



AYLESBURY VALE DISTRICT COUNCIL

Democratic Services

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12 September 2016

ENVIRONMENT AND LIVING SCRUTINY COMMITTEE

A meeting of the Environment and Living Scrutiny Committee will be held at **6.30 pm on Tuesday 20 September 2016** in **The Olympic Room, Aylesbury Vale District Council, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF**, when your attendance is requested.

Membership: Councillor M Winn (Chairman); Councillors S Jenkins (Vice-Chairman), P Agoro, M Bateman, A Bond, S Chapple, A Cole, S Cole, B Everitt, B Foster and A Hetherington

Contact Officer for meeting arrangements: Craig Saunders; csaunders@aylesburyvaledc.gov.uk;

AGENDA

1. APOLOGIES

2. TEMPORARY CHANGES TO MEMBERSHIP

Any changes will be reported at the meeting.

3. MINUTES (Pages 3 - 12)

To approve as a correct record the Minutes of the meeting held on 14 June, 2016, copy attached as an appendix.

4. DECLARATIONS OF INTEREST

Members to declare any interests.

5. COMMUNITIES TEAM REVIEW (Pages 13 - 24)

To consider the attached report.

Contact Officer: Will Rysdale (01296) 585561

6. FOOD SERVICE PLAN 2016-17 (Pages 25 - 54)

To consider the attached report.

Contact Officer: Lindsey Vallis (01296) 585152

7. FUTURE WORK PROGRAMME (Pages 55 - 56)

To consider and comment upon the attached report regarding the Committee's future work programme.

Contact Officer: Craig Saunders (01296) 585043

ENVIRONMENT AND LIVING SCRUTINY COMMITTEE

14 JUNE 2016

PRESENT: Councillor M Winn (Chairman); Councillors S Jenkins (Vice-Chairman), P Agoro, M Bateman, A Cole, S Cole, B Everitt, B Foster and A Hetherington. Councillor C Adams attended also.

APOLOGIES: Councillors A Bond and S Chapple

1. MINUTES

RESOLVED –

That the minutes of the meetings held on 23 March 2016 and 18 May 2016 be approved as correct records.

2. UPDATE FROM BUCKINGHAMSHIRE COUNTY COUNCIL ON ROAD REPAIRS

The Committee received a report which explained how Transport for Bucks prioritised capital carriageway schemes. Councillor Irwin, the County Council's Deputy Cabinet Member for Transportation and Mr Keith Carpenter (Head of Asset Management) at the County Council attended the meeting to update Members on the related policy and strategy and to answer questions.

The County Council's Highway Infrastructure Asset Management (HIAM) Policy described the principles adopted to achieve the authority's strategic objectives and the HIAM Strategy. This took a systematic approach that delivered most efficiently and effectively over the long term. The work programme was the outcome of the asset management planning process and was therefore aligned and sought to optimally achieve the performance targets and deliver the best value for money.

Members were informed that the Department for Transport's Incentive funding self-assessment questionnaire (22 questions) encouraged authorities to develop longer term programmes of works which were prioritised to best achieve the strategic objectives of the organisation. Having these longer term programmes allowed authorities to programme work efficiently to give best value and to inform the public and other stakeholders of future works improving satisfaction.

Transport for Bucks also took a balanced strategy to determining the carriageway programme and aimed to produce a mix of treatments targeted at both preventative treatments which offer the best value for money in the longer term and deeper resurfacing work to repair those roads that were not in an acceptable condition.

It was explained that the road condition was measured for the classified road network using nationally recognised methods which recorded the condition of sections of road as either red (worst), amber or green (best). Due to the timing of the surveys, they inevitably slightly lagged behind the actual condition, but the impact of increased investment was now becoming clear with steady improvements across all classifications of roads over the last 5 years as shown in the table below.

	2011		
	Red	Amber	Green
A	8	26	66
B	10	30	60
C	12	26	52

	2015		
	Red	Amber	Green
A	4	23	73
B	5	28	67
C	6	32	62

The survey used for the Unclassified roads was different and only recorded roads in poor or adequate condition. In 2013/14 33% of Unclassified Roads had been in poor condition and this had improved to 29% in 2014/15. Surveys were due to be undertaken again this year and were expected to show further improvement.

2015/16 had seen the largest capital carriageway programme in Buckinghamshire to date. This had resulted in the completion of all previously approved schemes and a number of schemes deferred from earlier rolling programmes. This allowed for a fresh start to the development of the future programme. The programme budget for 2015/16 had been £28.3m (£26.4m roads, £1.8m footpaths) , which had been apportioned and achieved the following outcome(s):-

Roads

286 schemes treated

Area treated: 1,135,735m²

Approximately 97 miles in length

Footpaths

48 schemes treated

Area treated 54,523m²

Approximately 19 miles in length

The report had further explained how candidate schemes were identified and then prioritised before they could be place on the work programme. Part of this process adopted over the past 4 years had offered each County Councillor a meeting to discuss the priorities for all roads in their Division.

Alongside recommendations and suggestions for schemes in their division, Members were provided with information and maps for the works undertaken in the Division, the technical condition of roads, customer contacts, defects repaired and other information that was available. The Local Area Technician were also available to assist the member and to provide additional local input. Most members also visited sites often with their LAFs either before or after the meetings.

County roads were now split between Strategic (generally classified) roads and Local (generally unclassified) roads. For the more heavily trafficked Strategic roads Members were provided with a list of potential road repair schemes for their division over the next 3-4 years for comment and input. For local roads Members, assisted by Officers, determined their local priorities and lists of schemes in priority order were created and circulated.

The programme for 2016/17 had been put together having regard to selecting the highest priority candidate schemes for inclusion. Schemes on the Strategic Network had been prioritised using multi-criteria analysis that considered each scheme's contribution to achieving the corporate objectives. The prioritisation criteria listed below were used to develop a Value for Money ranking for each scheme:

- Hierarchy.
- Condition Data.
- Requests from the Public.

- Reactive spend.
- Insurance Claims.
- Safety (skidding resistance).

The 2016/17 programme also took into account of consultation feedback, engineering judgement and coordination with other programmes, and other customer feedback and contact throughout the year.

The programme budget for 2016/17 was £16m, apportioned as follows:-

- Roads - £13.2m for roads – over 200 schemes – (Resurfacing, Surface dressing, Micro-surfacing)
- Plane and Patch - £1.8m – a range of small scale repairs to local roads
- Footways – £1m – 7 schemes had been identified, with works to be concentrated on three key Town Centres of Aylesbury, High Wycombe and Chesham.

Once the work programme was identified it was then delivered as efficiently as possible, and to minimise the occupation of the network through operating the following principles:-

- To minimise disruption on the network.
- Maximise opportunities for collaborative working between works programmes.
- Offer the opportunity to integrate larger and smaller scale works.
- To provide collaboration opportunities for smaller scale maintenance minimising the number of road closures and reducing traffic management costs (“Fence to Fence” approach).

