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**Nottingham
City Council**

Nottingham City Council Communities and Environment Scrutiny Committee

Date: Wednesday, 6 March 2024

Time: 2.00 pm

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham,
NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Director for Legal and Governance

Governance Officer: Kate Morris

Direct Dial: 0115 876 42114

- 1 Apologies**
- 2 Change in Committee Membership**
To note the appointment of Councillor Sam Lux to the Committee
- 3 Declarations of Interests**
- 4 Minutes** 3 - 14
To confirm the minutes of the meetings held on 24 January 2024 and 7 February 2024
- 5 Community Safety Partnership** 15 - 44
Report of the Statutory Scrutiny Officer
- 6 Safety and Environmental Regulation** 45 - 82
Report of the Statutory Scrutiny Officer
- 7 Heat Network Options Scrutiny Review** 83 - 88
Report of the Statutory Scrutiny Officer
- 8 Work Programme** 89 - 96
Report of the Statutory Scrutiny Officer

If you need any advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting

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Nottingham City Council

Communities and Environment Scrutiny Committee

Minutes of the meeting held in the Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 24 January 2024 from 10:02am to 12:34pm

Membership

Present

Councillor Imran Jalil (Chair)
Councillor Neghat Khan (Vice Chair)
Councillor Andrew Rule

Absent

Councillor Liaqat Ali
Councillor Faith Gakanje-Ajala
Councillor AJ Matsiko
Councillor Nayab Patel

Colleagues, partners and others in attendance:

Samuel Balch	-	Interim Head of Carbon Reduction
Nancy Barnard	-	Head of Governance
Councillor Corall Jenkins	-	Portfolio Holder for Energy, Environment and Waste Services and Parks
Councillor Angela Kandola	-	Portfolio Holder for Highways, Transport and Planning
Mary Lester	-	Director of Resident Services
Adrian Mann	-	Scrutiny and Audit Support Officer
Councillor David Mellen	-	Leader of the Council and Portfolio Holder for Strategic Regeneration and Communications
Councillor Sajid Mohammed	-	Portfolio Holder for Neighbourhoods, Safety and Inclusion
Kate Morris	-	Scrutiny and Audit Support Officer
Colin Parr	-	Corporate Director for Communities, Environment and Resident Services
Colin Wilderspin	-	Director of Communities

20 Apologies for Absence

Councillor Liaqat Ali	-	on leave
Councillor AJ Matsiko	-	unwell
Councillor Nayab Patel	-	work commitments

21 Declarations of Interests

In the interests of transparency in relation to item 4 (Service Impact of Budget Proposals), Councillor Neghat Khan declared that she is a trustee of Epic Partners, which receives Area-Based Grant funding from the Council.

22 Minutes

The Committee confirmed the minutes of the meeting held on 6 December 2023 as a correct record and they were signed by the Chair.

23 Service Impact of Budget Proposals

Councillor David Mellen, Leader of the Council and Portfolio Holder for Strategic Regeneration and Communications; Councillor Corall Jenkins, Portfolio Holder for Energy, Environment and Waste Services and Parks; Councillor Angela Kandola, Portfolio Holder for Highways, Transport and Planning; Councillor Sajid Mohammed, Portfolio Holder for Neighbourhoods, Safety and Inclusion; Colin Parr, Corporate Director for Communities, Environment and Resident Services; Mary Lester, Director of Resident Services; Colin Wilderspin, Director of Communities; and Samuel Balch, Interim Head of Carbon Reduction, presented a report on the development context of the Council's 2024/25 budget proposals and their anticipated impacts on the services delivered by the Communities, Environment and Resident Services directorate. The following points were raised:

- a) The overall 2024/25 budget proposals have been developed in the context of very challenging circumstances both locally and nationally. There are significant pressures in a number of service areas, with a £16.2 million net budget gap identified as at July 2023. However, by December 2023, growing inflationary and demand pressures indicated a requirement to make savings of £53.7 million to achieve a balanced budget for 2024/25. As a result, a strict 'Duties and Powers' approach has had to be taken to the development of the new budget, identifying potential savings of £20.5 million.
- b) The 'Duties and Powers' methodology assesses where the Council has a legal obligation to deliver a function and where it can exercise functions on a discretionary basis. It is a recognised approach in the Local Authority sector and is used to create a focus on the Council's core statutory activity and identify work areas where savings can be made. As a result, the current budget proposals have been developed on the basis of establishing all service options in the context of delivering the legal minimum as the base position. Although the current proposals have been discussed between senior officers and Executive councillors, and been subject to a formal public consultation process where required, a number have not been agreed by the Council's Executive.
- c) It is proposed that around £12 million in savings will be made from within the Communities, Environment and Resident Services directorate over the next two years, with the majority to be delivered within 2024/25. The identification of these savings has been an extremely challenging piece of work, and will have a significant impact on certain services. In making the proposals, full regard has been given to the written guidance on the required standards of statutory services. The statutory minimum service is clear in a number of areas, such as for Environmental Health, but careful consideration and balance has had to be applied to some other service areas where the required statutory threshold is less clear. Equality Impact Assessments (EIA) have been produced for all relevant proposals and work is taking place to mitigate service impacts wherever possible.
- d) The directorate's current senior management posts are also under review, to ensure that the correct management structure is in place to deliver services and transformation going forward in the most efficient way possible.

The Committee raised the following points in discussion:

- e) The Committee queried how the current 'Duties and Powers' methodology connected to the 'One Council' best value process, how making the proposed substantial savings in a short time period would be achieved, how any new in-year overspend would be mitigated against, and what measures would be put in place to record the delivery of savings on an ongoing basis. It was reported that the 'Duties and Powers' approach is a recognised tool for identifying vital savings when significant reductions are required to achieve a balanced budget. A full risk analysis and profile have been completed, and the ongoing risk position will be monitored actively. The values set out in the proposals have been subject to robust challenge and some savings have been delivered already to help mitigate against the current budget overspend for 2023/24. A number of proposals build upon previous 'Best Value' transformation work and can be implemented relatively quickly, so it is not anticipated that a further overspend position will arise within the directorate during 2024/25. However, the delivery of some of the proposals, particularly those affecting community centres and public libraries, could be extremely complex and a great deal of mitigation work will be required.
- f) The Committee asked how the feedback gathered from the public consultation would be used to inform the final budget proposals, and whether there was enough time left in the budget development process for this input to be used effectively. It was explained that a high-level summary of the responses received is available to the directorate, currently. The data collected through the consultation process will be reviewed and used to establish the final proposals. It will be vital to consider the comments relating to potential service impacts very carefully, to help to develop any possible mitigations.
- g) The Committee asked what processes were in place to help reduce the impact of the proposals on service users, and how 'Best Value' would be achieved. It was set out that a high level of savings was needed within the directorate, but that these would be delivered in as proportionate a way as possible – while continuing with the Council's wider transformation programme to ensure greater efficiency within services. It is important that all directorates are aware of the work being carried out to achieve savings across the Council, as proposals made in one directorate could have a significant impact on another. There is a relatively high demand for statutory services currently and this could continue to increase so, although there is ongoing work to achieve transformation to improve the value for money of services, the overall national context continues to be very challenging.
- h) The Committee queried whether some of the current proposals could not be implemented, and what the long-term knock-on effects of service reductions could be. It was explained that the Council was required to deliver a balanced budget, but the finalised Local Government Finance Settlement has not been sufficient to cover all of the anticipated shortfall – thus requiring significant savings to be made. Some discretion has been used in the development of the current proposals, as they do not represent the stopping of all discretionary services provided by the Council – hence the continuing discussions between officers and the Executive to determine the final 2024/25 budget position.
- i) The Committee asked what the impact of the proposals on the Council's carbon neutrality ambitions might be. It was reported that, potentially, the Council's

ambitions for carbon neutrality by 2028 may need to be scaled back in the current context. However, the programme is still moving forward in the long-term with a strong 'green partnership' across the city, and the Council has frequently been successful in securing external grant funding to support its activity. The Council's vehicle fleet has been developed to be very clean in carbon emissions terms and, although this makes it relatively more expensive to run, the costs should reduce as national 'green' policies progress. A full 'best value' review of the Council's carbon neutral activity is underway, and this will make recommendations on how this can be better focused to achieve efficiencies and continue to ensure that the Council is a leader in this area.

- j) The Committee noted that the proposed fees and charges uplift within Bereavement Services could represent a significant concern to residents, particularly for the most disadvantaged communities and in the context of the current high cost of living. It was explained that the Council's current fees and charges had been benchmarked against the national Bereavement sector, with the increase bringing them in line with those elsewhere. However, the fees and charges levied by the Council are applied to commercial funeral directors, rather than directly to residents. The current arrangements for Public Health Funerals remain in place.
- k) The Committee queried what the likely impact of reducing mechanical road sweeping would be on neighbourhoods, particularly where there are existing problems with rubbish dumping and fly-tipping. It was set out that the primary purpose of mechanical road sweeping is to keep road gullies clear. As part of the transformation process to ensure an affordable and deliverable service, a baseline level road sweeping will be guaranteed for all neighbourhoods in the city, with additional resources deployed in areas of greater need when required – such as places that are more prone to flooding. Residents will be kept informed as to when road sweeping will take place, so that they can help to keep the roads clear. Regular monitoring will be carried out to check whether any areas need more regular road sweeping.
- l) The Council has a statutory duty to keep streets clean as a means of preventing environmental health problems, so work to address fly-tipping and rubbish dumping will continue as before. This will be supported by further education with residents on the importance of closing the lids of bins when putting them out for collection, as this reduces the levels of street litter. A new transformation approach to waste management has been agreed (including the integration and combination of services to be more efficient), which represents a significant change in approach to frontline environmental services. A consistent, baseline standard for street cleaning will be established across the city, while additional resources will then be deployed to priority and hotspot areas as required.
- m) The Committee asked what impact proposed reductions within Community Protection would have on the Council's ability to manage fly-tipping and littering effectively. It was explained that Community Protection Officer (CPO) posts have reduced in number over the last five years. A balance between prevention and enforcement activity will need to be struck for the CPOs, who will be focused on strategic areas such as carrying out the Council's statutory duties in relation to environmental health.

- n) The work carried out by CPOs, both statutory and discretionary, is wide-ranging and brings a substantial benefit to communities. The EIA carried out in relation to the proposals affecting Community Protection has identified CPOs not carrying out as much wider activity as a significant impact, so a great deal of work will be required to ensure that the effects do not fall disproportionately on certain communities. It is difficult to value the full range of activity carried out by CPOs – particularly in the terms of how prevention and education work carried out results in savings in other service areas across the Council, so it is difficult to predict whether direct savings in this area will result in costs arising elsewhere.
- o) As much work will be done in mitigation as possible, including the seeking of funding from other partners (such as Nottingham's universities), due to the benefits that CPO work brings to everyone in the city. Engagement is also underway with the Police and other partners on the development of an integrated enforcement model. The transformation programme will also be vital in releasing CPO time from certain activity so that they can focus more effectively on statutory areas and enforcement, including through developing integration with Resident Development Officers and seeking to help empower communities for the delivery of prevention activity.
- p) The Committee queried how effective education on recycling would be implemented, and how the recycling provider could be engaged with, to reduce the number of loads being rejected due to contamination. It was noted that achieving improvements in this area does rely on bringing about effective behaviour change amongst residents, so an ongoing focus on education is vital. Work is being carried out at a national level to make recycling processes simpler and more straightforward across the country.
- q) The Committee queried how the new charging system for garden waste collection would be managed, and whether this could result in a reduction in uptake and increase in dumping. It was explained that the uptake for paid-for garden waste disposal will be monitored closely. Given that garden waste collection is a paid-for service under many other Local Authorities, there is a great deal of available learning that can be used to inform appropriate management.
- r) The Committee asked for assurance that any cost increases to residents on the District Heating system were fair and proportionate, given that they are unable to move to another provider. Assurance was provided that the District Heating, metering and billing services implemented from the start of 2024 have been properly benchmarked to be consistent with other similar suppliers. Residents on the system have the same protection against unfair price increases as customers of any other domestic energy supplier.
- s) The Committee asked how vital community work would be supported following the proposed ceasing of Ward Budgets and a reduction in the funding for Area-Based Grants. It was noted that local investment has been very effective in developing public cohesion and safety, even when the amounts are relatively small. As much work as possible will be done to ensure that community providers are sustainable on a commissioned basis, rather than being reliant on grants, and

close engagement is required with the voluntary and community sector to properly plan and establish the services needed for Nottingham, going forward.

The Chair thanked the Portfolio Holders, Corporate Director and other officers for attending the meeting to present the report and answer the Committee's questions.

Resolved:

- 1) To add the following items to the Committee's Work Programme:**
 - a) to consider the findings of the 'best value' review of the Council's current carbon neutral activity;**
 - b) to review the Council's current Bereavement service offer; and**
 - c) to consider the development of the future model for the deployment of Community Protection Officers.**

24 Work Programme

The Chair presented the Committee's current Work Programme. The following points were discussed:

- a) As the Portfolio Holder for Leisure and Culture was currently on leave, the service impacts of the proposed 2024/25 budget in this area will be discussed at the Committee's next meeting on 7 February 2024, in addition to an item on Nottingham Castle.

The Committee noted the Work Programme.

Nottingham City Council

Communities and Environment Scrutiny Committee

Minutes of the meeting held in the Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 7 February 2024 from 2:02pm to 3:49pm

Membership

Present

Councillor Imran Jalil (Chair)
Councillor Neghat Khan (Vice Chair)
Councillor Faith Gakanje-Ajala
Councillor AJ Matsiko
Councillor Andrew Rule

Absent

Councillor Liaqat Ali
Councillor Nayab Patel

Colleagues, partners and others in attendance:

Nancy Barnard - Head of Governance
Sarah Hartshorne - Heritage Site Manager - Nottingham Castle
Nigel Hawkins - Head of Culture and Libraries
Rachel James - Chief Operating Officer - Museums
Councillor Pavlos Kotsonis - Portfolio Holder for Leisure and Culture
Adrian Mann - Scrutiny and Audit Support Officer
Ian McLellan - Interim Strategic Finance Business Partner
Kate Morris - Scrutiny and Audit Support Officer
Colin Parr - Corporate Director for Communities, Environment and Resident Services

25 Apologies

Councillor Nayab Patel – work commitments

26 Declarations of Interests

In the interests of transparency in relation to item 4 (Service Impact of Budget Proposals), Councillor Neghat Khan declared that she is a trustee of the Sneinton Hermitage Community Association, which could be affected by the savings proposals.

27 Service Impact of Budget Proposals

Councillor Pavlos Kotsonis, Portfolio Holder for Leisure and Culture; Colin Parr, Corporate Director for Communities, Environment and Resident Services; and Ian McLellan, Interim Strategic Finance Business Partner, presented a report on the development context of the Council's 2024/25 budget proposals and their anticipated impacts on the services delivered by the Communities, Environment and Resident Services directorate. The following points were raised:

- a) The overall 2024/25 budget proposals have been developed in the context of very challenging circumstances both locally and nationally. There are significant pressures in a number of service areas, with a £16.2 million net budget gap identified as at July 2023. However, by December 2023, growing inflationary and demand pressures indicated a requirement to make savings of £53.7 million to achieve a balanced budget for 2024/25. As a result, a strict 'Duties and Powers' approach has had to be taken to the development of the new budget, identifying potential savings of £20.5 million.
- b) The 'Duties and Powers' methodology assesses where the Council has a legal obligation to deliver a function and where it can exercise functions on a discretionary basis. It is a recognised approach in the Local Authority sector and is used to create a focus on the Council's core statutory activity and identify work areas where savings can be made. As a result, the current budget proposals have been developed on the basis of establishing all service options in the context of delivering the legal minimum as the base position. Although the current proposals have been discussed between senior officers and Executive councillors, and been subject to a formal public consultation process where required, a number have not been agreed by the Council's Executive.
- c) It is proposed that around £12 million in savings will be made from within the Communities, Environment and Resident Services directorate over the next two years, with the majority to be delivered within 2024/25. The potential impacts of these savings on the Portfolios of Strategic Regeneration and Communications; Energy, Environment and Waste Services and Parks; Highways, Transport and Planning; and Neighbourhoods, Safety and Inclusion were discussed at the Committee's meeting on 24 January 2024. Due to the Portfolio Holder for Leisure and Culture being unable to attend the meeting, the discussion of the impacts in that area were deferred to the current meeting.
- d) Ultimately, much of the Council's spending on services relating to leisure and culture is discretionary. However, investment in this area can provide substantial benefit to a wide range of communities – especially for the most disadvantaged. The delivery of the current budget proposals is likely to be a complex process, particularly as there is the potential for legal challenges to be raised in some areas. Implementation plans are being developed and further consultations will be carried out as part of this process, including in the context of proposals affecting libraries and community centres. The collective impact of the savings proposals is likely to be significant, so mitigating measures are being developed wherever possible.

