Plan
 - Waveney's Statutory Health and Safety Service Plan.
- Review options for developing a joint Enforcement Policy.

7.2 In 2011/12 the Food and Safety Teams of Suffolk Coastal and Waveney plan to:

- In support of partnership working between Waveney and Suffolk Coastal
 - produce a joint internal Service Plan and monitor and review results quarterly at joint team meetings
 - harmonise the teams published performance indicators. I have in mind the quarterly reports.
 - Work towards harmonising the teams work procedures for common tasks (food and health and safety)
 - Ensure that critical areas of the national Section 18 Standard are in place to ensure adequate arrangements for health and safety enforcement
 - Develop a Joint Health and Safety Policy, harmonise the Organisation and Arrangements for carrying out the Policy.
 - Harmonise the partnership's health and safety management system.

- Explore and develop the joint and reciprocal authorisation of existing food law enforcement officers.
- Establish an agreement (required under the Local Government Act of 1972) setting out the terms by which officers from Suffolk Coastal or Waveney District Councils may work on behalf of the other Council.
- To reflect the Government's aim for health and safety reform that includes reducing the inspection burden on business alongside focussing on better health and safety outcomes, the teams have planned joint health and safety intervention projects.
 - Preventing or controlling ill health from animal contact at visitor attractions – ill-health includes E coli and Cryptosporidium.
 - Reduce skin cancer incidence by preventing the use of sunbeds on commercial business premises by anyone under the age of 18 in accordance with the Sunbeds (Regulation) Act 2010.
 - Reduce the risk of gas explosion by supporting the national liquefied petroleum gas (LPG) pipe work replacement inspection programme to implement industry standards.
 - Tackle concerns regarding health and safety standards at care homes, identified from working with partner agencies.
 - Provide mail shots with free health and safety information and guidance to businesses to reflect current Government policy.
- Jointly review the delivery methods and course teaching plan for the CIEH Level 2 Award in Food Safety to ensure that it meets customers' needs and remains commercially viable.

7.3 In 2011/12 the Suffolk Coastal's Food and Safety Team plans to:

- Contribute to the Council's efficiency savings by keeping under review and realising opportunities to achieve savings of 0.5 FTE Environmental Health Officer.
- Trial Report of a Food Hygiene continuation sheets left during an inspection to make it easier to provide food business operators with clear information on action required and reduce the amount of handwritten reports for common non-compliances.

7.4 In 2011/12 the Waveney's Food and Safety Team plans to:

- Continue putting into practice the procedures and practices agreed and approved by the Food Standards Agency from the Audit, and to share this endorsed best practice with partner colleagues in Suffolk Coastal.
- Further develop a range of procedures and practices by sharing best practice with Suffolk Coastal colleagues.
- Report to Cabinet for consideration of migrating to the National Food Hygiene Rating Scheme.
- Investigate options to further expand the training on offer, to include health and safety, HACCP, and training in schools.

7.5 In 2011/12 the Port Health Service plans to:

- Progress Phase 3 of the PHILIS development this will include mobile working and document scanning
- Configure and install PHILIS at London and Liverpool Port Health Authorities providing all the support and training necessary for them to become operational.
- Incorporate the Plastic Declaration Document for Chinese Kitchenware onto PHILIS online to allow electronic pre-notification
- Fully implement the new Management structure and carry out further analysis of the predictability of workload so resource can be matched to workload
- Extend the service provided to Ipswich Borough Council at the Port of Ipswich through incorporating the responsibility for outbreak control / infectious disease in the terms of our contract with them

GLOSSARY OF TERMS

APHA	-	Association of Port Health Authorities
ABP	-	Associated British Ports
BSE	-	Bovine Spongiform Encephalopathy
BSI	-	British Standard Institute
BTP	-	British Transport Police
CCDC	-	Consultant in Communicable Disease Control
CEFAS	-	The Centre for Environment, Fisheries and Aquaculture Science
CIEH	-	Chartered Institute of Environmental Health
CED	-	Common Entry Document
CPS	-	Crown Prosecution Service
CVED	-	Common Veterinary Entry Document
DEFRA	-	Department of Environment, Food and Rural Affairs
DTI	-	Department of Trade and Industry (now Department for Business, Innovation and Skills)
<i>E. coli</i> O157	-	<i>Escherichia coli</i> O157
EHO	-	Environmental Health Officer
ELO	-	Enforcement Liaison Officer of the Health and Safety Executive
EMM	-	Enforcement Management Model
EHRB/EHRB	-	Environmental Health Officers' Registration Board/Environmental Health Registration Board
ERTS	-	Enhanced Remote Transit Sheds
FERA	-	Food and Environment Research Agency
FSA	-	Food Standards Agency
FSA 1990	-	Food Safety Act 1990
FTE	-	Full-time equivalent
FPUA	-	Felixstowe Port Users Association
FVO	-	Food and Veterinary Office (Audit Branch of the EU)
GM	-	Genetically Modified
HACCP	-	Hazard Analysis and Critical Control Points
HAP	-	Home Authority Principle
HELA	-	Health & Safety Executive/Local Authorities Enforcement Liaison Committee
HPA	-	Health Protection Agency
HSE	-	Health and Safety Executive
HMRC	-	Her Majesty's Revenue and Customs
IMS	-	Information Management System
IAA	-	Inter-Authority Audit
ISO	-	International Organisation for Standardisation
IUU	-	Illegal Unregulated and Unreported
LAEMS	-	Local Authority Enforcement Monitoring System
LAC	-	Local Authority Circular
LACORS	-	Local Authority Co-ordinating body on Regulatory Services
LAU	-	Local Authority Unit
LGA	-	Local Government Association
LGR	-	Local Government Regulation
LPG	-	Liquefied Petroleum Gas
MSD	-	Musculoskeletal Disorders
MCA	-	Maritime and Coastguard Agency
MCP	-	Maritime Cargo Processing plc
NAO	-	Non Animal Origin product
PEHO	-	Principal Environmental Health Officer
PHA	-	Port Health Assistant
PHILIS	-	Port Health Interactive Live Information System
POAO	-	Product of Animal Origin
PCT	-	Primary Care Trust
PT	-	Phage type
RASFF	-	Rapid Alert System for Food and Feed
RDNA	-	Regulators' Development Needs Analysis
REHIS	-	Royal Environmental Health Institute of Scotland
RIDDOR	-	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
SFBB	-	Safer Food, Better Business
SLIC	-	Senior Labour Inspectors' Committee
TEU	-	Twenty-foot Equivalent Units

APPENDICES

The appendices referred to in this Service Plan can be downloaded from <http://www.suffolkcoastal.gov.uk/yourbusiness/foodsafety/serviceplan/>