Following approval of the 2016/17 programme, Transport for Bucks would complete development of a rolling 4 year programme in line with national best practice and update and reprioritise it each year as new data became available. Consultation and meetings with the Local Members to ensure BCC’s “Think Councillor” approach would also take place. Footway schemes for 2016/17 were currently targeted at key town centres. The future strategy for footway schemes was still to be determined and was due to be discussed this summer so that a rolling programme could be developed beginning in 2017

Member sought additional information and were informed:-

- that TfB had appointed a contractor (Velocopatcher) to repair potholes in rural areas. Any repairs would be guaranteed for 12 months.
- that if the County experienced a harsh winter, then the County Council would have to consider taking money from reserves for further preventative or maintenance works. It was also possible that the Department for Transport would provide some additional monies to areas if there was a harsh winter.
- that the County Council used their local Members to help prioritise capital carriageway and footway schemes. All Members had the same amount of money to allocate in their areas, although some had much larger areas than others. Members were able to identify 2 areas in their Wards in particular need of attention. All roads were also investigated and inspected periodically.
- that the Department for Transport annually divided up £1bn of highways funding between local authorities based on a formula that took account of the number of assets (roads, bridges etc..). The other part of this assessment was based on the Incentive funding self-assessment questionnaire. Based on the overall assessment, local authorities received either some or all of their full funding. The County Council had received full funding for this year.

- (e) that the condition report on roads and footways was made available to County Councillors, but there was not reason why this information couldn't be shared with District Councillors, and would assist them in answering questions from local residents.
- (f) that the amount of money that the County Council was able to allocate to the highways budget was limited by the statutory obligations to fund children's and social services.
- (g) that it was recognised that many pathways were in need of repair and may need to be patched (preventative measure) as was being done for roads. Four years of funding for footpaths had been spent in 2 years so it would be necessary to re-visit the programme.
- (h) that it would be possible to provide a cost breakdown of the £28.3m (for 2015/16) into materials, labour and other costs.
- (i) that reports on road in need of repairs were categorised and prioritised, although the time then taken to respond to an issue didn't start until it had been inspected.
- (j) that the Council was looking to introducing a better system to respond to customer reports regarding roads/footways and would be employing 3 additional administrative staff to answer customer queries.
- (k) that the County Council had looked into and decided against using PFI monies to fund capital carriageway schemes.

RESOLVED –

- (1) That Councillor Irwin and Mr Carpenter be thanked for attending the meeting and answering Members queries.
(Further requests for information had been made at points (e) and (h) above).
- (2) That the current position of the County Council's Highway Infrastructure Asset Management Policy / Strategy be noted.

3. ADOPTION OF THE RIVERINE CORRIDOR IN FAIRFORD LEYS

The Committee received a report which provided Members with an update on the Council's adoption of the Riverine Corridor on Fairford Leys under the terms of the related Section 106 agreements.

Outline planning permission for the Fairford Leys development had originally been granted in 1992. Common with such large scale development, S106 Agreements had been drawn up to ensure development, infrastructure and open space came forward in a managed and timely manner. A key element of the development was the provision of a Riverine Corridor through the development.

The position set out in the S106 Agreements was that AVDC was not required to take responsibility for any part of the Riverine Corridor until five years after the final section was completed. The final landscaping had been completed in March 2006 so adoption could take place from March 2011 onwards. Given the size of the area, transfer of the Riverine Corridor was proposed to be split into seven phases.

Starting with the first three phases encompassing the centre of Fairford Leys, AVDC had been working with the Consortium's Consultant to try and prepare plans which would satisfy Land Registry requirements. The Council also undertook its own detailed tree survey as the one provided by the developers was inadequate.

Due to the complexity in resolving title discrepancies for the three phases and the limited time Land Registry searches remained valid, the advice was to focus on completing just Phase 1 initially.

By early 2013, the Phase 1 transfer had been signed/sealed, the land was in an acceptable condition and AVDC were ready to complete. However, it was then discovered that a Certificate was required relating to a restriction imposed by the Ernest Cook Trust when the land was sold to Taylor Wimpey. The Ernest Cook Trust would not issue this Certificate until the final tranche of Highways had been adopted by Buckinghamshire County Council (BCC) – which at this time was still outstanding.

BCC Highway adoption did not complete until June 2015, leading to a significant delay in progressing the Riverine adoption. The Ernest Cook Trust were also seeking to alter the land included within Phase 1 creating fresh legal work. As a result of this HB Law were still awaiting responses from Taylor Wimpey before they could agree any revised Transfer documentation. Once this has been resolved satisfactorily, any outstanding works could be undertaken allowing adoption by AVDC. It would then be possible to move onto the next phases.

When the development had started, the Council had a process whereby the majority of open space land would be adopted by the Council. However, this blanket adoption policy was no longer seen as an essential requirement as long as the land was provided to an approved standard. The Council now allowed developers to approach the local Parish Council or set up management companies to adopt or oversee future maintenance of these areas. This was the position with the Berryfields MDA and was also being looked at for Buckingham Park.

In line with this, Coldharbour Parish Council had expressed a strong interest in taking on the future management of the Riverine Corridor and already carry out much of the maintenance which was currently Taylor Wimpey's responsibility. However, the S106 Agreement did not include any provision for a commuted sum payment for the future maintenance of the Riverine Corridor.

AVDC and Coldharbour Parish Council had discussed the possibility of passing future responsibility of this area to the Parish Council, however, until such time that the land is transferred to AVDC we are not able to transfer on to the Parish Council.

It was explained to Members that the adoption of the Riverine Corridor created a significant financial obligation to the Council in terms of maintenance of the land and repair of the footpaths and bridges that cross the corridor.

The Council had set aside a sum from the original Taylor Wimpey receipt for the purposes of investment, in order to generate an investment return, the proceeds of which could be used to fund the maintenance obligations. Unfortunately, interest rates have remained stubbornly low over the past 7 years and so the income stream derived from the investment had not amassed to a significant sum. Currently, the sum held by the Council for the maintenance obligations is £850,000.

However, if Coldharbour Parish Council wished to accept responsibility for the Riverine Corridor and the Council was minded to transfer it, then the Council might also wish to consider whether it was prepared to transfer some or all of the sums held to the Parish Council.

Members requested further information and were informed:-

- (i) that Officers had been pushing the developers as hard as they could so that the Riverine Corridor would be in a position to be able to be adopted. It was anticipated that once the first phase was completed that the further phases would proceed much quicker.
- (ii) that a number of flood alleviation measures had already been incorporated into the Riverine Corridor to mitigate the potential for possible future flooding.
- (iii) that AVDC and its Officers were committed to getting the scheme up to speed as soon as possible so that it could be adopted.

RESOLVED –

- (1) That the report and latest position regarding the Riverine Corridor at Fairford Leys be noted.
- (2) That Officers be thanked for the work that they had done to date, with it being hoped that the Riverine Corridor would soon be in a position to be able to be adopted.

4. UPDATE OF ADDITIONAL HMO LICENSING

The Committee received a report and update on the progress made following the introduction of a scheme of additional licensing for houses in multiple occupation across Aylesbury Vale in September 2014.

The Council periodically carried out a condition survey of private sector housing stock, which had last been done in 2007. At this time the private sector housing stock in the Vale had numbered 61,500 dwellings, and this number had grown to 77,000 dwellings by 31/03/2015.