The Committee raised the following points in discussion:

- e) The Committee asked what would be done to mitigate the impact of the proposed savings on leisure and cultural services. It was explained that the potential for mitigations has been scoped and plans drawn up in consultation with officers and councillors. However, the financial context both locally and nationally makes it difficult to protect discretionary services, as demand for and the cost of statutory functions is increasing. The Council supports a number of leisure and cultural organisations by making grants, so the impact on individual organisations will vary depending on how reliant they are on these grants to operate. Financial input from

the Council may not necessarily be needed to cover an organisation's running costs on a day-to-day basis, but it is often used to support bids for larger sums from other external funding providers. As a result, engagement has been carried out both with the Department for Digital, Culture, Media and Sport and the larger grant-giving bodies to ensure that an effective pipeline of financial support remains in place.

- f) The Committee queried what savings outcomes were anticipated from the reviews of the current library and museum provision. It was set out that a review of museums is underway, but that this is a complex process because each museum is funded under different arrangements, including with support from Arts Council England. Libraries, on the other hand, are generally funded directly by the Council, so it is more straightforward to assess what the value of savings might be over the next two years. However, there is a statutory duty to provide a level of library coverage in the city, so any savings will need to be made in this context. Full Equality Impact Assessments are being produced to inform this decision-making process.
- g) The Committee asked what work was being carried out with community centres to mitigate the currently high levels of uncertainty that they were experiencing. It was reported that community centres have an extremely broad and complex range of arrangements in place so each will need to be considered individually, which will take time. Work is being carried out to establish the social outcomes delivered locally by each community centre, to develop a framework for community provision so that it can be sustained locally in an affordable, regularised and consistent way. It is vital for there to be good communication, so continual engagement with individual community centres is taking place. Careful consideration is being given to how all groups of people within the city can be treated fairly in the context of equality of access to community buildings – with a particular focus on helping community centres to deliver the vital local support work that helps mitigate the requirement for statutory services. Going forward, this activity is likely to be supported on the basis of a commissioned service model, rather than in the form of grants.

The Chair thanked the Portfolio Holder and officers for attending the meeting to present the report and answer the Committee's questions.

Resolved:

- 1) To request that the final Equality Impact Assessments relating to the review of library and museum provision are shared with the Committee, once completed.**

28 The Castle

Councillor Pavlos Kotsonis, Portfolio Holder for Leisure and Culture; Nigel Hawkins, Head of Culture and Libraries; Rachel James, Chief Operating Officer for Museums; and Sarah Hartshorne, Heritage Site Manager for Nottingham Castle, presented a report on the performance of the Castle following its reopening in June 2023. The following points were raised:

- a) When Nottingham Castle was gifted to the city by the Duke of Newcastle, it was originally used as an exhibition centre and museum. The recent restoration, redevelopment and operation of the castle under an independent charitable trust was not successful, so the Council resumed its direct management as part of the Museum and Galleries service from November 2022. A sustainable business plan has been developed and a very simple 'pay once, visit all year round' ticket structure has been put in place. The castle reopened in June 2023 – with the annual visitor numbers now nearly reaching the target number of 200,000.
- b) A great deal of work has been carried out to learn from the castle's first six months of operation. In addition, the feedback received when the castle was open under the previous trust has been reviewed to inform how the site can be best used and developed. A great deal of engagement has been carried out with partners, including schools, to ensure that the castle provides a strong local offer. A great deal of activity has been carried out to emphasise to Nottingham communities that the castle is open to all and represents good value, with a wide range of accessible events taking place.
- c) Since June 2023, over 70% of all visitors have come from the East Midlands, with 50% coming from Nottingham and Nottinghamshire. An annual adult ticket is £12, also enabling three children aged 15 or under to enter for free. Schools and groups can enter at £5 per person. Low-cost community days are run at £1 per person, and these have seen a strong overall attendance of above 30,000. A medium-term financial plan is in place and is on target, while the re-opening of the castle and the return of visitors has brought a wider economic benefit to the city as a whole. Work is also underway to ensure the delivery of a best value service in the long term.
- d) A great deal of engagement has taken place to encourage repeat visiting, with a current return rate of 12%. A new website and social media presence has been launched and there is a strong focus on seeking to reach families. Consideration is also underway as to how the visitor base reached can be effectively expanded beyond the East Midlands, including internationally. Visitor feedback, including from local residents, is collected across a wide range of channels and has been very positive, and is used to inform improvements and planning the future offer. Engagement from schools has been extremely positive, and consideration is being given to expanding the castle's offer further – including potential theatre or cinema programmes.
- e) A volunteer programme has been established with various different engagement opportunities in place, and there are a number of people from across a range of city communities who are willing to give their time to support the castle.

The Committee raised the following points in discussion:

- f) The Committee queried how pricing, booking and discount structures could be used to ensure that visiting the castle represents best value for city residents. It was reported that all possible avenues of engagement are being used to attract visitors, both locally and more widely. The £12 annual ticket is available to everyone, but will see more return usage by city residents. This offer is simple and straightforward, and the cost to administering this ticketing system is

relatively low. Photographic identification may be requested when an adult returns on a previously bought ticket, but every effort is made to ensure that the entry process is as flexible and welcoming as possible. Schools tend to visit on an annual basis, but the per head price of the group ticket enables the provision of tailored on-site services that are of added value to school trips.

- g) The Committee asked how engagement about the castle was being carried out with Nottingham's disadvantaged and emerging communities. It was explained that the Museum and Galleries service has strong links with partners, stakeholders and community groups across the city, and uses these to reach out to as many groups of people as possible to explore how they can access and enjoy a welcoming site easily. A 'land train' is used when the site is less busy to support wider accessibility, and there is a potential that this could be used at other sites operated by the Council.
- h) The Committee queried how the castle's business model would be developed further, going forward. It was set out that positive channels have been reestablished with the various major funders for the heritage and cultural sector, including the local D2N2 Local Enterprise Partnership, the Heritage Lottery Fund and Arts Council England. Commercial opportunities are being explored with the local business community and Nottingham universities – particularly with the adjoining Business School campus. The ticket pricing approach and the potential for local discounts or coupons will be kept under review to ensure that there is a strong offer for local people that represents good value for money, while also seeking to ensure that administration costs for the site are kept to a minimum. A plan for growth has been factored into the medium-term financial plan, while financial resilience is also being built up.
- i) The Committee asked how regularly special or community events would be held at the castle. It was explained that the event offer is tailored to the season, with most taking place during the summer, and then in potential off-peak times to encourage visitors. It is likely that around eight special events will take place each year, and new opportunities will always be sought and developed. Regular heritage events take place, particularly as part of engagement with schools, and the castle works continually to support Nottingham's aim to be a Child-Friendly City.

The Chair thanked the Portfolio Holder and officers for attending the meeting to present the report and answer the Committee's questions.

Resolved:

- 1) To request that officers circulate a summary of how they have engaged with new and emerging communities to Committee members.**
- 2) To recommend that consideration is given to how pricing and special offers could achieve additional benefits to Nottingham residents.**
- 3) To recommend that consideration is given to how to engage local businesses effectively and how they can offer support through Social Corporate Responsibility.**

29 Work Programme

The Chair presented the Committee's current Work Programme. The following points were discussed:

- a) It is intended to consider the Community Safety Partnership and the Council's Commercial and Environmental Regulation services at the Committee's next meeting on 6 March 2024, with the 3 April 2024 meeting to focus on the District Heating network and the delivery of the Council's carbon neutral ambitions.

The Committee noted the Work Programme.

30 Recommendation Tracker

The Chair presented the latest responses received to the Committee's recommendations from the relevant Portfolio Holders.

The Committee noted the Recommendation Tracker.

**Communities and Environment Scrutiny Committee
6 March 2024**

Community Safety Partnership

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To consider the performance of the Nottingham Community Safety Partnership (NCSP) in the delivery of priorities within Nottingham Community Safety Partnership Plan 2023 to 2026.

2 Action required

- 2.1 The Committee is asked to:
- (a) use the information provided to inform questioning and scrutiny of the activity of the NCSP on their progress against targets
 - (b) make recommendations where appropriate
 - (c) identify any potential areas for further scrutiny activity for inclusion on the work programme

3 Background information

- 3.1 The Nottingham Community Safety Partnership (formerly the Crime and Drug Partnership) is a partnership responsible for reducing crime, anti-social behaviour, substance misuse and reoffending in Nottingham and is made up of a number of statutory and non-statutory agencies including the Police, Nottingham City Council, the Fire and Rescue Service, probation providers and the Clinical Commissioning Group.
- 3.2 The Nottingham CSP Partnership Plan sets out the Partnership's approach to reducing crime, substance misuse, re-offending and anti-social behaviour.
- 3.3 The Communities and Environment Scrutiny Committee has a statutory duty to scrutinise the work and progress against targets of the NCSP under the Police and Justice Act 2006, and this has taken place approximately once each municipal year. This role previously sat under the remit of the, now decommissioned, Overview and Scrutiny Committee and was last scrutinised at the January 2023 committee meeting
- 3.4 Representatives from the Crime and Drugs Partnership and the Portfolio Holder will be in attendance at the meeting to discuss the Plan and performance.

4 List of attached information

4.1 Nottingham Community Safety Partnership Briefing note to Communities and Environment Scrutiny Committee.

4.2 Overview of Nottingham Community Safety Partnership Presentation

5 Background papers, other than published works or those disclosing exempt or confidential information

5.1 None

6 Published documents referred to in compiling this report

6.1 Local Government Act 2000

6.2 Police and Justice Act 2006

6.3 Overview and Scrutiny Committee, January 2023: Item 4 – Crime and Drugs Partnership

7 Wards affected

7.1 All

8 Contact information

8.1 Kate Morris, Scrutiny and Audit Support Officer.
Kate.morris@nottinghamcity.gov.uk

**Report to Communities and Environment Scrutiny Committee – 6th
March 2024: Nottingham Community Safety Partnership (NCSP)
Amy Goulden, Head of Community Safety
Philip Broxholme, Senior Community Safety Manager**

1.0 ROLE AND FUNCTION OF THE NCSP

- 1.1 The Crime and Disorder Act 1998 established Community Safety Partnerships (CSPs), placing a statutory duty on a number of Responsible Authorities to co-operate in order to formulate and implement a strategy for the reduction of crime and disorder and for combating substance misuse in their area¹. The Nottingham Community Safety Partnership (formerly known as the Nottingham Crime and Drugs Partnership) produces an annual Partnership Strategy, which performs this function and gives strategic direction to the Partnership.
- 1.2 The Police and Justice Act 2006 comprehensively revised the Crime and Disorder Act 1998 and secondary legislation requires that CSPs will undertake an annual strategic assessment which not only informs a rolling three year Partnership Strategy but enables its revision before the start of each year.²
- 1.3 There are five Responsible Authorities within Nottingham Community Safety Partnership (NCSP), which are Nottingham City Council, Nottinghamshire Police, the Probation Service, Nottinghamshire Fire & Rescue Service and the Nottingham and Nottinghamshire Integrated Care Board.
- 1.4 In addition to the Responsible Authorities, there are a number of other public bodies, who have joined the partnership on a voluntary basis. They are Nottinghamshire PCC, Nottingham City Public Health, Nottingham City and Nottinghamshire Violence Reduction Partnership, It's In Nottingham, the University of Nottingham, Nottingham Trent University and HMP Nottingham.
- 1.5 The board has an independent chair, Lord Vernon Coaker, and a vice-chair from Nottinghamshire Fire & Rescue Service, Damien West. The thematic

¹ s5, s6 and s7 Crime and Disorder Act 1998.

² [Statutory Instrument 2007/1830](#)

sub-groups reporting into the board are chaired by a range of different partners.

1.6 The statutory aims of the Partnership are to:

- Reduce Crime
- Reduce Reoffending
- Reduce Substance Misuse
- Reduce Anti-Social Behaviour

1.7 The statutory responsibilities of the partnership are:

- Strategic Assessment
- Partnership Strategy
- Reducing Reoffending Strategy
- Consultation with communities
- Information sharing
- Domestic Homicide Reviews

1.8 The partnership has three primary functions, as outlined below:

- Accountability – acts as the legal body for community safety partnership work in the Nottingham City Council area, ensuring compliance with statutory duties and addressing community safety issues.
- Governance – ensures systems and processes are in place amongst partners to deliver their duties and address issues.
- Leadership – sets priorities, determines policy and sets strategic direction. The NCSP’s leadership role also involves addressing issues and blockages that can’t be managed in other parts of the structure.

1.9 The NCSP Board also functions as the Domestic Abuse Local Partnership Board for Nottingham. This board is a statutory requirement as set out in the Domestic Abuse Act 2021.³ In line with the statutory guidance local domestic abuse services also sit on the board.

1.10 The Board also functions as the Combatting Drugs Partnership Board, as defined in the statutory guidance for the *From Harm to Hope* national drug strategy.⁴ Locally the arrangement will be known as the Substance Use Strategic Partnership.

1.11 In line with the Police, Crime, Sentencing and Courts Act 2022, the Community Safety Partnership now has additional responsibilities in relation

³ <https://www.legislation.gov.uk/ukpga/2021/17/contents/enacted>

⁴ <https://www.gov.uk/government/publications/drugs-strategy-guidance-for-local-delivery-partners>

to serious violence⁵. As per a local agreement made in 2021 the Violence Reduction Partnership is responsible for the production of the statutory products relating to the Serious Violence Duty and the NCSP Board provides oversight and assures itself that these duties are being carried out effectively.

