

# 01 Service: Safer Business - Food and Health & Safety

Environmental Health Manager Safer Business: Paul Dales

Years: 2023/24

Mission:

- 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

<b>Service Provision</b>	<b>Central Gov't Service Standards Oversight/Auditor</b>	<b>Linked service standard bodies</b>
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
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

<b>2. Workforce Plan</b>		
<b>Consider the gaps that exist between current workforce and workforce needed to deliver your service plan.</b>  <b>Demonstrate you have considered the following when planning your service outcomes:</b>	<b>Gaps identified</b>	<b>Plan to address the gaps.</b>
1. Building a workforce that is representative of the city population and how you are making the workplace inclusive	vacancies in EHO posts	Wider advertisement of roles, using apprenticeship funding by Housing Teams to encourage EHO students in to NCC
2. Succession planning and the use of our employability initiatives. Include reference to career pathways.	Difficult to recruit EHOs	Develop apprenticeship pathways for staff
3. Anticipated changes to the workforce over next three years (growth, shrinkage, age profile) include resourcing challenges.	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

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

# 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 Financially Sustainable	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham Beautiful	9 Keep Nottingham Working	10 Safer	11 Serving People Well
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Action	Food Safety and Food Standards	Date	Portfolio	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 Working	10 Safer	11 Serving People Well	
Action 1	<p><b>Food Safety and Food Standards</b> Food Standards Agency (FSA) inspections</p> <ul style="list-style-type: none"> <li>Ensure all <b>Food Safety, Food Standards</b> 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.</li> <li><b>Hygiene category</b> A = 2, B = 50, C = 125, D = 830, E = 906, UNRATED = 500. <b>Total = 2160.</b></li> <li><b>Food Standards</b> inspections; A = 12, B = 314, C = 727 <b>TOTAL = 1053</b></li> <li>Inspect food premises in accordance with FSA Recovery Plan guidelines and local targets for premises 'not broadly compliant'. ..... 0,1,2</li> <li>Inspect 'New Unrated' premises as arise (<b>approx 500 per year</b>).</li> <li>Implement FSA's Register a Business Online scheme to link with Civica CX database</li> </ul>	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 Financially Resilient	6 Healthy and Inclusive	7 Improve City Centre	8 Keep Nottingham	9 Keep Nottingham	10 Safer	11 Serving People Well					
Action 2	<ul style="list-style-type: none"> <li>Carry out <b>Best Value</b> review reports for Food Safety and Food Standards/Health &amp; Safety service</li> <li>Review procedures to comply with FSA COP &amp; LAEMS data returns</li> <li>Complete annual or quarterly 'Temperature Check' returns to the Food Standards Agency</li> </ul>	30/6/23	Neighbourhood, Safety and Inclusion																	
		31/3/24					✓	✓	✓										✓	
		quarterly and by 31/3/24																		
Action 3	<ul style="list-style-type: none"> <li>Undertake <b>Health and Safety/Safeguarding/Smokefree</b> checks of food premises for matters of evident concern.</li> </ul>	31/3/24	Neighbourhood, Safety and Inclusion				✓		✓										✓	
Action 4	<ul style="list-style-type: none"> <li><b>Private Drinking Water</b> supplies - ensure chemical and microbiological sampling results are carried out and scrutinised for exceedances with interventions as required.</li> <li>Complete annual returns for Drinking Water Inspectorate by 31 January 2024</li> </ul>	31/1/24	Neighbourhood, Safety and Inclusion				✓		✓										✓	
Action 5	<ul style="list-style-type: none"> <li>Respond to complaints, service requests and <b>food poisoning outbreaks/health protection incidents</b> within the designated response times</li> </ul>	31/3/24	Neighbourhood, Safety and Inclusion				✓		✓										✓	
Action 6	<ul style="list-style-type: none"> <li><b>Customer Transformation</b> – implement corporate systems that synchronise with</li> </ul>	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 Beautiful	9 Keep Nottingham World Class	10 Safer	11 Serving People Well
	<ul style="list-style-type: none"> <li>Updating to cooling tower register and inspecting LA enforced registered cooling towers</li> <li>UV testing 0.3 compliance project of all licence operators with tanning units</li> <li>Inspect high risk premises in accordance with HSE guidance and LAC67 - Inspections sourced through project work/service requests and accidents</li> </ul> <p><b>Directed intervention to regulate maintenance gas &amp; electrical systems within catering establishments via inspection of highest risk takeaway and restaurant premises</b></p> <ul style="list-style-type: none"> <li>Gas Safety Commercial Catering Appreciation Training for all officers including Food Safety inspectors</li> <li>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</li> </ul>													

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
	<ul style="list-style-type: none"> <li>– Inspection for matters of evident concern for premises referred</li> <li>– <b>NII</b> – Information to hospitality with outside areas concerning electrical safety and inflatable dry hire</li> </ul> <p><b>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</b></p> <ul style="list-style-type: none"> <li>- Project to commence once CX is operational;</li> <li>- Assessment of premises on industrial Estates</li> <li>- Inspection of premises that are LA enforced on these sites</li> </ul> <p><b>RIDDOR accident notifications</b></p> <ul style="list-style-type: none"> <li>- Respond to, assess and investigate as necessary within designated response times</li> </ul>													

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			
	<b>Coroner's Inquests</b> - Complete reports within designated deadlines																
Action 8	<b>Public Safety - Sports Grounds Safety</b> - 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.  <b>Public Safety - Safety Advisory Group for Events (SAGE) and Outdoor Event Booking</b> – Review SAGE events that are <b>not managed</b> 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										
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	- Inspect/regulate events when required determined by documentation, venue capacity & compliance history.									

# 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