Of these, 16.8% (10,355 dwellings) did not meet satisfactory of 'decent' standards (Category 1 HHSRS hazards, failure to be in reasonable repair, failure to provide reasonable modern amenities, failure to provide effective insulation and/or efficient heating all are considered to be indicators of non-decent housing). Although this figure is well below the national average (37.5%) there remained a need to improve the standards.

Houses in multiple occupation (HMO) made up the cheapest end of accommodation in the private rented sector. As a consequence of this they were often poorly maintained and inhabited by the most vulnerable individuals and families.

The HMO licensing regime provided improved standards in the sector for tenants in areas such as fire safety and remedying damp and mould issues, which all helped to reduce the risk of ill-health amongst occupants.

A scheme of additional licensing of HMO's had been introduced on 27 September 2014 which extended the principles of the mandatory licensing scheme already in operation within the district. The scheme covered the whole district and required HMO landlords not covered by mandatory licensing provisions to apply for a licence for their property. This was to ensure that such properties met current national and local standards for management and fire safety. Following the launch in September 2014, landlords were given an amnesty period until June 2015 during which they could license their HMO properties at a 30% discount on the standard fee.

It was further explained that the designation of a scheme of additional licensing was a discretionary power set out in Section 56 of the Housing Act 2004, which had been devolved from central government to local councils. The objective of implementing additional licensing was to improve conditions in the HMO sector, to make such housing safe, comfortable and well managed for tenants and to improve management for the benefit of neighbouring occupiers.

It was currently the second year of the five year scheme, after which it would be subject to a further review to determine whether the objectives were been met. If after 5 years the objectives of the scheme had been met then it could be ended. If not, then the Council could choose to extend the scheme for a further period of time.

The number of HMO's in Aylesbury Vale was unknown but it was estimated at the time that the additional licensing scheme was proposed that there could be 600 properties that would be included in an additional licensing scheme.

To date 40 additional HMO licenses had been issues, as well as 32 Mandatory HMO licenses. Some of the mandatory cases had been discovered as a result of the additional licensing. There were also 42 applications currently pending which had been risk rated and prioritised so that the highest risk properties would be inspected first.

Members were also informed on officer resources within the Environmental Health team and the steps that were being taken to ensure there was resilience and capacity with the team.

To date, 82 additional HMO's had been identified, so it was likely that the initial estimate of 600 HMO's within Aylesbury Vale had been overstated and was likely to be closer to 400. Various measures had been put in place in order to help identify unlicensed HMO's such as looking at information captured on food hygiene inspection forms and gaining referrals from Planning and Housing colleagues. Later this year Environmental Health and Licensing would be moving to a new systems provider which links to MyAccount (single customer record) which would also help with the identification of HMOs.

There had been some issues with landlords not applying for HMO licences until it was brought to their attention. Some landlords also required a significant investment of officer time to help them reach the point of making an application. The scheme was at a stage of implementation where, in line with our enforcement policy, the Council was beginning to take formal enforcement action against landlords who have failed to respond to an informal approach. A case of an unlicensed HMO in Aylesbury was currently going through court and, the outcome would be publicised to encourage other landlords to ensure that their properties are licensed.

Experience so far has also shown that most properties inspected require some works to make them safe. This usually involved enhancing the fire safety measures. Whilst this was expected and part of the justification for implementing the additional licensing scheme, it was likely in some cases that the time taken and costs incurred would exceed the income from the licence application fee.

As the scheme had been operating for a while a review of the costs incurred in processing applications needed to take place to help ensure that the fees charged for an application accurately reflected the costs incurred in processing the application and issuing the licence. Efforts would also be made to publicise the scheme and to encourage further landlords and residents to make applications.

In November 2015, the Department for Communities and Local Government (DCLG) had consulted Local Authorities on a proposal to extend the scope of mandatory

licensing of HMO's and to streamline the process of making an application. The view of the DCLG was that Mandatory HMO's should include all properties with 5 or more residents from 2 or more households irrespective of how many storeys the property has. The intention was that this would bring most 'high risk' HMO's under a scheme of licensing without Local Authorities needing to adopt an additional licensing scheme. AVDC believed that it would not be greatly impacted by these new arrangements as some of the properties that would be affected by the change had already have been inspected and licensed. Depending on the details of the scheme it could mean some additional administrative work to re-issue additional licenses as mandatory licenses. However, the Council was still awaiting the results of consultation.

Members requested further information and were informed:-

- (i) on the types of enforcement action that the Council would take (including prosecution and taking over the management of a property (in exceptional circumstances)) if landlords did not meet the conditions of their licence.
- (ii) that in the event that a HMO had to be closed down, then the Council would work with housing partners to assist people in being re-housed.
- (iii) that the Council did not have a policy/guidelines on where HMOs could be located, or on what might constitute a 'saturation' for particular areas. However, where permission was sought to convert a property in a HMO then the public would be able to comment on this as part of the planning process.
- (iv) that on receipt of a valid application for a HMO, the Council would decide whether to grant or refuse a license in accordance with the requirements set out in the Housing Act 2004 and associated regulations. The Council sought to inspect all licensable HMOs prior to issuing a licence, with the exception of those HMOs owned by accredited landlords or those HMOs known to be compliant based on a recent inspection.
- (v) that AVDC obtained information on HMOs from a number of sources including other Council Departments, community and voluntary sector groups, landlords and the public, as well as from responses to publicity drives.

RESOLVED –

- (1) That the levels of fees set for HMO licenses should be reviewed to ensure they accurately reflected the time spent on a license application.
- (2) That the application process for a new HMO license be reviewed to simplify the process for applicants.

5. WORK PROGRAMME

The Committee considered their work programme for the next 6-9 months and in addition to the items already scheduled also suggested items for consideration, as follows:-

- Waste & recycling update.
- Leisure facilities in the Vale.
- Pest Control.
- Pay to Stay (implications for AVDC from the new Housing Act).
- Vale of Aylesbury Housing Trust – annual update.

RESOLVED –

- (1) That the current work programme, as submitted to the meeting, be noted.

- (2) That Officers, in consultation with the Chairman, timetable the suggested items for the future work programme.

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AVDC COMMUNITIES TEAM REPORT

1 Purpose

- 1.1 This report is to inform members of the Environment and Living Scrutiny Committee of the recommendations contained within the 'AVDC Communities Team Report' following the recent review of the service.

2 Recommendations

- | | |
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| 2.1 | That the committee note the recommendations contained within the attached report and consider whether any comments should be forwarded to the relevant Cabinet Member. |
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3 Supporting information

- 3.1 As part of the Commercial AVDC Programme a review of the Communities Team has been undertaken. AVDC is currently facing severe financial restrictions and is looking to mitigate a reduction in funding of approximately £5million by 2020/21, through a combination of income generation and efficiencies.
- 3.2 The current Communities Team is part of the Community Fulfilment Sector and is currently made up from various sub teams including, Community Safety, Community Engagement, Grants and Project Support and the Communities Delivery team. These four teams currently vary considerably in the roles that they perform and the services to the community that they offer.
- 3.3 As one would expect due to the differing nature of the four sub teams, the Communities Team currently performs an eclectic range of services which does include various statutory elements, but with the majority being non-statutory. Despite this, the team currently provide major benefits to our local communities in line with our mission to serve the economic, social and environmental wellbeing of the vale. These community benefits range from helping keep communities safe, strong and also contribute to the well-being of many of our local residents.
- 3.4 The attached report in Appendix 1 details the various recommended service delivery changes.