2.0 PARTNERSHIP STRATEGY 2023-2026

- 2.1 The Nottingham Community Safety Partnership Plan 2023 to 2026 (Appendix 1) sets out the Partnership's approach to reducing crime, substance misuse, re-offending and anti-social behaviour.
- 2.2 The final version of the 2023-2026 Partnership Strategy (the current three year rolling plan) was approved by the NCSP Board on 29th September 2023. The Strategy's content was developed in line with the findings of the Strategic Assessment 2022 and the priorities and targets agreed by the NCSP Board at their meeting on 5th December 2022.
- 2.3 As recommended in the 2022 Strategic Assessment, the following key priorities were agreed for the three year period 2023/24 - 2025/26:
 - Slavery & Exploitation
 - Domestic & Sexual Violence & Abuse
 - Preventing Radicalisation & Violent Extremism
 - Serious Violence
 - Substance Use
 - Anti-Social Behaviour
- 2.4 Hate crime will remain an area of focus for the partnership in the years to come. The governance arrangements are currently being improved and the hate crime strategy will be updated and relaunched with the support of partners from across Nottingham and Nottinghamshire
- 2.5 The following cross-cutting issues, which may require strategic direction and governance by the partnership in 2023-2024, have also been identified:
 - The cost of living
 - Vulnerable adults, in particular those who do not meet the thresholds for criminal or safeguarding interventions
 - Migration and the integration of individuals into the community
 - Housing and homelessness
- 2.6 Delivery of the Partnership Strategy and associated activity is overseen by a range of sub-groups. These are listed below:

⁵https://assets.publishing.service.gov.uk/media/639b2ec3e90e072186e1803c/Final_Serious_Violence_Duty_Statutory_Guidance_-_December_2022.pdf

- Slavery and Exploitation Strategic Group (to be established 2024)
- Serious Violence Strategic Group
- ASB Strategic Group (to be established 2024)
- Substance Use Strategic Partnership
- Domestic and Sexual Violence and Abuse Strategy Group
- Reducing Reoffending Board
- Prevent Board

3.0 PERFORMANCE AGAINST THE PARTNERSHIP STRATEGY:

- 3.1 Performance against the Partnership Strategy targets is closely monitored by the NCSP Performance & Intelligence Team. All crime, ASB and substance misuse figures are regularly scrutinised in order to detect changes in patterns or trends and to ensure that the partnership addresses any emerging issues.
- 3.2 Partnership performance is reported to the NCSP Board at all Board meetings (five times a year) and to subsidiary meetings as and when required.
- 3.3 The table below summarises performance against the targets contained within the strategy in the period up until the end of Dec 2023

Performance Outcomes	Performance Summary
Crime and Safety	Overall reductions are being seen in levels of victim-based crime due to the continued hard work of community safety partners.
Reoffending	Reoffending levels remain high and are increasing towards pre-covid levels. More work needs to be undertaken in addressing recidivism.
Slavery and Exploitation	Work in this area is recognised as best practice and is being replicated across other areas. This is resulting in increased caseloads as more vulnerabilities are identified and addressed.
Domestic and Sexual Violence and Abuse	Repeat victimisation is being reduced, whilst actions are being taken to drive up reporting levels, assess need and provide appropriate support.
Preventing Radicalisation	Actions against the prevent action plan are almost complete with future risks and mitigation identified and action planned
Serious Violence	Levels of serious violence remain consistent over the medium term, with overall improvements seen over the long term and work underway to deliver further improvements.
Substance Use	Performance is consistent; much work is underway to

	drive required improvements
Antisocial Behaviour	Long term reductions seen across the city.

4.0 STRATEGIC ASSESSMENT 2023 – FINDINGS

- 4.1 The Strategic Assessment 2023 was presented to the NCSP Board for sign off in December 2023. A number of themes were identified, and these are summarised below:
- 4.2 The themes identified through the report can be broadly categorised in three areas; Understanding the need for services and provision to meet these needs, working together in partnership to deliver these services, and measuring the impact of service delivery on the citizens on Nottingham.
- 4.3 The recommendations for understanding need and provision are focussed on improving processes for capturing and analysing information and data to inform service delivery and measure impact. Improved data and information management will also help the completion of accurate needs assessments, and to identify capacity, capability, and efficacy of services in addressing areas such as domestic and sexual violence, substance use, reoffending and safeguarding.
- 4.4 Where gaps or weaknesses are identified, the strategic assessment makes recommendations which should assist in addressing these areas whilst building on the strong partnership working arrangements already in place. Focus should be applied to areas of Mental Health, Criminal Justice and a rapidly changing demographic landscape across the city, both in reference to changing populations and changing needs within those populations.
- 4.5 The final thematic area identifies actions that should be taken to ensure the impact of services are captured, to evidence the effectiveness and efficiency of the Community Safety Partnership in providing effective and efficient services which reduce victimisation, threat and harm to our communities.

5.0 SPOTLIGHT ON SERVICES: PREVENT

- 5.1 Prevent is a key pillar of the national counter-terrorism strategy, CONTEST, the aim of which is to reduce the risk from terrorism to the UK, its citizens and interests overseas.
- 5.2 Sec 26 of the Counter Terrorism and Security Act 2015 places a general duty on specified authorities, in the exercise of their functions, to 'have due regard

to the need to prevent people from being drawn into terrorism’. Sec 29 of the same Act confers on the Secretary of State the right to ‘issue guidance to specified authorities about the exercise of their duty under section 26’. These authorities MUST have regard to any such guidance in carrying out that duty. The effect is that Prevent Duty Guidance is largely mandatory rather than guidance.

- 5.3 The Head of Community Safety is responsible for strategic delivery of the Prevent Duty and for chairing the statutory multi agency panel for preventing radicalisation. Channel is a safeguarding function which provides contextual safeguarding and interventions for people susceptible to being radicalised.
- 5.4 The Preventing Violent Extremism Team was established in 2022 following a successful bid to the Home Office. This team is made up of two officers, a Prevent Coordinator with responsibilities for coordinating delivery against Home Office benchmarks, managing community networks and the Prevent Education Officer. The Prevent Education Officer provides Prevent support to City and County (20%) schools (80:20 respectively).
- 5.5 The Counter Terrorism Local Profile for Nottingham /Nottinghamshire published by Counter Terrorism Policing in December 2023 has highlighted the following priorities:
- Online Extremism;
 - Self-Initiated Terrorism;
 - Extreme Right Wing Terrorism;
 - Islamist (AQ/IS inspired) Terrorism;
 - Extremism in Prison/Prison Releases
- 5.6 In the first three quarters of 2023-24, the Coordinator and PEO have delivered training to 25 educational and other settings to a total of over 1700 individuals. During the same period, six Home Office funded CSO Prevent projects have been initiated and supported by the team. The majority of delivery will take place in Q4 but, to date, 6 workshops have been run with a total attendance of 268.
- 5.7 Compliance with Prevent Duty Guidance and the associated toolkit is benchmarked annually by the Home Office. Scores range from 1-5 with duty compliance at 3 and funded areas expected to be 4s or 5s. Nottingham City Council was most recently assessed in March 2023 with the following results:

	Benchmark	2022 Score	2023 Score
1	Risk Assessment	2	5
2	Multi Agency Partnership Board	3	4
3	Prevent Partnership Plan	3	4

4	Referral Pathway	3	4
5	Channel Panel	5	4
6	Prevent problem-solving process	4	5
7	Training	2	4
8	Venue Hire and IT Policies	1	3
9	Engagement activity	2	3
10	Communications	2	3

The next Benchmarking exercise will take place in early March 2024 when the numerical scoring system will be replaced by 'met/unmet/exceeded'.

6.0 RECENT DEVELOPMENTS:

- 6.1 The partnership went through a review process in 2023/24, which delivered a new governance and operating model. This involved a review of priorities and the creation of clear outcomes, a clear ambition and an understanding of what the 'additional value' of the partnership is and what it can bring to partner organisations and the city beyond the business as usual of the partner organisations.
- 6.2 The governance structure was amended, and strategic groups were created in relation to Serious Violence, Anti-Social Behaviour and Slavery & Exploitation. It was also agreed to move to 6 meetings a year, including one review workshop, to accommodate the governance and duty changes. Board membership was broadened out to encompass other partners, such as It's in Nottingham.
- 6.3 These changes to the way that the partnership operates have strengthened the delivery of existing duties, whilst also allowing for the effective incorporation of new duties, such as the Domestic Abuse Safe Accommodation Duty, Serious Violence Duty and the responsibilities outlined in the '*From Harm to Hope*' national drug strategy.
- 6.4 Looking ahead to the next financial year the Partnership will need to continue to adapt and review practice and how it works in line with contractions across the public sector. Working with the new streamlined governance, with new tools in how we capture and use performance data NCSP will be shifting many functions from a universal offer to an intelligence led model in line with the resources available.

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NCC Communities and Environment Scrutiny Committee

Overview of the Nottingham Community Safety Partnership

Colin Wilderspin – Director Of Communities

Amy Goulden – Head of Community Safety

What is the NCSP?

- A multi-agency community safety partnership responsible for tackling crime, anti-social behaviour, substance misuse and reoffending
- Established by the Crime & Disorder Act 1998
- Also functions as Domestic Abuse Local Partnership Board, Substance Use Board and Serious Violence Board



Composition

❖ Five 'Responsible Authorities':

Nottingham City Council

Probation Service

Notts Fire & Rescue Service

Nottinghamshire Police

Integrated Care Board

❖ A number of other public bodies on a voluntary basis:


Nottinghamshire PCC

Violence Reduction Partnership

Adults & Children's Safeguarding

HMP Nottingham

It's In Nottingham



**Wollaton West Ward
Day of Action
29 June 2023**

Working in partnership to create a better neighbourhood
Come and take part in the Wollaton West day of action

Report it
Did you know you can report problems in your neighbourhood to us online? Including:
fly tips dog poo graffiti full bins
overgrown hedges obstructing pavements
abandoned vehicles
www.nottinghamcity.gov.uk/reportit

You report it - we'll sort it!

Responsibilities

- Local strategic management
- Engage & consult with the local community
- Commissioning of a local strategic assessment
- Development of a local strategy
- Overseeing delivery and performance against targets
- Domestic Homicide Reviews



Domestic Abuse

Background

- Domestic Abuse Act 2021 places a statutory duty on local authorities to appoint a multi-agency Domestic Abuse Local Partnership Board.
- This must be consulted as the LA performs the following functions:
 - Assess the need for accommodation-based domestic abuse support for all victims in their area
 - Develop and publish a strategy for the provision of such support
 - Give effect to the strategy (through commissioning/de-commissioning decisions)
 - Monitor and evaluate the effectiveness of the strategy
 - Report back to central government

Domestic Abuse

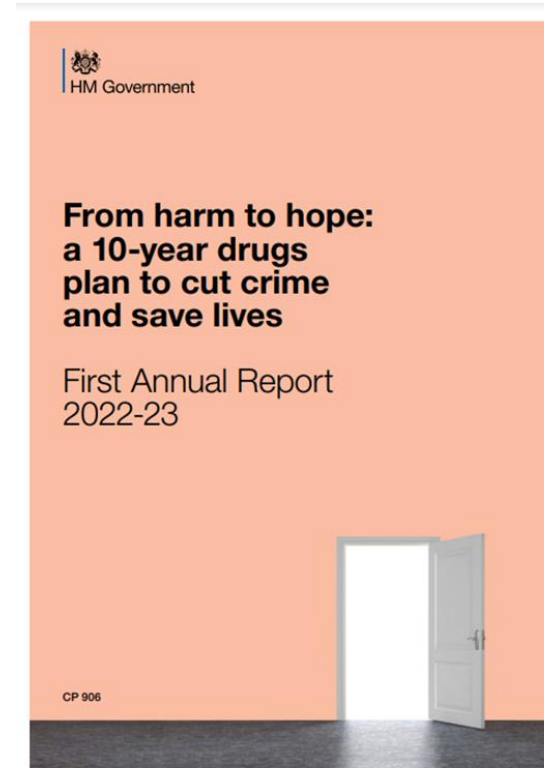
Local Arrangements

- NCSP Board functions as the local partnership board
- Operational work is done through the DSVA Strategy Group and Joint Commissioning Group
- Needs assessment completed on a three year cycle (as per statute) with an annual refresh
- Strategy managed by DSVA Strategy Group
- LA reports back to DLUHC on an annual basis
- Additional board members for LPB section of the meeting



Substance Use

- *From Harm to Hope* national drug strategy requires each area to have a Combatting Drugs Partnership Board – in Nottingham this the NCSP Board
- Board is supported by the Substance Use Strategic Partnership which leads on delivering:
 - Needs assessment
 - Delivery plan
 - Outcomes framework
- Thematic areas of work include
 - Children & young people
 - Prevention
 - Lived & living experience
 - Reducing alcohol & drug-related harm
 - Mental health & substance use
 - Substance use & criminal justice
 - Breaking drug supply chains & enforcement



Serious Violence

- Serious Violence Duty implemented January 2023
- Community Safety Partnerships required to have a strategy for:
 - Preventing people from becoming involved in serious violence in the area, and
 - Reducing instances of serious violence in the area
- Violence Reduction Partnership coordinating the needs assessment and strategy across Nottingham & Nottinghamshire
- In the city a Serious Violence Strategic group has been set up, which reports into the NCSP Board
- Workshop held on 23rd November to develop city response plan
- City plan submitted to the Home Office, January 2024 to meet the Duty.

Partnership Strategy 2023-26

- Three year strategy to tackle crime (including serious violence), anti-social behaviour, substance use and reoffending
- Managed by NCSP Board and thematic sub-groups
- Board and each sub-group has an action plan
- Supported by data through performance & outcomes framework
- Work with county where possible



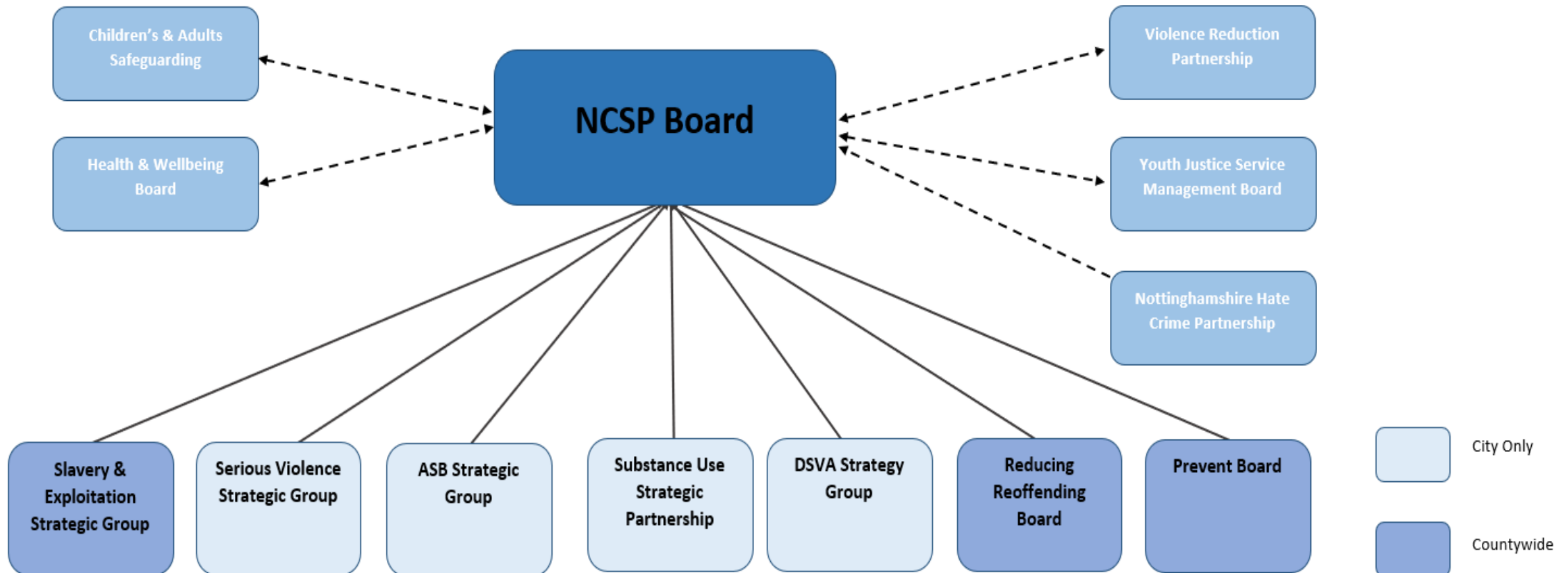
Three-year priorities

- Slavery & exploitation
- Domestic abuse & sexual violence
- Preventing radicalisation & violent extremism
- Substance use
- Anti-social behaviour
- Serious violence

Additional focus on hate crime via county wide governance arrangements



Delivery



Interventions & Initiatives

- Consent Coalition and Safe Space Pledge
- Supporting vulnerable people – MARAC, SERAC and Channel (Prevent)
- Drug and alcohol treatment services
- Purple Flag secured again
- 20 Days of Action
- Awareness weeks and Communications