4 Resource implications

- 4.1 Should the recommendations contained within this report be accepted in full it is believed that as a result of our efficiency review we can reduce our 1.7m commitment to community priorities by approximately £250,000 whilst maintaining key statutory and policy priorities.

Contact Officer
Background Documents

Will Rysdale - 01296 585561
AVDC Communities Team Report, Commercial Review July 2016

Commercial AVDC Programme

AVDC Communities Team Report

Commercial Review July 2016

1) Executive Summary

- 1.1) This report has been written to highlight the potential changes that can be made to the services delivered by the Communities Team following the Commercial Review which commenced in January 2016. AVDC is currently facing severe financial restrictions and is looking to mitigate a reduction in funding of approximately £5million by 2020/21. It is envisaged that this funding gap will be bridged by a combination of methods including increasing our income generation and delivering general efficiencies. While a number of the community services that this team delivers would remain because of the impact and value they deliver, we believe that some services can be removed or delivered differently.
- 1.2) If all of the current recommendations are accepted it is believed a saving of £252,135 can be achieved with a reduction in the level of staff resources required (equating to a 36% annual reduction).
- 1.3) The proposals contained in this report are subject to formal consultation with staff, trade unions and employee representatives.
- 1.4) Due to the nature of the service the report contains various recommendations which will have to be considered by both AVDC's Commercial Programme Board and Cabinet due to the potential local political impact that these changes may have.

2) Introduction

- 2.1) The current Communities Team is part of the Community Fulfilment Sector alongside Forward Plans, Strategic Housing and Economic Development. It is made up from various sub teams which include Community Safety, Community Engagement, Grants and Project Support and the Communities Delivery team. These four teams vary considerably in the roles that they perform and the services to the community that they offer. These services have come together to form the Communities Team following various previous internal restructures.
- 2.2) As one would expect due to the differing nature of the four sub teams the Communities Team currently performs an eclectic range of services which does include various statutory elements, but with the majority being non-statutory. Despite this, the team currently provide major benefits to our local communities in line with our mission to serve the economic, social and environmental wellbeing of the vale. These community benefits range from helping keep communities safe, strong and also contribute to the well-being of many of our local residents.

- 2.3) The roles that are undertaken within the team are not at all process driven and the community benefit produced is exceptionally difficult to quantify or monetise. Over the past few years many of the team have adopted a more commercial approach, with an emphasis placed on income generation to help cover the costs, but despite this it is a “loss” making team, in financial terms, to AVDC. The community benefit however, should not be underestimated or ignored.
- 2.4) This review has therefore investigated all of the teams’ undertakings and makes recommendations on what it is believed should be continued and also what should be stopped, changed or moved internally. It is highly probable that several of the recommendations contained within this report will be politically sensitive. However, for information, the Cabinet Member for Leisure, Communities and Civic Amenities has been consulted on the various recommendations included.
- 2.5) Alongside this review of the Communities team, the overarching view of Community Fulfilment has also been taken into consideration and recommendations linked to this have also been included. One of the main aims when this sector was first formed was for it to become the strategic arm of the Council linking many of the existing services together to help ensure that AVDC is operating at its most efficient. The Communities Review is therefore the first step towards this and what has become clear is that some of the recommendations contained within this report will impact on the wider sector, with the existing Strategic Housing team in particular.
- 2.6) The Grant Funding Programme contained within the Communities team has only very recently been subjected to a review and this was presented to both Finance and Services Scrutiny and Cabinet in July 2016. The programme has been reduced over the past 6 years from £619,672 to just under £400,000 for 2016/17. The way in which the grants are prioritised has also been amended to include:

‘Priority should be given to services for which there has been an increasing demand; services that will provide the most impact for the council’s investment; and services whose outcomes contribute the most to the council’s corporate priorities, assessed by the Panel as part of the application and scoring process.’

Following this recent review, it is not proposed to look at this again until the end of the current grants programme in 2017.

3) Current Position

- 3.1) At the beginning of 2016/17, the total annual budget for the Communities team was £1,766,600. This figure includes staff salaries, predicted to be £698,182 including posts listed as project funding (ASB Officer and Community Safety Officer), but excluding the Community Chest Grants Officer and the Active Vale Co-ordinator (due to the fact that their salaries are covered in full by external funding).
- 3.2) Excluding the Sector Lead and the Corporate Director, the current Communities Structure is made up of the equivalent of 18 staff members, many of who work part time hours. This team also attracts external funding to help subsidise 3 posts which include, the Anti-social Behaviour Co-ordinator, the Community Safety Officer and the Active Vale Co-Ordinator.

4) Summary of Recommendations

- 4.1) This section sets out the specifics of the proposed changes, which are summarised immediately below:
- 4.2) Create new AVDC Strategy and Partnership team, which will take responsibility for drafting required strategies and policies across front line services within AVDC. This team will replace / expand on the existing Strategic Housing Team. This will be subject to the business review of Strategic Housing.
- 4.3) Community Safety – Move the the Community Safety team to the newly formed AVDC Strategy and Partnership Team, whilst achieving savings from amending existing roles (explained below, 5.5 – 5.9).
- 4.4) The role of the Community Engagement Officer, Cohesion and Wellbeing should also be linked to the Community Safety team with more of a focus given to Prevent.
- 4.5) A number of services are proposed to be stopped, moved to a different team internally or delivered in a different way. See section 5 below for a breakdown of these services. Work should be undertaken with external partners to attempt to facilitate the continuation of any community services AVDC will no longer offer.
- 4.6) Savings identified from previous underspends / savings - £64,519

Grants Support Costs	4,500
Equalities and Cohesion	5,000
Project Development Fund	10,000
Crime Audit	1,500

CCTV (potentially more to come)	25,000
BT Line Rental	5,000
District Play Services	5,000
Equipment Repairs (Leisure, Play)	1,000
Additional Computer Equipment	2,000
Equipment (Leisure, Play)	4,160
Advertising, Publicity & Marketing	1,359

- 4.7) Delete the current Communities Manager Post – saving £82,766 (including on-costs)
- 4.8) If all of the current recommendations are accepted in full it is believed a saving of £252,135 can be achieved with a reduction in the level of resources required. This represents a reduction of 36% of the current salary commitments.
- 4.9) Further savings are likely to be realised over time as the different work streams are either stopped or delivered differently and these will be itemised and represented in next year's budget.
- 4.10) Where it is accepted that services should be stopped, work should be undertaken to attempt to ensure that these services can be continued by other agencies, potentially from the next financial year. All options should be explored, including the potential for AVDC to still deliver these, subject to the costs being met, eg. Parish Councils willing to meet the cost of organising and running Play in the Parishes for example.

5) **Service Changes**

Services proposed to be stopped

- 5.1) Over the past few months an analysis of the work of the Communities team has been undertaken in a variety of ways. This included initial work with the team managers and then later with the wider team in detailing the many various work streams that are undertaken. These were then each examined individually to estimate the cost of delivering these services, along with an analysis on how these serve to contribute to AVDC's overarching mission statement.
- 5.2) Following this, these work streams were broken down further into three distinct groups, which represent the current aims of the Communities team's overall vision. These aims are:
- To ensure communities feel safe (Safe)
 - To encourage economically strong, cohesive, confident and active communities (Strong)
 - To encourage residents to lead healthier, happier and longer lives (Well-being)

From this analysis it became clear that many of the suggested services proposed to be stopped are within the 'Well-being' aim. The vast majority of the statutory functions came within the 'Safe' aim, with those remaining contained within the 'Strong' aim.