Understand Need and Provision

Understand the needs of citizens through capture and analysis of information

Assess capacity and capability of local service provision

Work in Partnership to improve services

Strengthen Partnership Working

Reduce vulnerability

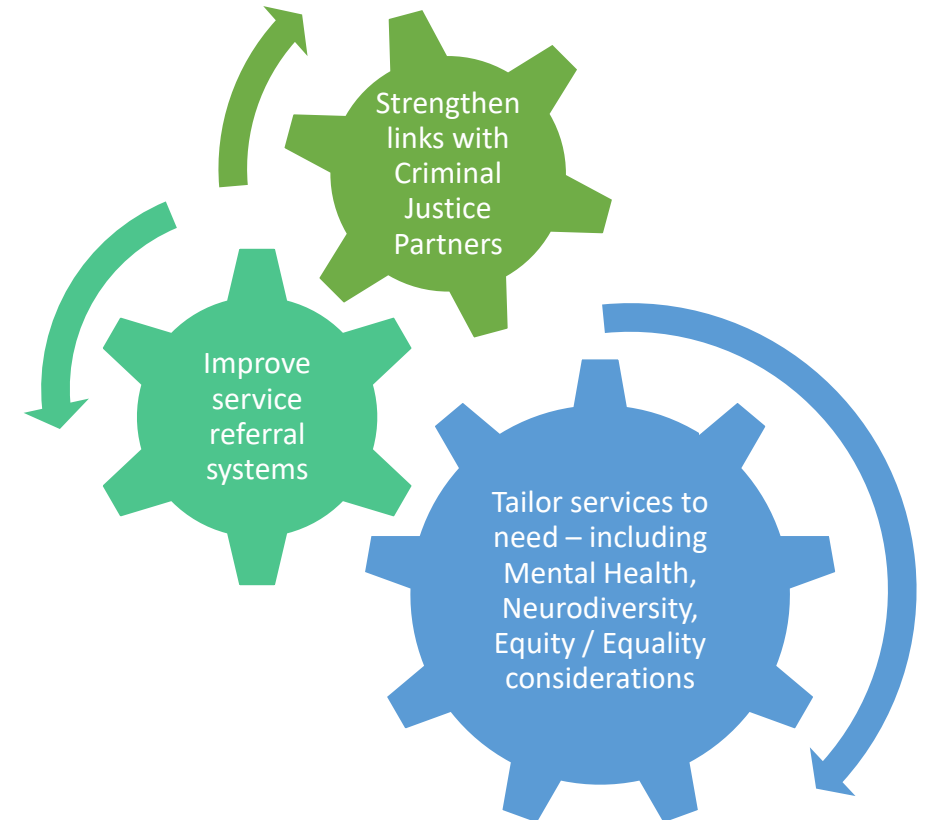
Measure Impact

Reductions in Victimisation

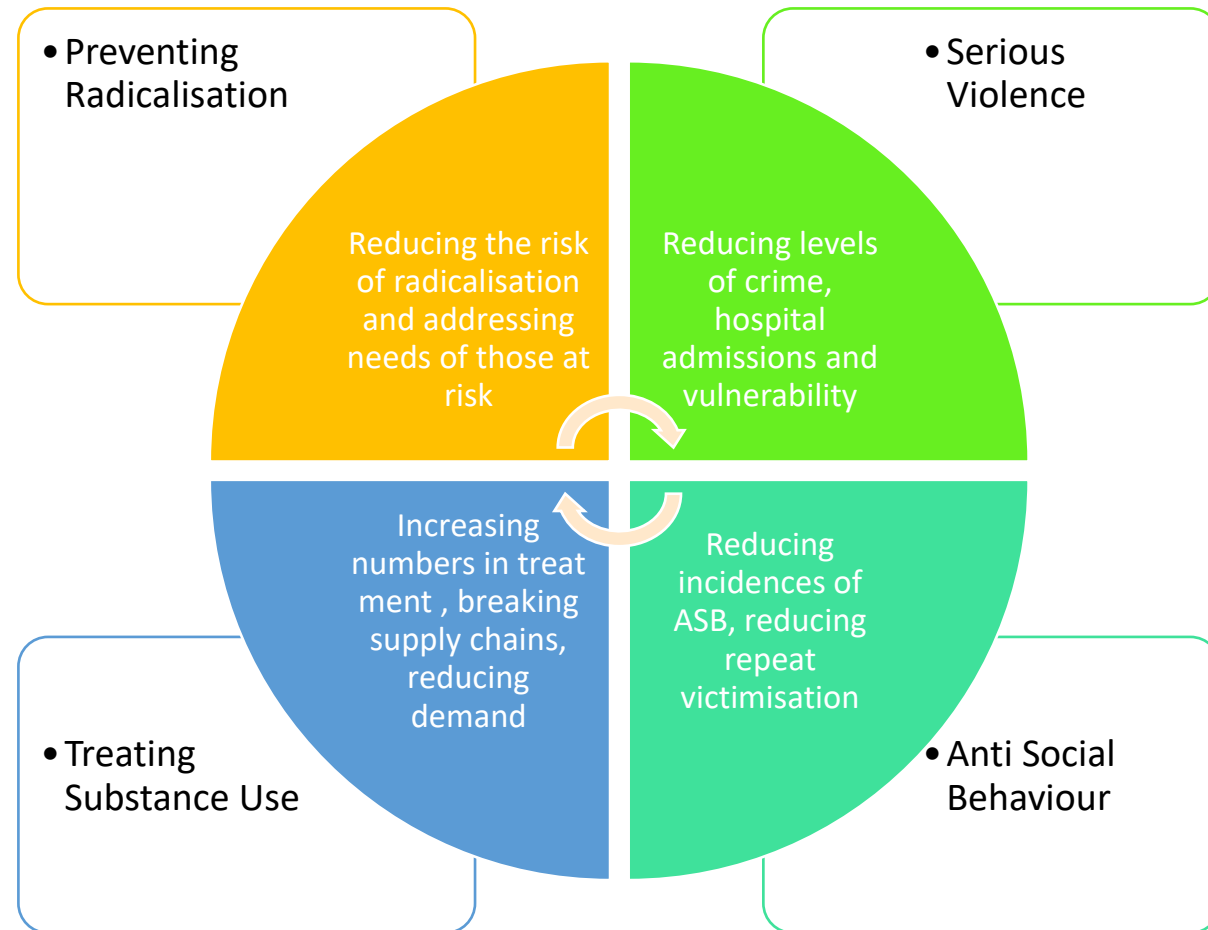
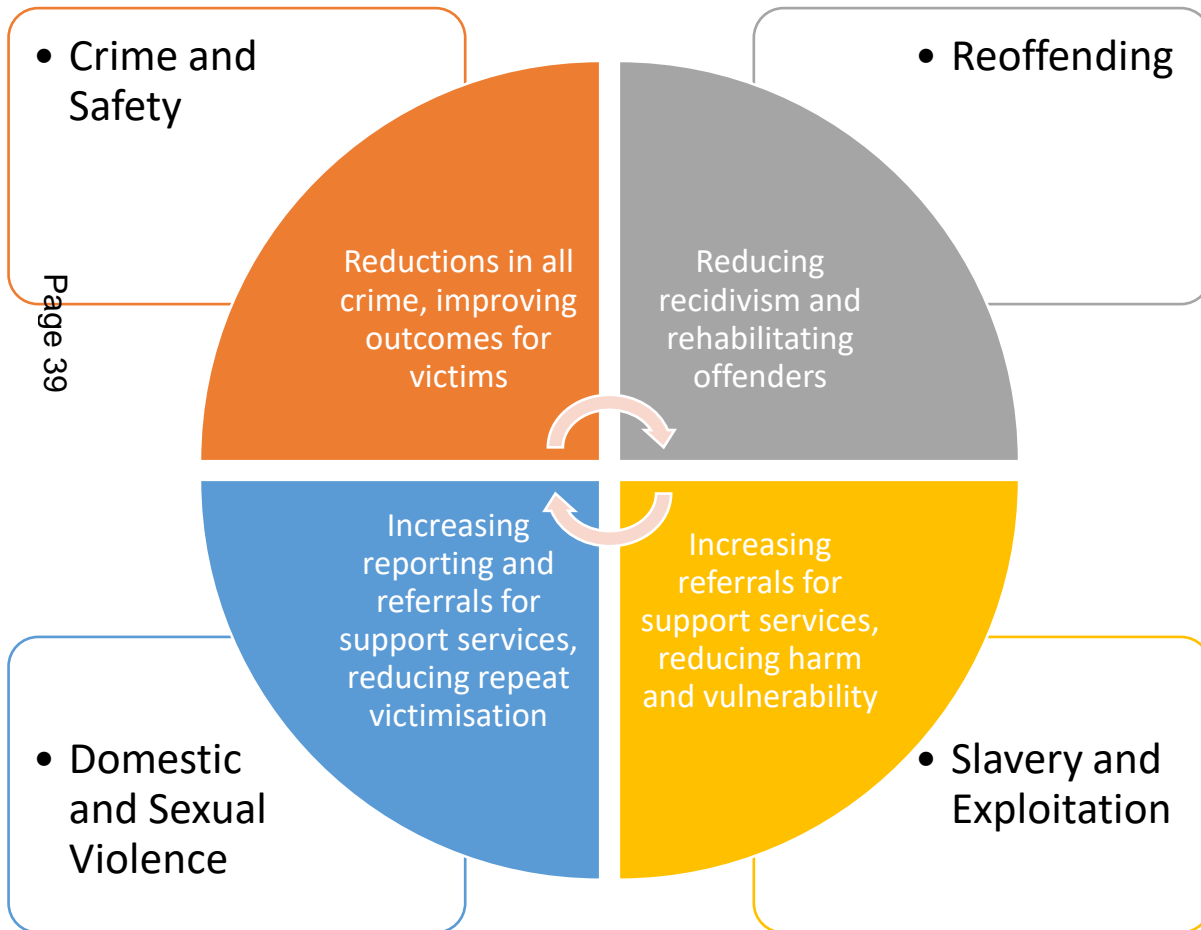
Effective and Efficient Service Delivery reducing risk and harm

Recommendations from the Strategic Assessment – Understanding Need and Working in Partnership

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Measuring Impact



Performance Indicators - Performance vs stated baseline period, short term (quarterly), mid term (annually), long term (two year trend)

Thematic Area	Measure	Performance vs Baseline	Short Term	Mid Term	Long Term	Jan 2024 - Exceptions / Change from previous reporting period
Crime & Safety	Victim-Based Crime	▬	▲	▲	▬	Some substantial reductions seen, over and above traditional seasonal variations.
	Experience of Crime					
	Volume of Hate Crime	▬	▼	▬	▬	A slight increase in hate crimes reported, matched by a decrease in hate incidents.
	% of Hate Crime Victims that are Repeats	▬	▲	▬	▲	A short term reduction (to baseline) of repeat victims.
	Feelings of Safety: City Centre					
	Feelings of Safety: Neighbourhood					
Reoffending	Binary	▲	▼	▼	▼	No change - changes due to indicators in line with changing RRB priorities due in March 2024
	Frequency	▲	▼	▼	▼	No change - changes due to indicators in line with changing RRB priorities due in March 2024
	% of Offenders Housed 3 Months from Release from Prison	▼	▼	▼	▼	No change - changes due to indicators in line with changing RRB priorities due in March 2024
	% of Offenders in Employment 3 Months from Release from Prison	▬	▼	▼	▬	No change - changes due to indicators in line with changing RRB priorities due in March 2024
	% of Offenders Successfully Completing ATR or DRR	▲	▼	▲	▲	No change - changes due to indicators in line with changing RRB priorities due in March 2024
Slavery & Exploitation	Number of Referrals Received to SET	▼	▼	▼	▼	Referrals into the SET continue to increase.
	% cases resolved	▬	▬	▬	▬	Increase in referrals and workload leading to slow down in throughput.
	Risk of Harm Reduction	▬	▲	▬	▬	Harm Reduction RAG rating continues to be positive
Domestic & Sexual Violence & Abuse	Number of Repeat Victims of Domestic Abuse	▲	▲	▲	▲	Repeat victimisation continues to fall, levels of reporting have also fallen over the last quarter
	Volume of MARAC Referrals	▼	▼	▼	▼	MARAC Referrals continue to increase. MARAC review underway to address this
	Volume of Calls to DSVSA Helpline	▼	▼	▼	▼	Call to DSVSA and SV helplines continue to fall. This will be investigated as part of the wider DSVSA
	% Accessing Safe Accommodation					Data collection for this indicator to be developed through DV Strategic Needs Assessment by June 2024

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Performance Indicators - Performance vs stated baseline period, short term (quarterly), mid term (annually), long term (two year trend)

Thematic Area	Measure	Performance vs Baseline	Short Term	Mid Term	Long Term	Jan 2024 - Exceptions / Change from previous reporting period
Preventing Radicalisation & Violent Extremism	Number of Channel Referrals					No data available - however Local Counter Terrorism Profile developed and comms roll out happening
	Number of Channel Cases					
	Proportion of Channel Cases Closed with a Positive Outcome					Prevent Co-ordinator will provide update around progress for Prevent action plan.
Serious Violence	Hospital Admissions (Sharp Object Violent Injury)	▬	▬	▬	▬	No change
	Hospital Admissions (Any Violent Injury)	▬	▬	▼	▲	No change
	Serious Violence	▬	▬	▬	▬	No change. Work underway to develop suite of measures for new SV definition through SV data group
	Knife Crime	▬	▲	▬	▬	Some short term reductions are being seen although performance is tracking last years levels
Substance Use	Numbers in Treatment (Young People)	▲	▬	▲	▲	No change
	Numbers in Treatment (Adults)	▼	▲	▲	▼	Some improvement in numbers of adults in treatment over the last quarter
	Substantial Progress on Recovery Outcomes (Adults)	▼	▼	▼	▼	No change
Anti-Social Behaviour	Volume of ASB Reported to NCC					
	Volume of ASB Reported to Police	▲	▲	▲	▲	Long term improvements continue to be seen.
	Experience of ASB					
	Number of Repeat Victims of ASB					Data being developed
	Satisfaction with Response to Reported ASB					
	Volume of Secondary Fires					

Preventing Violent Extremism Team

- Established in 2022
- Prevent Coordinator with responsibilities for coordinating delivery against Home Office benchmarks and managing community networks and projects
- Prevent Education Officer provides Prevent support to City and County schools (80:20 respectively).
- Mar-Dec 2023 training delivered in 25 settings to 1700 individuals
- Funded to March 2025

Prevent

	Benchmark	2022 Score	2023 Score
1	Risk Assessment	2	5
2	Multi Agency Partnership Board	3	4
3	Prevent Partnership Plan	3	4
4	Referral Pathway	3	4
5	Channel Panel	5	4
6	Prevent problem-solving process	4	5
7	Training	2	4
8	Venue Hire and IT Policies	1	3
9	Engagement activity	2	3
10	Communications	2	3

CTLP Priorities for Nottingham 2023

- Online Extremism
- Self-Initiated Terrorism
- Extreme Right Wing Terrorism
- Islamist (AQ/IS inspired) Terrorism
- Extremism in Prison/Prison Releases



Risks

- External events – local, national or international
- Loss of external funding – March 2025 £5.7m
- Reduced contributions from partners
- Resources make it difficult to respond to emerging issues
- Issues in the criminal justice system
- Issues in NHS mental health capacity
- Matching resources to priorities
- Impact of service reductions

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**Communities and Environment Scrutiny Committee
6 March 2024**

Safety/Commercial and Environmental Regulation

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To review the performance of the Council's commercial and environmental regulation services, the challenges the services are facing and the impact these services have on the Council's revenue budgets

2 Action required

- 2.1 The Committee is asked to consider the information presented in the report and use it to inform questioning and discussion, and to make recommendations as appropriate.

3 Background information

- 3.1 The Local Authority is responsible for a wide range of safety regulation, ranging from food hygiene standards to safety at sporting venues. These wide ranging responsibilities are split across a number of teams within the Council and supported by Community Protection Officers.
- 3.2 The Safer Businesses – Food and Health and Safety Service Plan 2021-2025 sets out a number of ambitions for the Council, with the attached document highlighting actions due to have been completed within 2023/24.
- 3.3 Following the Covid Pandemic a recovery plan was put in place for the food standards inspection regime to ensure that minimum standards for inspection were once again in place across the City. This was quickly achieved and work continues to take place with the aim of returning the regime back to "business as usual" by 2023/24.

4 List of attached information

- 4.1 Safer Businesses – Food and Health and Safety. Service Plan 2021-2025
- 4.2 Food Safety and Standards Service Plan 2023/24

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

6.1 Food Safety and Standards Service Plan 2023/24

6.2 Safer Businesses – Food and Health and Safety. Service Plan 2021-2025

7 Wards affected

7.1 All

8 Contact information

8.1 Kate Morris, Scrutiny and Audit Support Officer, kate.morris@nottinghamcity.gov.uk

Food Safety and Standards Service Plan

2023/24









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1. Introduction -

A recovery plan was implemented in 2022/23 to start dealing with the impacts of Covid 19 on the food safety inspection programme. This plan has been successful, and the service met and surpassed the minimum standards set by the Food Standards Agency. At the start of 2022 approximately 1900 food premises in high and lower risk sectors were overdue for an inspection which is 59% of all premises in the city. At the start of 2023 this has been reduced to 1400 overdue premises which is 45% of premises. None of the current overdue premises are in the highest risk categories. This data reflects a successful year in returning the inspection programme back to normal by the end of the 2023/24 year.

The safety of food supply and transparency about its nutritional qualities is a key contributor to public health and wellbeing of citizens. The team's work is a vital part of the food and hospitality economy.

Key headline issues for the Food Service in 2023/24;

-  Continue the restoration of the inspection programme in accordance with the FSA's guidelines.
-  Focus resources on; newly opened businesses, those previously rated as higher risk, not broadly compliant, Approved Premises and interventions following serious complaints and national/local incidents.
-  Address and monitor the identified gap in resourcing of the team to ensure it meets statutory minimum
-  Continue to support and promote the high-profile Food Hygiene Rating Scheme
-  Supporting local business to ensure advice and coaching expertise is available to help them comply
-  Ensure new allergen safety laws on prepacked for direct sale are enforced to protect vulnerable consumers from risk of harm.

Ensuring that the business sector is well informed, trained and compliant with food safety and standards requirements is essential in safeguarding the public from serious illness such as food poisoning, allergenic reactions from incorrectly described foods as well as protecting from fraudulent activity such as dangerous illicit or counterfeit alcohol. I support the Food Safety and Standards inspection service in their risk-based work to protect communities and ensure a fair-trading environment for businesses.

Paul Dales

Environmental Health Manager – Safer Business

2. Service aims and objectives

2.1 Aims and objectives

It is the policy of Nottingham City Council to ensure that food produced without risk to health, is correctly labelled and complies with relevant legislation. The service achieves this by;

- ➔ Carrying out thorough, competent inspections of food and food premises with fair and consistent enforcement
- ➔ Investigation of complaints about food and food businesses
- ➔ Undertaking a coordinated, effective programme of food and water sampling
- ➔ Thorough investigation of suspected and confirmed food poisoning cases and outbreaks
- ➔ Provision of an accessible advice, information and training service
- ➔ Instigation of targeted campaigns to better inform the public and food industry sector
- ➔ Continuously improving the quality of public service.

The Authority adheres to the Home Authority and Primary Authority principle where the Service deals with Food Safety and Standards issues centrally for national food manufacturers/food outlets in the City.

The key outcomes to be achieved in 2023/24 are;


- ➔ Continue to implement the Nottingham Recovery Plan, build upon the compliance with the FSA's Recovery Plan minimum inspection requirement and to actively tackle the backlog so as to restore the inspection programme that was severely disrupted because of the Covid 19 pandemic.
- ➔ **By 31 March 2024** – All establishments rated A, B, C, D for hygiene or A for Standards to have received on-site inspection plus prioritisation of higher risk new premises.
- ➔ Prioritisation of new (Unrated) businesses for intervention based on risk. Ongoing specific legal requirements, surveillance, enforcement, and urgent reactive work to continue throughout.
- ➔ Food Hygiene Rating Scheme to be maintained and promoted.
- ➔ New FSA delivery models ready for implementation in 2024/25.
- ➔ Prioritise sampling and reactive inspections on categories of premises subject to complaints that may pose a higher risk of non-compliance or potential food poisoning outbreaks/allergen incidents
- ➔ Inspect and provide coaching in Safer Food Better Business management systems to newly opened small and medium sized businesses to aid compliance. Promote use of the multi-language support in appropriate BME businesses that may need specific support.

2.2 Links to corporate objectives and plans

The Authority has a comprehensive corporate planning and review process. The Food Safety and Standards Service Plan is one of many service plans, which support the objectives of the Communities Directorate within the Resident Services Department.

The Food Safety and Standards Service operates to meet, and support the following Priorities of the Council:

- ➔ Clean and Connected











 Healthy and Inclusive

 Safer

3. Background

3.1 Profile of the Local Authority (Nottingham Insight Statistics)

Nottingham City Council is a Unitary Authority in the East Midlands and is one of England's eight Core Cities. It sits in the centre of the Greater Nottingham conurbation that includes the Districts of Gedling, Broxtowe and Rushcliffe in Nottinghamshire, and Erewash in Derbyshire. In summary:

-  City of Nottingham population – 329,000
-  Greater Nottingham population – 733,000 and 805,000 in the travel-to-work area. The travel to work area is the Nottingham metro area which is 1.5million (including from Derby and Leicester)
-  The retail catchment area is 2million.
-  Nottinghamshire including city attracts 37m visitors a year. The city figure is 12m visitors per year.
-  Home to two Universities with over 60,000 students
-  30% of the City's population are aged 18-29
-  One fifth of Nottingham people were born outside of the UK and 35% of the City's population are from BAME groups.
-  The City has a multi-ethnic population and contains areas of significant deprivation
-  Ranked 8th most deprived in UK
-  Nottingham City is the predominant centre for commercial activity (with the associated risks) that is used by residents from the whole conurbation; however the City has a Council Tax income of a relatively small population (and lower bandings) but has to regulate the demands placed upon it from a much larger population arising from the outer Borough residents.

3.2 Organisational Structure

The Safer Business Food and Health and Safety Team are part of the Community Protection Directorate. A key part of the involvement in the wider Directorate is providing greater access to skills and support to the team enabling closer cooperation between the various enforcement teams and the Police as well as ensuring the service can respond quickly to routine demand and critical incidents.



FTE officers for Food Safety 7.7 (5.4 occupied for year 2022/23).

FTE officers for Food Standards 1.8 (1.5 occupied for year 2022/23).

* April 2023 – 3 EHO vacancies have been appointed to with all in place by August. (1 deleted post in 2021 has been reinstated from 1 October 2023)

3.3 Scope of the Food Service

In 2010, the Food Standards work was migrated to Environmental Health Officers from the Trading Standards team and by doing so has consolidated all food compliance work within one team. This has delivered more efficient use of resources and importantly a single point of contact to help reduce compliance burdens on businesses in accordance with Better Regulation initiatives.

This combined service provides;

- ➔ Food safety, food standards, health & safety inspections, private drinking water compliance and testing
- ➔ Food complaint and hygiene complaint investigation
- ➔ Inspection of foodstuffs including imported food and issuing Export Certificates
- ➔ Food labelling, composition (colours/additives/allergens/meat speciation), Novel foods investigation, misleading health claims etc.
- ➔ Microbiological and compositional sampling of food and water
- ➔ Investigation of food poisoning and gastro intestinal notifications including outbreaks
- ➔ Food Safety and Standards advice service incorporating ‘Safer Food Better Business’
- ➔ Response to national ‘Food Alerts’ and ‘Allergen Alerts’
- ➔ Promotional health development activities with businesses and the community

3.4 Demands on the Food Service

Profile of food premises – April 2023

At the start of April 2023 there were 3189 food premises mainly in the retail and catering sector. An intrinsic part of Nottingham's desire to be a top European tourist destination is its leisure, retail and catering sectors. The NG1 area of Nottingham has 805 food businesses registered with a wide variety of traditional and minority ethnic cuisines.

There are several thousand hotel bed spaces within a mile of the City Centre and the City has numerous high quality conference facilities. There are major establishments that pose a significant business continuity risk should a serious food incident occur such as the hospitals, prison, universities, schools and major manufacturers who distribute products nationally and internationally.

Nottingham's multi-ethnic population is reflected in the diverse ethnicity of food business operators with a significant number whose first language is not English.

Number of Food Premises to enforce Food Hygiene & Safety in 2023/24

Risk Category	A	B	C	D	E	Unrated	Total
Number of Premises As of 1/4/23	1	50	305	1345	1241	247	3189
(data for 1/4/2022)	(1)	(39)	(363)	(1429)	(1174)	(227)	(3233)

Number of Food Premises to enforce Food Standards in 2023/24

Risk Category	A	B	C	Unrated	Total
Number of Premises	12	454	2188	468	3122
	(14)	(497)	(2181)	(541)	(3233) (including 6 not of inspectable risk)

Other information about the service:

- ➔ Since the inception of the FSA's Safer Food Better Business (SFBB) management system the team has carried out basic coaching advice to caterers and retailers that are small businesses in the development and use of safety management systems. Providing such support to small businesses is essential to building the skills and qualifications of the workforce as well as contributing to stage 1 of the compliance model (see 3.5).
- ➔ Authorises, inspects and monitors **11 EC Approved manufacturers** which are able to export throughout the EC and international market.
- ➔ Provides export hygiene health certification.
- ➔ Operates a basic advisory service for small businesses.

Access to the Service

The main offices are located close to the City Centre.

Communities Directorate
Safer Business - Food and Health & Safety Team

3.5 Enforcement policies

The Enforcement Policy has been approved by the Council, and was reviewed and

3.5 Enforcement policies

The Enforcement Policy has been approved by the Council in June 2016 and is being refreshed in June 2023. The Policy reflects the intention of the Food Service to adhere to the requirements of criminal investigation laws such as, Police and Criminal Evidence Act 1984 (PACE), Human Rights Act 1998 and Regulation of Investigatory Powers Act 2000 (RIPA). The Food Service follows the requirements of the changes brought in by the Regulatory Enforcement and Sanctions Act 2008. The Enforcement Policy incorporated changes to reflect the statutory Regulators' Code of 2014.

The enforcement policy helps to promote efficient and effective approaches to regulatory inspection and enforcement, which improve regulatory outcomes without imposing unnecessary burdens.

City Council Food Businesses

Where the Council is itself the proprietor of a food business, then the general principles of the Enforcement Policy will apply and be adhered to. To facilitate compliance in such premises, a link environmental health officer is assigned for each Department to enable periodic development and review of their food safety policies. Any breaches of Regulation noted on inspections will be brought to the attention of the relevant catering manager for rectification and dependent upon the seriousness or in cases of continuing non-compliance, senior departmental managers and ultimately the Chief Executive will be notified in order to ensure compliance.

4. Service Delivery

4.1 Food and Feedingstuffs Premises Inspections (Official Controls)

4.1.1 Food premises- hygiene inspections/interventions programme

The Authority follows the priority rating system in the Food Law Code of Practice and aims to inspect 100% of premises due to be inspected in accordance with their risk rating in the following categories; A, B, C, D, E, 'not broadly compliant', manufacturers and newly opened businesses that are unrated.

Official controls are defined at Community level in Article 2(1) of EC Regulation 882/2004 and involves monitoring the knowledge and management ability of the food business operator, assessing practices and procedures and also conducting a physical inspection of the structure of the premises. Monitoring could include surveillance, verification, audit, inspection, and sampling and analysis.

Britain's exit from the EU has resulted in broad adoption of EC food laws into UK law which has provided a degree of continuity but with some practical changes to export health certification.

Inspection Performance Results – Food Hygiene

Risk Category	% of Food Hygiene Inspections due that were carried out						
	16/17	17/18	18/19	19/20	20/21*	21/22*	22/23*
A	100	100	100	100	40	100	100
B	100	100	100	99	21	63	100
C	99	99	100	97	14	26	100
D	99	97	100	94	20	22	51
E	14	18	80	84	26	11	7

*LAEMS report not run and submitted – data from manual run database reports.

Inspections that are due - profile for the year 2023/24

Risk Category	A	B	C	D	E	Unrated	Total
Inspections due	2	50	125	830	906	247* plus ~500** in-year new registrations	2160*

* Number of new premises not yet inspected as of 1/4/23

** Approximately 500 new businesses will open/close within the next year and be added to the inspections needed figure.

Premises rated Category A & B by officers are considered the highest risk due to the nature of the food business and possibly because of poor operating standards. The minimum inspection frequency for the different categories of premises is given below. Premises may be inspected more frequently than this if required. The specialist 'Flare' database is used to log and track inspections and other activities. This database is also used to extract data to upload to the national Food Hygiene Rating Scheme website and the LAEMS annual data or replacement data return to the FSA.

Hygiene Risk Category	Minimum Frequency of Inspection
A	6 months
B	12 months

C	18 months
D	2 years
E	3 years
Unrated; new registered food premises	High risk premises should be inspected within 28 days of opening to risk rate it in category above and issue a zero to five food hygiene rating score if applicable.

Officers also carry out follow up revisits/video calls to assess improvement in conditions in approximately 10-20% of premises inspected. Procedural guidance within the team provides a structured risk-based guide to promote consistency for revisits.

4.1.2 Food Hygiene formal actions in 2022/23

It is the policy of the Authority to serve Hygiene Improvement Notices if significant work required on previous inspection reports has not been completed or if there are serious concerns about food safety during a current visit. These formal legal notices permit officers to specify to a food business operator what improvements are needed within a reasonable timescale.

A Hygiene Emergency Prohibition Notice can also be served if an officer discovers conditions that pose an imminent risk to health although officers can accept that a business closes voluntarily in such circumstances and similar restrictions are placed on the business before re-opening is permitted. The most likely reasons for the service of such a notice is the discovery of pest infestations (rats, mice, cockroaches), filthy premises or very poor controls over food hazards. Other reasons could include a production process that does not follow recognised guidelines and is dangerous leading to food that is unsafe to eat e.g. a vacuum packing process that could lead to botulinum growing resulting in illness with a very high mortality rate. These notices are often followed by consideration of whether to prosecute/caution for the conditions found.

Formal Actions	19/20	20/21	21/22	22/23
Number of food businesses served with Hygiene Improvement Notices	8	3	4	4
Number of Hygiene Emergency Prohibition Notices	1	0	0	0

Number of premises where emergency voluntary closure accepted	5	2	0	0
Prosecutions	0	1	1	1
Number of premises where food voluntarily surrendered or seized	25	9	2	3
Formal (Simple) Cautions	2	1	0	0
Premises subject to written warnings	875	216	507	771

4.1.3 Food Hygiene Inspection issues for 2023/24

The national **Food Hygiene Rating Scheme** devised by the Food Standards Agency was adopted by Nottingham in March 2012 and will continue to be promoted in 2023/24. In addition to website information, food businesses are issued with window stickers with Nottingham City Council logo branding that they will be encouraged to display. The website can be viewed at; www.food.gov.uk/ratings

	May 2016	June 2019	Dec 2020	June 2021	May 2022	May 2023
5 Rated	1865	1966	2020	2109	2327	2297
4 Rated	384	239	224	231	225	205
3 Rated	146	127	87	87	83	57
2 Rated	40	26	19	18	9	15
1 Rated	71	71	43	39	23	32
0 Rated	2	4	6	6	9	1

- ➔ In 2023/24 it is proposed to continue to emphasise the focus on food premises that fail to improve and place citizens at potential risk. The impact of the pandemic on food businesses meant many were closed for long periods because of Covid Regulations. This has built up a considerable backlog of inspections that could not be carried out and still show as overdue within the database although good progress has been made to reduce the backlog with the assistance of contract EHOs. Premises identified by their low food hygiene rating score or higher risk rating will be targeted with proportionate legal action up to and including prosecution.
- ➔ UK Food Surveillance System (UKFSS) – Nottingham joined this system from Feb 2015. This is a national database that centrally holds a record of all food standards and feed samples taken as part of official controls by local authorities and Port Health Authorities. This has enabled more effective communications with the public analyst laboratories that the Food Service uses, as well as having more information available to the team to enable more informed risk-based sampling initiatives. The database has permitted more real time/live

data of ongoing sampling so that liaison with the Food Standards Agency and other food authorities is improved to target resources more effectively.