Based on this, the services proposed to be stopped are as follows;

- Activate Dance Festival
- Support for Aylesbury Vale Arts Council
- Aylesbury Vale Community Chest (already programmed to stop in March '17)
- Support for Bucks School Games (Inter School competition)
- Energise Gold (Activities for the elderly)
- Love Parks (National initiative to encourage people to parks)
- Ladies Only Swimming (Limited offer also included within Active Vale)
- Music in Quiet Places (Concerts in rural areas)
- MUGA Projects (Multi Use Games Area Activities)
- Play Around the Parish (Play activities in more rural areas)
- Purple Flag – Co ordination and submission (safe town centre)
- Stoke Mandeville Stadium Committee Representative
- Theatre in the Villages
- Voluntary and Community Sector (VCS) Funding Fair
- Village Pub Competition
- Women's Network (empowerment)
- Youth Council / Forum support

5.3) With the district predicted to grow significantly in the coming years, the impact of this has to be considered within this review. This growth lends support to the importance of maintaining robust Community Safety and Community Cohesion services. It is imperative that the district continues to be a place which is considered an attractive place to live and work, where people feel safe.

5.4) Within this review a survey was also sent to 117 partners (including all of the parishes) asking for their opinions on the different elements of the Communities team they work with, along with their views on if we were to reduce or stop the service(s). 39 partners responded to the survey and summary is attached in Appendix A. These results reinforce our recommendation on the services to be potentially stopped as it can be seen that the Arts, Play, Ageing Well and Sport categories came low down in their priorities. It should be noted that there were some discrepancies within this report and we are linking Community Cohesion and Community Engagement as one. We are also linking Safeguarding to Community Safety.

Services to be moved to a different team internally

- Community Safety
- Chairman's Events
- CCTV
- Local Democracy Sessions – (aimed at young people)
- Purple Flag (if we continue to offer this)

Community Safety

- 5.5) As this review has progressed there have been changes to staff which have had an impact on the review. This has included the previous Community Safety Manager leaving and the post being redesigned, with a part time Community Safety Advisor currently in post to fill any gaps until this review is completed. The current Communities Manager has also recently changed roles and this post is currently vacant and proposed for deletion.
- 5.6) It is therefore recommended that AVDC takes advantage of this period of change and grasps the opportunity to deliver the service in the most efficient manner going forward. When the Community Fulfilment Sector was first created it was envisaged that this sector would become the strategic arm of the Council. In order to bring this to fruition the first steps should be taken within this review.
- 5.7) The proposal is therefore to maintain a specific Community Safety service but, move it within Community Fulfilment. However, rather than retain the Strategic Housing team in its current form it is recommended that this team becomes a more generic strategic and partnership team, which would be responsible for writing the various strategies throughout the Council, with input from the service experts as and when required. It would be responsible for the continued delivery of affordable housing and our approach to Community Safety throughout the district. This would be a major change for AVDC but one it is believed would be the most efficient and allow expert resources to be concentrated on delivering the relevant services.
- 5.8) Moving the Community Safety team would not release any savings in its current form and therefore a new team structure is proposed. This would consist of a part-time Community Safety Advisor (SG5), a Community Safety Officer (SG3) and a reduced Anti-Social Behaviour (ASB) Co-ordinator role (SG3 (proposed)). Should this recommendation be accepted it would achieve a saving of approximately £26.5k per annum.
- 5.9) In relation to the current Anti-Social Behaviour (ASB) post, substantial changes are suggested, which will require agreement from Thames Valley Police (TVP) who part fund the post. Initial discussions have been had with the Area Commander, who is open to delivering this role in a different way. One of the major changes proposed is to remove the line management / supervision of a TVP officer and pass this back to TVP. Another major change is to attempt to stop the direct contact to this team and ensure all new enquiries are passed through our new Customer Contact team in Customer Fulfilment. Any cases will only be passed to the newly created ASB post should they require case management intervention. Further discussions will also need to take place in agreeing the level of support our existing Environmental Health Officers / Enforcement Officers can provide. It maybe possible to reduce this post further in time by working to encourage our relevant partners to take on the responsibility themselves.

Chairman's Events

- 5.10) An existing role (limited to 13 hours per week) organising the Chairman's events currently sits within the Communities team. This role is theoretically funded from a budget outside of Communities, and it is recommended that further work be undertaken to explore the future function of this role further.

CCTV

- 5.11) A review of the CCTV monitoring contract is underway and once completed this report recommends moving the service to our Commercial Property and Regeneration Sector.

Local Democracy Sessions (aimed at Young People)

- 5.12) It is understood that this is a statutory function that AVDC has to undertake. Whilst it would be possible to continue with this service within the Community Fulfilment sector, consideration should be given as to whether this service would be more appropriately managed within Democratic Services.

Purple Flag

- 5.13) The value of signing up to the Purple Flag accreditation scheme needs to be considered in depth. Little value is given to this within the Communities team and should AVDC wish to continue this it could be moved to the Commercial Property and Regeneration Sector within the Town Centre agenda. The renewal fee for the Purple Flag is £1000 and needs to be submitted every two years to retain the accreditation. Further work on this needs to be undertaken alongside the Town Centre Manager, in order to gather the relevant customer insight, helping inform the final decision on whether we retain this project or not.

Services to be offered in a new way

- ASB Co-ordinator role
- Heritage Flame Ceremony
- Play in the Park
- Roald Dahl Parade
- VCS Funding Fair – someone else to run / organise this
- Disability sports clubs
- Doorways Dance club
- Ladies Only swimming (if we continue to offer this)
- Sportivate / Diversionary Activities
- Event bookings and Business Support

ASB Co-ordinator role

- 5.14) Please see paragraph 5.9

Heritage Flame Festival

- 5.15) This currently is held every two years and this year's event is costing approximately £350-400k. Whilst it is considered an excellent community event, attracts external funding and sponsorship, and has the potential to raise the profile of Aylesbury Vale, it is recommended that we review the scale and funding of the event for the future, with our partners in the Bucks Legacy Board.

Disability Sports Clubs and Doorways Dance Club

- 5.16) These come within the 'Well-being' area of Communities. We do not have a statutory duty to continue these activities and it is recommended that we look to other providers who maybe willing to take these on.

Roald Dahl Parade

- 5.17) AVDC should continue to host the Roald Dahl Parade, but not in its current format. Attempts have been made this year to bring in more income by offering more paid activities and it has generated a higher level of interest. It is recommended that the current work being undertaken, to potentially change this event to a profit making children's literary festival, be continued with a further review to take place after the next event in 2017. The level of public interest and support for this event should not be underestimated and analysis on this year's event is currently being undertaken.