- ➔ Food Information Regulations came in to force during 2014 and 2015. These EU regulations change and tighten rules on labelling of; country of origin, nutritional information, date marking, minimum font sizes, types of oil used, high caffeine drinks, added water in meat and fish products and allergen information extended to non- prepacked foods and catering situations. The Food Service continues to support businesses applying the new regulations particularly with regard to allergen information; this can be particularly challenging for small local businesses such as restaurants/takeaways to meet the requirements. Additional changes to the Food Information Regulations (so called Natasha's Law) came in to force in October 2021 to require more information on products prepacked for direct sale. The legislation has been enacted as a result of some high profile fatalities of customers who suffered severe anaphylactic shock after eating foods that contained allergens that were not fully detailed on the packaging. Natasha's Law is named after Natasha Ednan-Laperouse who, at the age of 15, died due to a severe allergic reaction. Natasha had a sesame allergy and was not made aware that sesame seeds had been baked into the bread of a sandwich she had purchased. This new legislation is an additional responsibility for the Food Team in dealing with requests for advice, complaints and explaining/enforcing compliance while on inspections.
- ➔ The revised Food Law Code of Practice introduced changes to the qualifications and competency requirements for officers carrying out Official Controls. An enhanced and prescribed structure to demonstrating competence is set out in the Code that requires compliance from April 2021. The Service has updated procedures and documentation to ensure competency can be measured and continuing professional development time for authorised officers is 20 hours per year. Officers use available training from the FSA, UKHSA and local seminars organised for the East Midlands local government area.
- ➔ Three vacant EHO posts have been recruited to with start dates of April, June and August 2023. The officers are newly qualified and will require a period of up to two years to be fully competent in all areas of food safety and food standards as well as imported food knowledge and emergency prohibition procedures. While this recruitment is welcome, the newly qualified officer input will be restricted to lower risk premises inspections and the more experienced team members will focus on the highest risk and also provide the training to the new recruits.

4.1.4 Food premises – standards inspections

The programme for food standards inspections is based on the objective of inspecting, as a minimum, high risk (A rated) premises at least once a year, medium risk (B rated) premises at least once every two years, and low risk (C rated) premises at least once every five years. Risk assessments are carried out using a method that complies with the Food Safety Code of Practice.

Inspection Performance Results – Food Standards

Risk Category	% of Food Standards Inspections due that were carried out					
	17/18	18/19	19/20	20/21*	21/22*	22/23
A	66	100	92	15	25	100
B	59	73	83	14	23	21
C	45	33	82	25	20	8

*From manual database reports as LAEMS return not run.

Inspection Profile for 2023/24

Risk Category	A	B	C	Total
Inspections due	12	314	727 Programme led by Hygiene risk rating.	~ 1053 Plus 468 are unrated

4.2 Food complaints and request for service

It is the policy of the Authority to investigate complaints concerning food produced, stored, distributed, handled or consumed, or intended for human consumption so as to ensure it does not jeopardise the safety of the public. Investigation of complaints about labelling, compositional or quality standards will also be undertaken. All complaints and service requests are recorded using the Civica Flare database, which is used to track the progress of investigations and provide management reports.




Complaints about food matters are dealt with in accordance with departmental procedures that reflect FSA guidelines. The procedures aim to ensure consistency of approach and continuity of evidence.

Number of Complaints/Service Requests received and responded to about Food and Food premises	19/20	20/21*	21/22*	22/23*
Complaints about Food – Submitted items	95	121	120	110
Complaints about Hygiene	466	260	249	303
All Service requests received by Food Safety & Standards Team	1349	1217	1026	1052

*From manual database reports as LEAMS return not used for annual data.

4.3 Home authority/Primary Authority

The Home Authority is the local authority where businesses that manufacture or process food items are based. Where the head office of any such company is not the same location as the manufacturing premises, the authority responsible for the location of the manufacturing unit is known as the Originating Authority. The City Council;

-  Endorses the principles of the Primary Authority and Home Authority Principle
-  Will act as an Originating/Home Authority for local businesses according to service limitations and demand
-  If enforcement action will impact on a business's national policy, the Primary/Home or Originating Authority will be consulted

The Service will adhere to the requirements set by the Better Regulation Delivery Office (part of Regulatory Delivery) in the establishment of the statutory Primary Authority requirement and will carefully consider any requests received from local businesses to act in such a capacity. There are Primary Authority arrangements in place for a number of national companies that operate in Nottingham and the Food Service must adhere to any inspection plans that have been agreed for these businesses.

4.4 Advice to businesses






The Authority recognises the importance of supporting the local economy by providing help and advice to businesses and the public. Food safety and food standards advice and web based links are routinely provided as part of inspections and are supplemented by national and local publicity campaigns. The service has an active Twitter account.

The website provides valuable information both for businesses and the public. It can be accessed at <https://www.nottinghamcity.gov.uk/information-for-business/business-information-and-support/food-hygiene-and-safety/>

4.5 Food inspection and sampling

4.5.1 Microbiological sampling

Sampling of food for microbiological purposes is carried for 5 main reasons;

-  To comply with the statutory duty under EC Reg 882/2004 as part of Official Controls,
-  To assist investigation of suspect cases of food poisoning
-  To investigate complaints about food,
-  To assist in national and local studies of particular foodstuffs,
-  To provide a supplementary means to measure the effectiveness of hygiene controls at food businesses.

Food samples are analysed by the UK Health Security Agency laboratories (bacteriological food and water), the appointed Public Analyst (food standards), the Environment Agency (chemicals in water), and by acknowledged experts in their field (foreign objects, e.g. insects). Laboratories used for analysis in connection with food safety and water quality are accredited to national standards.

Year	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23
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Number of microbiological samples	172	100	95	90	48	68	13	21	19
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There has been a drop in sampling nationally and Nottingham's statistics reflect the trend. This is because of competing priorities with carrying out inspections and also the cancelling of funding from the FSA for sampling projects particularly relating to food standards. The sampling that is carried out is risk based and focusses on the highest risk or emerging issues of suspected risk.

4.5.2 Composition and labelling

The Food Service has a documented protocol for the taking of food samples. The majority of samples are taken as part of the food inspection activities at catering, retail and non-retail levels. Sampling for composition and labelling purposes includes non-prepacked food, food from manufacturers and importers in the city and from wholesalers. There has been a reduction in the number of samples due to more focussed sampling plans nationally in order to minimise duplication.

Year	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23
Number of composition/labelling/allergen samples	100	14	17	10	6	25	14	5	23

4.6 The control and investigation of outbreaks and food related infectious disease

Suspected or confirmed cases of food poisoning are reported by GPs to UKHSA who then formally notify the Food Service. Many reports that arrive with the team for investigation relate to sporadic, isolated incidents of food poisoning. On occasions, reports are received of suspected or actual outbreaks of food poisoning. Isolated cases are not routinely contacted however certain unusual cases highlighted by UKHSA will have a more formal investigation and intervention information provided to assist the patient and prevent further spread of the illness to family contacts or consideration of any occupationally linked risks.

The Authority has appointed the Consultant in Communicable Disease Control (CCDC), based with UKHSA, as the Proper Officer under the Public Health (Control of Disease) Act 1984. The CCDC service works in partnership with the Food Safety Service to administer notifications, investigations, collation of statistics and formal exclusion of infected food handlers.

The service has a documented outbreak procedure that is used to investigate outbreaks originating from bacteriological or viral sources. The documented Food Poisoning Outbreak Control Plan, has been drawn up in conjunction with the CCDC.

Case Study

In June 2014, the Food and Health & Safety Team received notification of a suspected food poisoning outbreak. Seven patients had presented to Accident and Emergency at Queens Medical Centre the previous evening. Symptoms included diarrhoea, vomiting and fever, the severity of which had resulted in 6 cases being admitted for treatment. An inspection of the food premises implicated took place straight away and a Hygiene Emergency

Prohibition Notice was subsequently served by officers prohibiting the use of the premises immediately. In total the food poisoning outbreak affected 142 people which occurred after eating food prepared on and sold from the premises; the food poisoning organism responsible was Enteroinvasive E coli (EIEC).

The only known reservoir of this strain of E coli is the human gut. The infective E. coli bacteria contained in faecal matter got in to the food through poor handwashing by food handlers after using the toilet. Victims of the outbreak included a 14 year old girl who was admitted to paediatric intensive care with multiple organ failure (including kidney failure) and a 16 year old boy severely ill with a low blood platelet count. Due to the nature of their symptoms The case hearing was at Nottingham Crown Court on 23 Sep 2015. Both defendants received 4 months imprisonment suspended for 12 months, ordered to carry out 250 hours community service each, costs awarded of £25,756, Compensation Order of £200 to each of the 142 victims. (£28,400).

4.7 Food safety incidents and Allergy alerts

National 'Food Alerts' are notified to Local Authorities from time to time and the Authority receives these by way of email, mobile phone text message or by out of office hours emergency contact numbers provided to the FSA Incidents Branch. The Authority has a documented procedure for receiving, and when necessary, reacting to such alerts. Some Food Alerts require an immediate response where there is an imminent risk to health.

The FSA (and LAs) lost access to parts of the Rapid Alert System for Food and Feed (RASFF), which it used to exchange information about food safety risks and responses across the EU. It also lost access to the Trade Control and Expert System (TRACES), which provides information on imports, and the Alert and Cooperation Network, which allows for exchanges of intelligence and requests for assistance on food fraud issues between EU member states. As a result, it said the FSA has put in place alternative mechanisms for identifying and escalating risks, and for exchanging information.

Allergy Alerts - sometimes foods have to be withdrawn or recalled if there is a risk to consumers because the allergy labelling is missing or incorrect or if there is any other food allergy risk. Vulnerable persons may suffer anaphylactic shock and possible death if they consume certain allergens.

4.8 Liaison with other organisations

The Food Service actively participates and contributes to liaison arrangements both formal and informal to share intelligence as well as best practice.

The formal groups attended are;

-  Trading Standards East Midlands – Food & Agriculture (TSEM)
-  Nottinghamshire Food Liaison Group
-  Nottinghamshire Food Sampling Group
-  East Midlands Unitary Cities Group
-  Nottinghamshire Regulatory Managers Group
-  D2N2 Better Regulation Group

4.9 Food Safety and Standards Promotion

The Food Service teams maintain a comprehensive range of advisory website information in respect of food matters.

Press releases in conjunction with the Authority's communications team are also an integral part of the work of the Service and used pro-actively along with use of Twitter to promote food safety and food standards matters.

As an Authority that trains Environmental Health and Trading Standards Officers we also welcome students from allied professions such as Public Health, GP and Nursing trainees.

4.10 Imported Foods

The Food Service is proactively involved in Imported Food work seeking illegally imported products during routine inspections. Officers have been trained on imported foods and illegal meat/food fraud matters and the provenance of food items on business premises is routinely scrutinised to ensure it is legally compliant and safe to eat.

Imported Food procedures have been implemented to identify those premises involved in the importation and wider distribution of foods in the City area in order to ensure that appropriate precautions have been followed so as to comply with the relevant legislation.

5. Resources

5.1 Financial Resources

5.1.1 Food Service (Summary)

	2023/24
Salaries (inc. management)	£584,000
Other expenses including, travel, supplies & services, food sampling, stationary, insurance, recharges.	£ 17,000
Income – FHRS rescore fees, export certificate fees	~£5000

5.2 Staffing allocations

5.2. Food Service

Environmental Health Officers and Food Safety and Standards Officers hold the certificate of registration with EHRB or are following a period of structured training and monitoring, which is a statutory requirement to undertake official food control work. Two EHOs have been working through the authorisation levels to be able to inspect the full range of premises while three newly qualified officers joining the team in spring/summer 2023 will be trained and supervised to work through the required authorisation levels.

The EHO post that was deleted has been reinstated with an anticipated recruitment time of October 2023. This will provide additional capacity of approximately 200 food safety and standards inspections per year once they are fully authorised and competent.

5.2.1 Team Minimum Capacity to carry out all Official Controls (Hygiene & Standards) 2023/24.

Current team capacity	Other work factor adjustments	Target No. Inspections Tagged Cat A-E premises and unrated	Revisits Re-score Inspections Sample other visit etc. at ~ 25% of Insp target.	No. of Service Requests Average capacity
PEHO (1.0)	(50% capacity allowance for PEHO duties)	100	37	~ 132
PEHO (1.0)	(50% capacity allowance for PEHO duties)	100	37	~ 132
PEHO (0.8)	(50% capacity allowance for PEHO duties)	80	30	~ 132
EHO (1.0)		200	75	~ 132
FSO (0.75)	DWI work plus sampling/UKFSS lead/meetings -20 days	110	50	~ 132
EHO (1.0)		200	75	~ 132
EHO (1.0)	Post filled with NQ EHO April 2023	200	75	~ 132
FSO (1.0)	Post filled with NQ EHO June 2023	200	75	~ 132
EHO (1.0)	Post filled with NQ EHO Aug 2023	200	75	~ 132
EHO (1.0) *	* Deleted post reinstated from October 2023	*200	*75	~ 132

EHO (0.6)		120	45	~132
9.15 FTE		1710	649	1344
*Vacant for first 6 months				

* 30/08/2023 update note: this reinstated growth item EHO post that is presently vacant may be subject to budget savings and deleted. The negative impact on resources will be as indicated in the above table i.e., approx. 200 inspection capacity reduction.

5.2.2 Inspection Plan Summary

The table below indicates that the deleted post and 2 current vacancies have reduced the capacity of the team below that which is required for statutory minimum inspection programme.

Inspection Demand 2023/24		Team Capacity (all posts filled) Inspections		Team Capacity with 0.5 vacancies
A-D	830	Food Team 9.15 FTE	1710	1610
E	(906)			
Unrated plus new registrations	247 500			
TOTAL	2660	*Agency EHOs/FSOs	500	500
TOTAL			2210	2110

*Estimated additional resource needed to meet demand.

Summary of Demand versus Capacity Resources

The normal demand for inspections in 2023/24 is **2660** including the Category E premises.

The team inspections capacity if all posts are filled has increased to 1710 with three new recruits (though all are newly qualified EHOs and cannot inspect all risk categories yet and will begin on lowest risk category, E rated). The additional EHO through a growth item will only be appointable from October if recruitment is successful; therefore team inspection capacity is reduced to **1610** inspections.

However there will be approximately 500 inspections carried out by the EHO contractors which boosts this year's inspection capacity to **2110** inspections.

Therefore there is a predicted gap of **approximately 550** inspections this year which will mean a reduction in the target of category E inspections so as to focus on higher risk premises. It is anticipated that should staffing numbers remain in place then the recovery in category E to 100% should be achieved in the 2024/25 year.

Resources will continue to be aligned and focussed as per the FSA Recovery Plan principles on Category A-D Hygiene, Category A Standards, newly registered high-risk premises and premises that are not broadly compliant.

5.3 Staff Development

The Authority fully supports the implementation of training, and development plans for staff. An annual appraisal review process takes place where each member of staff meets with their line manager and their development and training needs are identified in light of the Council strategic aims and personal job descriptions. Monthly one to one meetings with each officer are also carried out to monitor performance, consistency, ongoing training needs as well as personal concerns. Whole team meetings take place every eight weeks to discuss new and ongoing issues as well as providing a forum for discussion and consistency. A specialist Food Practitioners meeting occurs every eight weeks and this drills down further in to the detail of food safety.