Play in the Park

- 5.18) Like the Roald Dahl Parade this event should be continued but not in its current loss making format. Despite only making a loss of approximately £800 (including officer time) it is still an unnecessary expense to AVDC. However, it is believed that it will not require much work to make this an event which covers its costs and will make a profit. Further work will be required for this to happen with potentially expertise brought in from elsewhere. In a similar vein to the Roald Dahl Parade, the public support for this event should not be underestimated.

Voluntary and Community Funding (VCS) Fair

- 5.19) AVDC currently organises and provides the venue (free of charge) for the annual VCS Funding Fair. Further investigation should be undertake as to whether another external partner will take on the organisation of this event, with AVDC providing the venue.

Ladies Only Swimming

- 5.20) AVDC currently offers two forms of ladies swimming. One is ladies only swimming, which cost AVDC approximately £6,000 to put on in 2015/16. The other is Ladies Swimming Lessons offered under Active Vale. This however, does not guarantee a ladies only session, only a lane. Further investigation should be undertake as to whether these could be combined, or if the Ladies Only Swimming should be stopped.

Sportivate / Diversionary Activities

- 5.21) Currently we offer different activities which could be tailored more towards acting as diversionary activities when there is a spike in ASB. In changing the way we deliver these services we would be able to calculate more accurately the cost of delivering these and the benefit they produce eg. if there is a direct impact in reducing the level of ASB. Effective use of task and finish groups should be used also, to ensure that we do not continue to offer these services when the initial problem has been reduced/removed.

Event Bookings and Business Support



- 5.22) The current Communities team take manual bookings for events on AVDC's land and for the various events which are organised by the team. This report recommends that these processes are re-designed to be fully automated where possible and allow the customer to book on-line, with the new system being managed by the Customer Fulfilment sector. These bookings are currently handled by the business support team within Communities and it is expected that this resource will be significantly reduced should the admin and contact trials proved successful.

6.0) **Next Steps**

- 6.1) Once member agreement has been obtained a new structure can then be consulted on and put in place.
- 6.2) Work should be undertaken with external partners to attempt to facilitate the continuation of any community services AVDC will no longer offer.
- 6.3) Further savings are likely to be realised over time as the different work streams are either stopped or delivered differently and these will be itemised and represented in next year's budget.

Communities Team Survey to Parishes and Partners- June 2016

Executive Summary

General Information

The survey was sent to 117 local Parishes or service delivery Partners of the Communities Team between 22 June and 30 June 2016.

The number of responses totalled 39, of which one responding survey wasn't completed properly by just entering a series of characters in the text boxes. The total number of correctly completed surveys represented a 32.4% response rate. Two respondents were connected to Akeley Parish Council.

Purpose

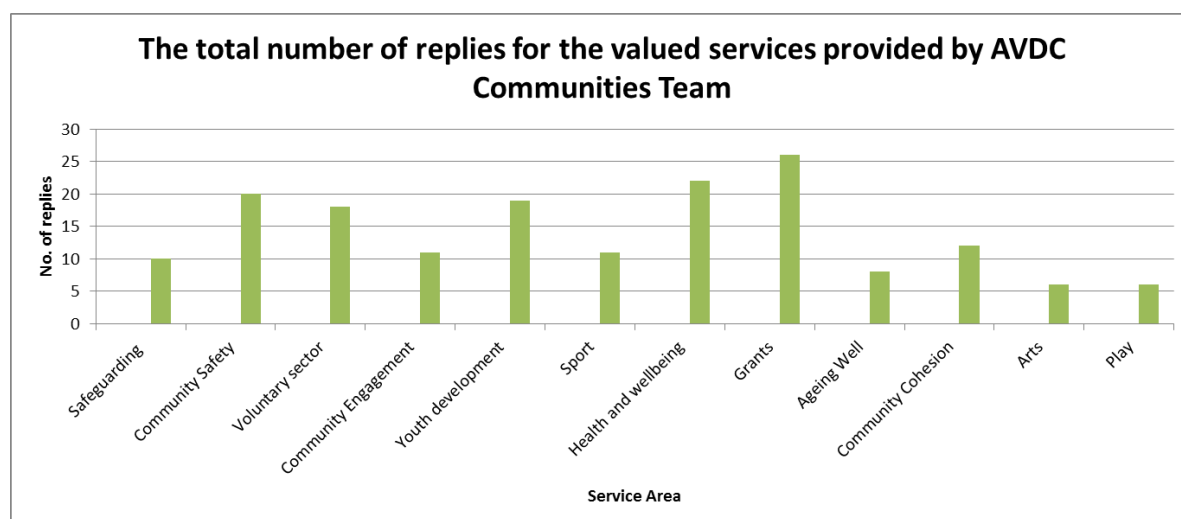
The purpose of the survey was to understand from the perspective of the local parishes and partnering organisations;

- which of the services that the AVDC Communities Team provides offers the greatest value to their respective body/organisation and their reasoning behind the choice
- which services could be managed more efficiently
- what the net impact would be if the given service(s) were reduced or ceased.

Survey Responses

The total number of responses for the valued services is shown below. Of all the respondents, each one could include up to ten differing services, typically the respondents selected between 1 – 5 services.

The response totals are shown below and do not feature in any specific order along the horizontal axis.



Of the 38 reported highest value services, only 16 comments were made as to their justification for the service being of greatest worth. Only 13 comments were made supporting the second suggested highest value services and 12 comments for the third highest value, followed by 11 and 9 comments for the other top five listed services respectively. Not all comments made were pertinent or completed appropriately by the respondents. A series of graphs are available upon request to show how the perceived service were valued.

The respondents were asked as to how services could be managed more efficiently for the highest valued services as they suggested. The number of replies varied and not all were applicable, but the comments received were 11, 7, 5, 5, and 5 for the highest valued services from first to fifth. These responses will be reviewed and again are available upon request.

When asked if the valued services could be reduced or ceased a majority suggested that such actions would be of high or medium impact, which was anticipated. Unfortunately given the reporting mechanism of Survey Monkey, charts were provided as to the perceived impact but there was no way of understanding to which services they were referring.

FOOD SERVICE PLAN 2016-17

1 Purpose

- 1.1 To allow scrutiny committee to review the 2016-17 food service plan and suggest any comments for inclusion in future plans.

2 Recommendations

That members:

- 2.1 Note the contents and approve the 2016-17 Food Service Plan
- 2.2 Make any relevant comments or suggest information for inclusion in future food service plans.

3 Supporting information

- 3.1 Under European food law the Food Standards Agency (FSA) are deemed to be the competent authority. To ensure these powers are exercised consistently across the country by local authorities the FSA has developed a framework agreement part of which includes the production by each local authority of a food service plan.
- 3.2 Service plans are seen as an important part of the process to ensure that national priorities and standards are addressed and delivered locally.
- 3.3 The details to be contained in the plan are specified by the FSA. Plans must contain the following information.
- Service Aims and Objectives
 - Background
 - Service Delivery
 - Resources
 - Quality Assessment
 - Review
- 3.4 The Aylesbury Vale Food Service Plan for 2016-17 is attached to this report as Appendix 1.
- 3.5 The key features of the plan are:
- There are 1724 registered food businesses in Aylesbury Vale.
 - Premises are given a risk rating, A to E. Resources are targeted to ensure higher risk premises (A, B, Non-compliant C and Unrated) are inspected in accordance with the FSA Code of Practice.
 - The number of premises which are deemed to be “broadly compliant” with the law is 97%.
 - In 2015/16 in total we achieved 95% of our programmed interventions. 100% of premises inspections rated A- non compliant C were completed.
 - The plan identifies areas of improvement or exploration to improve efficiency and to ensure we are offering the best service to our customers. These include:
 - Implementation of online forms
 - Use of partial inspections or audits of premises,
 - Extending the scope of the Alternative Enforcement Strategy

- Assisting with the implementation of the new premises database
- Updating staff development in line with Food Law Code of Practice changes

3.6 This plan is a development of the 2012/13 plan updated to reflect the current situation and legislative changes. The 2012/13 Food Service Plan was subject to a full audit by the FSA in October 2012. The FSA revisited in 2015/16 and was satisfied that the audit action plan had been fully implemented and the audit has been closed.

4 Resource implications

4.1 The plan sets out the staff and financial resources required to deliver the programme of food inspections required to meet FSA targets.

Contact Officer
Background Documents

Lindsey Vallis (01296) 585152
None

Official Food Controls Service Plan
Aylesbury Vale District Council 2016/17

1. Service Aims & Objectives

1.1 Aims and Objectives

The food controls service plan sets out Aylesbury Vale District Council's intentions for taking forward corporate and service level objectives in relation to food hygiene and safety in the Vale.

2. Background

2.1 Profile of the Local Authority

Aylesbury Vale covers 350 square miles and makes up more than half of the County of Buckinghamshire in the centre of Southern England. It is located approximately 40 miles north-west of London and 65 miles south-east of Birmingham. Good transport links are provided via three major road routes – the M1, M25 and M40. Aylesbury Vale has a population of approximately 184,500 of which approximately 78,000 reside in Aylesbury itself. Of the local population approximately 14% come from ethnic minority groups. Aylesbury Vale's population is based in the three major settlements of Aylesbury, Buckingham and Wendover and many mid to small rural parishes of which over half have less than 500 residents. As such the Vale has a mixed economic profile with large areas of predominantly agricultural activity as well as small hubs of commercial and industrial activity. Parts of Aylesbury Vale have been designated for their landscape quality, either as forming part of the Chilterns Area of Outstanding Natural Beauty, Areas of Attractive Landscape or Local Landscape Areas. Aylesbury is the administrative centre for both the District Council and the County Council.

2.2 Organisational Structure

Aylesbury Vale District Council has a governance structure consisting of the Leader of the Council and six Cabinet Members each with a specific portfolio area. The food service reports to the Cabinet Member for Environment and Waste. The service is delivered within Environmental Health in the Customer Fulfilment team and the Environmental Health and Licensing Manager reports to the Director and is the service manager for the following teams;

- Environmental Health Customer Services
- Environmental Health
- Licensing

The food service is delivered by Environmental Health. The Environmental Health team is currently split into two sub teams based on geographical areas. Each sub team has an Environmental Health Manager who reports to the Environmental Health and Licensing Manager. One Environmental Health Manager leads on commercial activities and one leads on residential activities. The manager leading on commercial activities is the Lead Officer for food controls. There are four Environmental Health Officers (EHOs) and four Environmental Health Technical Officers (EHTOs). EHOs and EHTOs cover all aspects of commercial and residential environmental health work including food activities irrespective of the lead area of their line manager. Two of our EHTOs are currently completing their qualifications to become EHOs. The service also employs two Senior Environmental Health Technical Officers who are specialists in pollution and housing matters. It is not expected they will undertake food control activity.

In 2015/16 some food controls were outsourced to a suitably qualified contractor as a result of restructure and deletion of posts. This will continue in 2016/17 to ensure food service targets are met and budget has been allocated to resource this. All contractors must evidence the qualifications, experience and competency to carry out food controls as required by the Food Law Code of Practice prior to the allocation of work. The Environmental Health Manager will continue to monitor and audit contractors work to ensure a high standard of consistency is maintained as far as is possible.

In 2016/17 Aylesbury Vale District Council will be undergoing business reviews and restructure. The programme of business reviews will redesign processes and jobs to be more commercially focused, flexible, responsive and efficient. This will change the organisation structure and reporting lines for Environmental Health and Licensing.

2.3 External contacts and provision

AVDC has liaison arrangements with public bodies and local authorities in Buckinghamshire. AVDC is a member of the Buckinghamshire Food Liaison Group. The Group has agreed terms of reference with regard to the shared common interests of the provision of official food controls in Buckinghamshire. The group consists of Environmental Health representatives from South Bucks and Chiltern District Council, Wycombe District Council and Milton Keynes Council. Also in attendance are Trading Standards representatives from Buckinghamshire and Surrey County Council and Milton Keynes Council and representatives from Food Standards Agency and Public Health England. The discussions include current enforcement issues, sampling results and programmes, legislation updates and implementation, initiatives to improve food service delivery.

AVDC is also a member of the Buckinghamshire Environmental Health Liaison Group. The group is chaired by Public Health England and consists of Environmental Health representatives from South Bucks and Chiltern District Council, Wycombe District Council and a representative from NHS Buckinghamshire. The discussions include latest infectious disease issues, legislation updates and implementation, initiatives to improve outbreak control and service delivery.

The Environmental Health team also liaises with the South East (Thames Valley) unit of Public Health England (PHE) and the Consultant in Communicable Disease Control. Specialist services such as microbiological and chemical analysis of food and water samples are outsourced to UKAS accredited laboratories as required.

2.4 Scope of the Food Service

The food service is delivered by the Environmental Health team which includes two Environmental Health Managers, four Environmental Health Officers, and four Environmental Health Technical Officers. Officers and managers deliver the food service alongside all other commercial and residential aspects of environmental health work. The work alongside food service delivery includes all proactive and reactive work for health and safety, public health, statutory nuisance, licensing and planning consultation, pollution control and housing standards. The areas of food activity undertaken by EHOs and EHTOs is dependent on qualification, experience and competency as required by the Food Law Code of Practice. The food service is driven by a combination of reactive and proactive demand.

- Reactive demand- This is based on intelligence from members of the public, internal departments and external organisations. This includes investigation of food and food premises complaints, investigation of notifications of infectious disease, responding to food incidents and alerts, requests for re-rating by food businesses under the national Food Hygiene Rating Scheme, participation in PHE led national sampling programmes, acting on food safety issues and trends as raised by the Food Standards Agency.
- Proactive demand - This is based on inspections required by law and education for food businesses. This includes programmed food inspections and interventions as required by the Food Law Code of Practice, maintenance of an annual sampling programme as agreed by Bucks Food Liaison Group. The provision of advice and support to new and existing food businesses in the Vale, the promotion of food safety to residents and visitors to the Vale and via the national Food Hygiene Rating Scheme.

The Environmental Health service is delivered from the Council Office at The Gateway, Gatehouse Road, and Aylesbury during Council opening hours of 08.45 – 17.15 Monday – Thursday and 08.45 – 17.00 Fridays. There is no out of hours service provided by Environmental Health. However, it is recognised that Officers

may sometimes need to work outside of these hours where food premises open solely in the evening or where an incident occurs.