Monthly training records are maintained to track Continuing Professional development including the FSA requirement for at least 20 hours food update training per year. All officers are subscribed to an on-line training provider that also includes regular live webinars to ensure they are up to date with current issues.

The Authority is positive about developing professional knowledge and works in liaison with other local authorities to arrange low cost training as well providing bespoke training specifically for the team. The Authority has subscribed to the Local Government East Midlands '5 plus 1 pack' training scheme, which will provide low cost training throughout the year.

In addition, the team arrange in house cascade training to update on practitioner-based subjects as well as on-site coaching to those officers developing their skills and knowledge base.

5.4 Risk Management

It is recognised that key resources are necessary to maintaining an effective Food Service that meets the statutory requirements set by the Food Standards Agency and the European Commission. Business continuity plans have been drawn up to mitigate the impact of a major loss of business resource to ensure that services can be maintained.

A number of other key risk issues presently exist;



Staff vacancies

The staff vacancies in recent years and the pandemic has impacted substantially on the team's ability to fulfil all its inspection duties; the focus has been on the highest risk premises A-D however in previous years this has resulted in many overdue inspections in category E food premises. Four EHOs left during the last 3 years.

Due to staff shortages and the backlog built up because of Covid there is a substantial number of due and overdue inspections across all risk categories and statutory duties will not be met this year. **Overdue premises will be included in the 2023/24 and 2024/25 inspection programme with the intention to meet the FSA's recovery plan to bring inspections back in to line over this period.**



Britain Exiting EU

January 2021 Britain exited from the EU and with this has brought some potential risks for food security and supply. All current adopted EU laws will be transferred wholly in to UK law however import and export trading conditions may mean there are some delays at ports; such ports may feel pressured in to an increase in 'deferred inspections' meaning that inland authorities are required to assess shipments of foods destined for Nottingham wholesalers/manufacturers. There has been a small increase in demand

for Export Certification. It is anticipated that there will continue to be uncertainty about food law and food supply chain issues on an ongoing basis. It is still difficult to quantify the pressures to the team to regulate in the new environment with a concern that there will be an increased prevalence of food fraud.



Increase in Food Premises registrations

The number of food premises registering in Nottingham is constantly high and has a significant 'churn rate'. Increases may be contributed by positive activity by the Growth Hub for artisan food outlets and self-employment in the food sector as well as increased economic activity in the entertainment and leisure sector, which is replacing some retail shops on the high street. There is also an increase in the 'churn rate' of businesses which adds an additional burden to the inspection programme. The national delivery platforms such as Just Eat require that businesses are registered and have a food hygiene rating. The businesses cannot start trading on these platforms without the EHO inspecting and issuing the FHS rating score. This initiates additional demand and pressure to prioritise these businesses that detracts from routine inspections of other businesses. A trend has also been noted that some businesses receiving a poor hygiene rating will re-register under a moderately adjusted company name to enable a new inspection to be generated and so enable a 'rescore' via this 'shortcut' method.



Inspecting New Food Premises within 28 Days

The Food Service has seen year-on-year consistent high number of new registrations for food premises including during the Covid period; this has risen to around 500 in the past year. There is a minimum time period specified by the Agency by which the new high risk food premises should be inspected; it is considered reasonable to have carried out the initial visit to high risk premises within 28 days. Improvements have been made in targeting new businesses to achieve the target period and the service will continue to focus on this as one of the key priorities. This risk is being mitigated by a triage approach to pick out the premises that are most likely to handle high risk foods or serve vulnerable groups and ensure they are prioritised.

6. Quality Assessment

6.1 Quality assessments

The team operate a procedure manual that compliment FSA Food Law Codes of Practice and Guidance. Quality and consistency are regulated by;



- A staged and mentoring approach to the authorisation of staff
- Routine monitoring of reports, correspondence and notices
- Accompanied inspections
- Consistency training in house and with other authorities
- Inter authority liaison/audits
- Attendance at Food Liaison and Trading Standards East Midlands groups
- Benchmarking meetings and reports with East Midlands Unitary Cities
- Meetings with legal services to give advice and feedback on enforcement consistency
- Monthly one to one meetings
- Subscriptions to on-line/Teams training including live webinars linking with other local authorities
- Team meetings, specialist practitioners' meetings and briefings
- Use of standard phrases in report compilation
- Feedback from customers and clients both formal and informal
- Complaints against the service are investigated in accordance with corporate guidelines

7. Review

7.1 Review against the service plan

Performance under the Service Plan is reviewed monthly and annually and reported to the Departmental Senior Leadership Team.

The review includes performance against targets, variances from the plan together with reasons and any other service activity or issue that has impacted on Food Service outcomes.

7.2 Conclusion

The recruitment plans used in last year have been successful as well as the use of a tendered service for category D inspections. This returned the inspection programme back to improved compliance in 2022/23 and with the newly recruited officers this improvement should be built upon in 2023/24.

In the event of a major incident/investigation, such as a food poisoning outbreak, the current minimum resources would need to be reviewed dynamically to ensure that all Official Controls could be completed within the timescales.

Paul Dales.

Environmental Health Manager – Safer Business.

30 August 2023.

01 Service: Safer Business - Food and Health & Safety

Environmental Health Manager Safer Business: Paul Dales

Years: 2023/24

Mission:

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- Our mission is to support a healthy, vibrant safe city, protecting environmental health, supporting and enabling citizen health and wellbeing, safe business, fair trading protecting the environment. We will do this through carrying out our health and environmental protection, advisory, regulatory and licensing roles, working with partners, businesses and citizens as well as influencing local, regional and national policy and strategy
- Our aim is to maintain and continue to develop the committed skilled team of colleagues' who are as demographically representative of the city as practicable, and who are professional, competent, capable and able to influence delivery, service development and improvement.

Vision:

- To protect public and environmental health, support citizen, business and a vibrant safe city
- To deliver our statutory duties to protect environmental and public health and safety and council plan commitments
- To adapt and deliver requirements associated with legislative change, including those associated with Britain's exit from the EU.
- To support achievement of a welcoming safe city for citizens and visitors
- To positively support businesses encouraging success, safety and a fair-trading environment
- To effectively engage and communicate with businesses, citizens and communities
- To ensure effective delivery of the pledges identified in the Council Plan 2019-23 specifically attributed to the service to deliver
- To develop and support a skilled and committed workforce to suit the evolving needs of the Service
- To monitor services and deliver within Best Value principles

Service Provision	Central Gov't Service Standards Oversight/Auditor	Linked service standard bodies
Food Hygiene	Food Standards Agency (FSA)	OFSTED/Better Regulation Delivery Office (BRDO)
Food Standards - labelling, composition, health claims etc.	DEFRA	FSA/BRDO
Food nutritional/food and health issues	Department of Health	FSA/BRDO
Health & Safety	Health and Safety Executive (HSE)	Care Quality Commission (CQC)/BRDO
Skin piercing, tattooing, laser & special treatments	Department of Health	UK Health Security Agency UKHSA
Animal Welfare: pet shops/boarding etc	DEFRA	RSPCA
Infectious disease/outbreak control/health protection incidents	UK Health Security Agency UKHSA	Emergency Planning/Local Resilience Forum
Page 71 Sports Grounds Safety	Sports Grounds Safety Authority (SGSA)	Police/Fire/Ambulance/Building Control service. Security Industry Authority (SIA)
Smokefree lead authority/Tobacco reduction	Department of Health	Public Health
Licensing Act – Responsible Authority	Home Office/Department for Communities and Local Government(DCLG)	Licensing Service
Drinking Water Standards/Private Drinking Water Standards	Drinking Water Inspectorate(DWI)	Severn Trent Water

02 Our People

2. Workforce Plan		
Consider the gaps that exist between current workforce and workforce needed to deliver your service plan.	Gaps identified	Plan to address the gaps.
<p>Demonstrate you have considered the following when planning your service outcomes:</p> <p>1. Building a workforce that is representative of the city population and how you are making the workplace inclusive</p>	vacancies in EHO posts	Wider advertisement of roles, using apprenticeship funding by Housing Teams to encourage EHO students in to NCC
<p>2. Succession planning and the use of our employability initiatives. Include reference to career pathways.</p>	Difficult to recruit EHOs	Develop apprenticeship pathways for staff
<p>3. Anticipated changes to the workforce over next three years (growth, shrinkage, age profile) include resourcing challenges.</p>	Staff turnover, potential phased retirement requests	Ensure opportunity to permit transfer of EHOs from other areas of service in to Food H&S. Assist with wider training of apprentice EHOs

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4. What are the key specialist/technical skills your team need to deliver service plan priorities?	Food Hygiene and Food Standards, Water Quality, sampling. Health & Safety, Sports Grounds, Animal Welfare Qualification Health Protection	Seek projects to train CPOs/apprentice EHOs to do lower level work, allowing specialists to concentrate on more complex work. Eg shisha bar checks.
5. What skills development do your team need to meet key NCC behavioural competencies and expectations?	Staff having time to complete and reflect on the training, high level of vacancies and workload make this problematic	Managers to ensure staff have space to complete relevant HR training courses to support and embed competencies and expectations

03 Action Plan

Actions: Key Initiative or Key BAU Workstream being delivered (taken from your Divisional Plan):

Date: Portfolio

Council Plan Objective										
1 Better Housing	2 Carbon Neutral	3 Child Friendly	4 Clean and Connected	5 Financial Wellbeing	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham Beautiful	9 Keep Nottingham Well	10 Safer	11 Serving People Well

Action 1	<p>Food Safety and Food Standards</p> <p>Food Standards Agency (FSA) inspections</p> <ul style="list-style-type: none"> Ensure all Food Safety, Food Standards Official Control inspections and food sampling are completed in line with statutory Food Service Plan and Food Hygiene Ratings are issued within Brand Standard requirements. - Hygiene category A = 2, B = 50, C = 125, D = 830, E = 906, UNRATED = 500. Total = 2160. - Food Standards inspections; A = 12, B = 314, C = 727 TOTAL = 1053 Inspect food premises in accordance with FSA Recovery Plan guidelines and local targets for premises 'not broadly compliant'. 0,1,2 Inspect 'New Unrated' premises as arise (approx 500 per year). Implement FSA's Register a Business Online scheme to link with Civica CX database 	31/3/24	Neighbourhood, Safety and Inclusion
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Actions: Key Initiative or Key BAU Workstream being delivered (taken from your Divisional Plan):				Council Plan Objective													
				1 Better Housing	2 Carbon Neutral	3 Child Friendly	4 Clean and Connected	5 Financially Sustainable	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham Beautiful	9 Keep Nottingham Safe	10 Safer	11 Serving People Well			
Page 15	Action 2	<ul style="list-style-type: none"> Carry out Best Value review reports for Food Safety and Food Standards/Health & Safety service Review procedures to comply with FSA COP & LAEMS data returns Complete annual or quarterly 'Temperature Check' returns to the Food Standards Agency 	30/6/23 31/3/24 quarterly and by 31/3/24	Neighbourhood, Safety and Inclusion				✓	✓	✓						✓	
	Action 3	<ul style="list-style-type: none"> Undertake Health and Safety/Safeguarding/Smokefree checks of food premises for matters of evident concern. 	31/3/24	Neighbourhood, Safety and Inclusion				✓		✓						✓	
	Action 4	<ul style="list-style-type: none"> Private Drinking Water supplies - ensure chemical and microbiological sampling results are carried out and scrutinised for exceedances with interventions as required. Complete annual returns for Drinking Water Inspectorate by 31 January 2024 	31/1/24	Neighbourhood, Safety and Inclusion				✓		✓						✓	
	Action 5	<ul style="list-style-type: none"> Respond to complaints, service requests and food poisoning outbreaks/health protection incidents within the designated response times 	31/3/24	Neighbourhood, Safety and Inclusion				✓		✓						✓	
	Action 6	<ul style="list-style-type: none"> Customer Transformation – implement corporate systems that synchronise with 	1/11/23	Neighbourhood, Safety and Inclusion				✓	✓	✓						✓	

Actions: Key Initiative or Key BAU Workstream being delivered (taken from your Divisional Plan):

Date: Portfolio

Council Plan Objective

				1 Better Housing	2 Carbon Neutral	3 Child Friendly	4 Clean and Connected	5 Financial Wellbeing	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham	9 Keep Nottingham	10 Safer	11 Serving People Well
	migration from Civica Flare database to Civica CX database system													✓
Action 7	<p>Health and Safety - Target licensed/registered premises (visits and non-inspection intervention (NII))</p> <ul style="list-style-type: none"> – Inspection programme – massage/special treatments inspected every 3 years – skin piercing/micropigmentation registrations all new premises applications – Animal licencing all new applications and midterm welfare inspection for all licenced premises – Revision and implementing new conditions for MST to be agreed by LA's throughout Nottinghamshire, new conditions to include 0.3 UV limit – NII Letter with expectations to go in line with condition changes – Revision of skin piercing/micropigmentation application form 	31/3/24	Neighbourhood, Safety and Inclusion			✓	✓		✓				✓	

Actions: Key Initiative or Key BAU Workstream being delivered (taken from your Divisional Plan):

Date: Portfolio

Council Plan Objective

				1 Better Housing	2 Carbon Neutral	3 Child Friendly	4 Clean and Connected	5 Financial Wellbeing	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham	9 Keep Nottingham World Class	10 Safer	11 Serving People Well
	<ul style="list-style-type: none"> Updating to cooling tower register and inspecting LA enforced registered cooling towers UV testing 0.3 compliance project of all licence operators with tanning units Inspect high risk premises in accordance with HSE guidance and LAC67 - Inspections sourced through project work/service requests and accidents <p>Directed intervention to regulate maintenance gas & electrical systems within catering establishments via inspection of highest risk takeaway and restaurant premises</p> <ul style="list-style-type: none"> Gas Safety Commercial Catering Appreciation Training for all officers including Food Safety inspectors Aide memoir to keep awareness of issues in mind of food inspectors and direction to refer any gas and electrical issues to health and safety 													

Actions: Key Initiative or Key BAU Workstream being delivered (taken from your Divisional Plan):

Date: Portfolio

Council Plan Objective										
1 Better Housing	2 Carbon Neutral	3 Child Friendly	4 Clean and Connected	5 Financially Resilient	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham Beautiful	9 Keep Nottingham Safe	10 Safer	11 Serving People Well

	<ul style="list-style-type: none"> – Inspection for matters of evident concern for premises referred – NII – Information to hospitality with outside areas concerning electrical safety and inflatable dry hire <p>Continuation of warehouse project with inclusion of welfare facilities for delivery drivers – identification of businesses with warehouse function which are unrated (new to the system or new owners) or haven’t been inspected within the last 3 years</p> <ul style="list-style-type: none"> - Project to commence once CX is operational; - Assessment of premises on industrial Estates - Inspection of premises that are LA enforced on these sites <p>RIDDOR accident notifications</p> <ul style="list-style-type: none"> - Respond to, assess and investigate as necessary within designated response times 													
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Actions: Key Initiative or Key BAU
 Workstream being delivered (taken from your Divisional Plan):

Date: Portfolio

Council Plan Objective

				1 Better Housing	2 Carbon Neutral	3 Child Friendly	4 Clean and Connected	5 Financial Wellbeing	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham Beautiful	9 Keep Nottingham Working	10 Safer	11 Serving People Well
	Coroner's Inquests - Complete reports within designated deadlines													
Page 79	<p>Action 8</p> <p>Public Safety - Sports Grounds Safety</p> <ul style="list-style-type: none"> - Inspect/regulate all sports stadia and regulated stands and other sports grounds in accordance with Sports Grounds Safety Authority (SGSA) guidance - Carry out during performance inspections; minimum 2 at football and 1 at Regulated Stands - Chair Safety Advisory Group (SAG) meetings to recognised SGSA standards – 4 meetings per year plus statutory annual review football, 1 times per year for Regulated Stands. <p>Public Safety - Safety Advisory Group for Events (SAGE) and Outdoor Event Booking</p> <ul style="list-style-type: none"> - Review SAGE events that are not managed by Nottingham City Council - Review event management documentation - Attend monthly SAGE meetings 	31/3/24	Neighbourhood, Safety and Inclusion			✓	✓		✓				✓	

Actions: Key Initiative or Key BAU Workstream being delivered (taken from your Divisional Plan):

Date: Portfolio

Council Plan Objective										
1 Better Housing	2 Carbon Neutral	3 Child Friendly	4 Clean and Connected	5 Financial Wellbeing	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham	9 Keep Nottingham	10 Safer	11 Serving People Well

	- Inspect/regulate events when required determined by documentation, venue capacity & compliance history.									

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04 Health and Safety

4a. Health and Safety

Are you assured that all:

Yes or no?

Managers in this service have undertaken module 1 health and safety training?

yes

Health and Safety risk assessments within this service are up-to-date and communicated to staff as required?

yes

05 Policy Framework

11. Key Policies and Strategies relating to your Service Area

Please list the NCC strategic or strategy documents that govern your area of work

When were these policies documents or strategies agreed?

Food Safety Plan and Recovery Plan – Statutory FSA Framework Agreement and CoPs	NCC CLT Sept 2023
LAC 67 Health and Safety Executive	HSE
Sports Grounds Safety Authority – various CoPs plus annual audit	SGSA
Drinking Water Inspectorate – CoPs for sampling and reporting private drinking water supplies	DWI

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**Communities and Environment Scrutiny Committee
6 March 2024**

Heat Network Options - Scrutiny Review

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 The purpose of this report is to establish the scope of a Spotlight Review group to consider the various options open to the Council around the future of the Heat Network, and for the Review Group to contribute to the decision making process.

2 Action required

- 2.1 The committee is asked to establish the Spotlight Review Group as set out in the Review Document attached. Committee members will then participate in the review and bring their findings and recommendations for the Portfolio Holder back to the full committee meeting in April 2024

3 Background information

- 3.1 A decision about the future of the heat network beyond 2030 is due to take place in early Summer 2024, contract negotiations are underway and Officers approached the Scrutiny Committee to ask that this subject be included within its work programme. This review gives members of the Committee an opportunity to scrutinise the options available, consider the risks and benefits associated with each option and any mitigation that can be put in place to reduce risk and provide feedback to Officers and recommendations to the Executive, prior to a final decision.

4 List of attached information

- 4.1 Heat Network Options Review Document

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 None

7 Wards affected

- 7.1 All

8 Contact information

- 8.1 Kate Morris, Scrutiny and Audit Support Officer.
Kate.morris@nottinghamcity.gov.uk

Communities and Environment Scrutiny Committee Review Project – Heat Network Options

Purpose of the Review	For the members of the Committee to consider the options available for the Heat Network moving forward beyond 2030 and contribute to shaping proposals prior to a report being presented to the Executive Board for formal decision making.
Links to the Council’s Strategic Plan	Serving People Well Carbon Neutral by 2028
Aims and Objectives of the Review	To allow members of the Review to explore the options available to the Council for the Heat Network, to gather information and ask questions of expert officers and the Portfolio Holder and to make recommendations to the Executive on the information they have been provided. This will feed into the development of formal proposals due before Executive Board in early summer 2024.
<p>Background</p> <p>Nottingham City Council’s district heating network was first established in 1968 as a joint venture between the Nottingham Corporation and British Coal. In 1995, with the demise of British Coal it transferred wholly to Nottingham City Council, trading as EnviroEnergy (Nottingham) Ltd. In mid 2022 the operation was brought in-house and the District Heating Network is now managed within Nottingham City Council.</p> <p>The Heat network provides heat and power to homes and businesses across Nottingham. The network comprises of 68km of insulated pipework carrying pressurised hot water around Nottingham City Centre and St. Anns. Satisfying the heating and hot water requirements for 5,000 dwellings and over 100 commercial premises, including the Victoria and Broadmarsh shopping centres, the National Ice Arena, Nottingham Trent University, BioCity, HM Revenue and Customs, and The Royal Centre.</p> <p>Heat energy comes from incineration of 170,000 tonnes of municipal waste at the Eastcroft Incinerator, which is used to create a supply of super heated high-pressure steam, pumped directly into the Heat Station. Back-up is provided by gas boilers, ensuring a reliable supply.</p> <p>As a Combined Heat and Power (CHP) Plant, steam is also run through generating turbines producing 60,000MWh of electricity per annum. Electricity is supplied to commercial customers through a private wire network with excess power feeding into the National Grid.</p> <p>Options for the future of the heat network beyond 2030 are now being considered and developed, with a formal decision making report due before the Executive Board in early Summer 2024. This review gives non-executive members an</p>	

<p>opportunity to scrutinise the identified options currently available to the Council and deliver essential pre decision scrutiny.</p>	
<p>Key questions</p>	<ul style="list-style-type: none"> • What are the benefits and drawbacks of each option? • How will these impact citizens? • Are there legal implications associated with the options and if so how will this impact the Council/Citizens? • How will each option impact the Council and its Medium Term Financial plan/ongoing budget gap? • What alternative options, if any, could be considered? • What are the delivery challenges for each option and how would these best be overcome/mitigated? • Which option is the preferred option and why?
<p>Methodology</p>	<ul style="list-style-type: none"> • Site trip to London Road Heat Station (20 March 2024) • Discussion and information presenting with Officers and Portfolio Holder (20 March 2024) • Consideration of information and formulation of recommendations (TBC)
<p>Evidence to be provided by</p>	<p>Councillor Coral Jenkins – Portfolio Holder for Energy, Environment and Waste Services and Parks</p> <p>Colin Parr – Corporate Director for Communities, Environment and Resident Services.</p> <p>Mary Lester – Director of Resident Services</p> <p>Antony Greener – Head of District Heating and Waste Strategy</p> <p>Jeff Whittingham – Consultant</p> <p>Ian Vernalls – Programme Manager</p>
<p>Additional information to be considered</p>	<ul style="list-style-type: none"> • Heat Network Options Appraisal <p>This paper is exempt from publication under paragraph number 3 of Schedule 12A to the Local Government Act 1972 because it contains information relating to Information relating to the financial or business affairs of any particular person (including the authority holding that information), having regard to all the circumstances, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.</p> <p>It is not in the public interest to disclose this information because it contains details of contract negotiations currently subject to non-disclosure agreements, breaching these agreements would prejudice contract negotiations and could</p>

	result in legal action being taken against Nottingham City Council
Timetable	<ul style="list-style-type: none"> • Discussion and information session 20 March 2024 • Site trip to London Road Heat Station (20 March 2024) • Discussion and information presenting with Officers and Portfolio Holder (20 March 2024) • Consideration of information and formulation of recommendations (TBC) • Review reported to Committee and recommendations approved 3 April 2024
Reporting mechanism	Recommendations to be put to the Executive following approval at April 2024 Committee

Conclusions	
Recommendations	
Considered by Executive	
Response to recommendations	The response to the recommendation was appended to the Recommendation tracker presented to committee on (TBC)

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**Communities and Environment Scrutiny Committee
6 March 2024**

Work Programme

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To consider the Committee's work programme for 2023/24 based on areas of work identified by the Committee at previous committee meetings and any issues raised at this meeting.

2 Action required

- 2.1 The Committee is asked to note the work that is currently planned for the remainder of the municipal year 2023/24 and make amendments to this programme as appropriate.

3 Background information

- 3.1 The Communities and Environment Scrutiny Committee has been established to carry out the statutory overview and scrutiny functions in relation to matters affecting local communities and the environment including community protection, environmental health, community safety, sport, culture, tourism, waste and cleansing, energy and the environment. This includes:
- a) holding local decision-makers, including the Council's Executive and relevant Boards of the Council's group of companies, to account for their decisions, actions, performance and management of risk
 - b) reviewing existing policies and strategies of the Council and other local decision-makers where they impact on Nottingham citizens
 - c) contributing to the development of new policies and strategies of the Council and other local decision-makers where they impact on Nottingham citizens
 - d) exploring any matters affecting Nottingham and/or its citizens
 - e) make reports and recommendations to relevant local agencies with respect to the delivery of their functions, including the Council and its Executive
 - f) reviewing decisions made but not yet implemented by the Council's Executive in accordance with the Call-in Procedure.

- 3.2 The Committee is responsible for setting and managing its own work programme to fulfil this role. This work programme must have a clear link to its roles and responsibilities and take into account the resources available to deliver it.
- 3.3 In setting a programme for scrutiny activity, the Committee should make sure that each item included on the programme has clear objectives and desired outcomes from its work that add value to the improvement of the Council. Once items have been identified, the scheduling of those items should be timely; sufficiently flexible so that issues which arise as the year progresses can be considered appropriately; and reflect the resources available to support the Committee's work. It is recommended that there is a maximum of two substantive items scheduled for each committee meeting.
- 3.4 The current work programme for the municipal year 2023/24 is attached. There is space for further items to be added to later meetings. This is because some potential issues require further scoping and consideration as to the appropriate timing – once this has been done they will be proposed for scheduling accordingly – and this also allows for flexibility to accommodate issues that arise as the year progresses.
- 3.5 At this meeting the Committee is asked to review its work programme and make amendments to this programme as appropriate.

4 List of attached information

- 4.1 Communities and Environment Work Programme 2023/24

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 Nottingham City Council Constitution

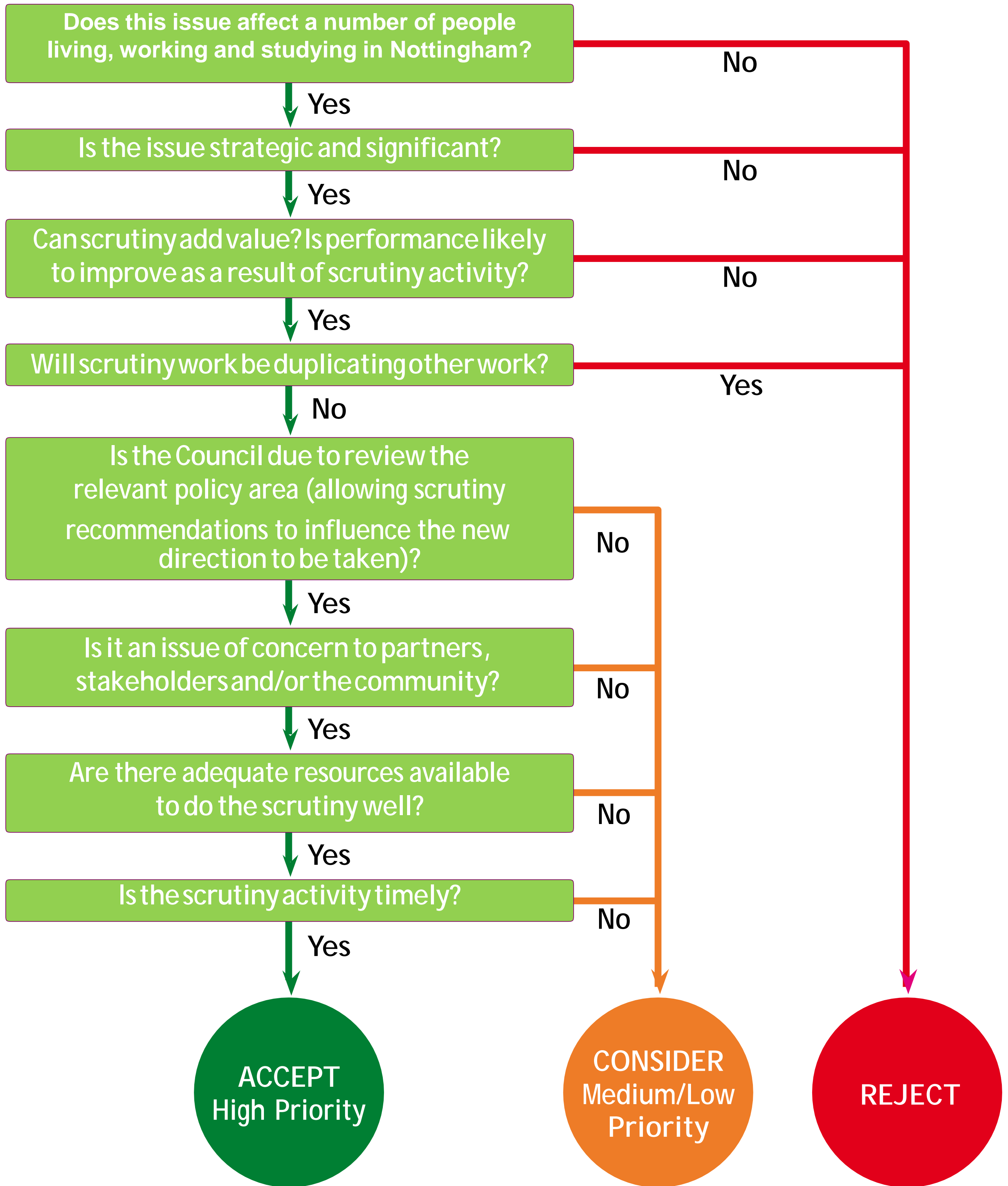
7 Wards affected

- 7.1 All

8 Contact information

- 8.1 Kate Morris, Scrutiny and Audit Support Officer
Kate.morris@nottinghamcity.gov.uk

Nottingham City Council Scrutiny Prioritisation Process



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Communities and Environment Scrutiny Committee 2023/24 Work Programme

Date	Items
6 October 2023	<ul style="list-style-type: none"> • Terms of Reference and Expectations • Waste Strategy To scrutinise the implementation of the waste strategy, to feed into consideration of options available in relation to domestic waste collection, green waste, and recycling • Impact of implementing the Strategy and Mitigations To review the wider implications of the strategy on services • Work Programme 2023/24
8 November 2023	<ul style="list-style-type: none"> • Best Value Review – Community Resilience To review the outcomes of the best value review and feed into the options regarding implementation of the findings • Best Value Review – Environmental Services To review the outcomes of the best value review and feed into the options regarding implementation of the findings • Work Programme 2023/24
6 December 2023	<ul style="list-style-type: none"> • Events To review the impact of a whole range of events across the city, their environmental impact, and tourism and economic impact. • Work Programme 2023/24

24 January 2024	<ul style="list-style-type: none"> • Impact of the Proposed 2024/25 Budget on Communities Environment & Resident Services – Highways, Transport and Planning, Neighbourhoods, Safety and Inclusion, and Energy, Environment and Waste Services and Parks To scrutinise the impact of the proposed budget on services within the committee’s remit • Work Programme 2023/24
7 February 2024	<ul style="list-style-type: none"> • Impact of the Proposed 2024/25 Budget on Communities Environment & Resident Services – Leisure and Culture To scrutinise the impact of the proposed budget on services within the committee’s remit • The Castle To review the work undertaken since the reopening of the Castle and to consider any risks and opportunities identified • Work Programme 2023/24
6 March 2024	<ul style="list-style-type: none"> • Safety/ Commercial and Environmental Regulation To review the performance of the Council’s commercial and environmental regulation services, the challenges the services are facing and the impact these services have on the Council’s revenue budgets • Community Safety Partnership To review the performance of the Community Safety Partnership, fulfilling the Committee’s statutory duty. • Work Programme 2023/24
3 April 2024	<ul style="list-style-type: none"> • CN28 To review the Council’s performance against the pledge to become carbon neutral by 2028. • Heat network options To scrutinise the options for the heat network • Work Programme 2023/24

To Schedule:

- **Green space strategy**
To feed into the development of the green space strategy
- **Green space maintenance**
To review the policy approach to green space maintenance

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