2.5 Demands on the Food Service

The total number of food premises within the Vale is 1724. The table below shows the food premises profile in Aylesbury Vale by business type and risk category:

Business Type	Premises Risk Category					Unrated	Outside Programme	Total
	A	B	C	D	E			
Primary Producers	0	0	1	5	17	1	1	25
Manufacturers/ Packers	1	8	7	5	11	2	0	34
Importers/ Exporters	0	0	0	1	4	1	1	7
Distributors/ Transporters	0	0	1	2	23	0	5	31
Retailers	0	4	17	43	149	2	57	272
Restaurants/ caterers	2	36	240	409	456	96	116	1355
Total no. of food premises	3	48	266	465	660	102	180	1724

The classification of premises risk is in accordance with the Food Law Code of Practice. Risk rating is based on the nature of the operation and standards of hygiene. Category A businesses are highest risk and category E are lowest risk. Unrated premises are those that have not currently been classified. Premises outside the programme are premises that are registered with us, but do not receive routine programmed interventions.

Approved establishments are food premises that prepare and handle foods of animal origin for sale or supply to other businesses. These premises must meet additional

legislative food safety requirements and will generally require greater officer resource than other food premises. Within the premises profile there are 16 approved establishments. This is an increase of 2 from 2015/16. The new approved premises manufacture a scrambled egg product and ice cream product.

There are several annual events that take place in Aylesbury Vale that require additional resource for inspection of mobile food and market traders. These include the Moto GP and British Grand Prix at Silverstone, Bucks County Show and ad hoc markets, licensed large scale (i.e. music events) and community events.

2.6 Regulation Policy

The Council has adopted the Government's 'Enforcement Concordat' on the principles of good enforcement. The Environmental Health & Licensing department operates to an Enforcement Policy Statement and Divisional Enforcement Policy (QPEMS-04) which aims to ensure a clear and consistent approach to enforcement within the department, including in the delivery of the food service. The Policy was reviewed in May 2014, and has regard to the requirements of the Regulators' Code.

The Enforcement Policy adopts a tiered approach to enforcement and the action that will be taken by the Council to secure compliance with legislative requirements. The Policy applies the principles of proportionality in applying the law and securing compliance, consistency of approach, targeting of enforcement action and transparency about how we will operate and what the duty holder may expect. The enforcement policy is operated with regard to the Council's Equal Opportunities Policy.

3. Service Delivery

3.1 Interventions at Food Establishments

Interventions undertaken at food establishments result from a mixture of proactive programmed interventions (inspections or other interventions scheduled to be undertaken during 2016/17 generated from the Food Law Code of Practice risk

rating process) including food sampling and reactive interventions. Reactive interventions may result from a complaint from an employee or member of the public, from unsatisfactory food sampling results or from intelligence received from another food authority or the Food Standards Agency e.g. in relation to a Food Alert.

Number of interventions due by risk category 2016/17 as of 1st April 2016

	Total	A	B	C Non-comp	C Comp	D Non-comp	D Comp	E
Programmed interventions (including outstanding interventions 2015/16)	794	3	48	14	183	2	202	342
New unrated interventions (excluding low-risk categories)	42	Unclassified						
Total	836	3	48	14	183	2	202	342

In order to target resource where the risk to health is the greatest, premises are inspected in accordance with a risk prioritisation scheme specified within the Food Hygiene Intervention Policy and Alternative Enforcement Strategy (AES) (QPEMS-59). The aim is to allow the Council to target a limited resource where the risk to public health is likely to be the greatest. In 2016/17 programmed interventions are to be carried out in accordance with date due and in the following priority order;

- A rated
- B rated
- C rated- non-compliant
- New unrated businesses awaiting inspection
- C rated- compliant
- D rated- non-compliant
- D rated- compliant

- E rated

The definition for non compliant and compliant business is in line with the Food Law Code of Practice. It is based on the risk score given by the Environmental Health Officer at the time of inspection. It includes three risk rating areas; food hygiene and safety, structure and cleaning and confidence in management. Compliant D rated and E rated premises are lower risk premises and will be subject to an Alternative Enforcement Strategy (AES) which will involve a mixture of inspection/audit and other interventions including the use of self-assessment questionnaires.

New unrated premises currently awaiting inspection as of 1st April 2016:

Total no. of new unrated food premises awaiting inspection	99
Child-minders awaiting intervention	56
Low-risk premises awaiting intervention (church halls etc.)	0
Low-risk domestic premises cake-makers	1
Total no. of remaining unrated premises awaiting intervention (excluding low risk categories above)	42

There has been a significant decrease in the total number of new unrated premises awaiting intervention from 221 in 2015/16 to 56 in 2016/17. This is as a result of a combination of factors; a review of the classification of these premises found that some unrated premises should be reclassified as 'outside the programme' and do not require an intervention, unrated childminders were contacted and a large proportion were found to be no longer trading. In addition, the contractor was allocated low risk new unrated premises which is an area of improvement identified in 2015/16. A further extended review of the premises database is planned in 2016/17 to ensure the correct classification is applied to businesses. This area of improvement will ensure resource is appropriately targeted to businesses requiring intervention and according to public health risk.

There is a backlog of 42 new unrated premises (excluding low risk categories) in Aylesbury Vale who have registered with the Council but not received an intervention. It is important to note that within this number there will be a proportion

of businesses which have registered with us, but have not yet commenced trading and therefore we are unable to inspect. It is better to visit premises once trading has commenced so the officer can see the practices which are actually being carried out on site. It is the Council's view that these premises should take priority for intervention in 2016/17 in line with the risk prioritisation scheme detailed above. New premises will be prioritised over our compliant C rated premises which are those premises that we know from our previous interventions are broadly compliant with food law requirements and are less likely to pose a significant compliance or health risk. New premises are prioritised because without any knowledge of the processes and activities going on within these businesses we cannot make risk judgements about them. Although there is a requirement for businesses to register with us 28 days before they commence trading we find that businesses will either register far in advance or not register prior to commencement of trading. Officers will often pick up information about new businesses via other intelligence sources.

In 2016/17 an online food registration form will be implemented in line with the area of improvement identified in 2015/16. The new website will facilitate the implementation of the new food business registration form. Previously food registrations were paper format and received via post. The online form will reduce the administration time and allows quicker categorisation of low risk businesses. The form requires the business to provide information about the food they prepare and supply before they can submit it to us. This information allows officers to determine if the premises is low risk or outside the programme. This includes small-scale domestic cake-makers and community halls available for hire. Premises outside the programme will not receive an inspection from the authority unless information or intelligence is received that justifies the need to do so. Should a complaint be received regarding one of these premises then this is likely to trigger an intervention.

In 2014 changes were made at a national level concerning the registration of childminders as food businesses. Childminders no longer directly register with district councils and this information should be supplied to Environmental Health by Buckinghamshire County Council. All new childminders will continue to receive a self-assessment questionnaire. In 2016/17 this questionnaire will be available for businesses to complete online. This will reduce the administration time for

questionnaires which were previously sent by post and will be easier for business customers to complete. In accordance with the Food Hygiene Intervention Policy and Alternative Enforcement Strategy (AES) (QPEMS-59) childminders that only provide low-risk snacks such as fruit, biscuits and cereal are not identified as requiring inspection by the authority. Those that prepare and provide higher risk foods are identified as requiring inspection and added to the list of new unrated premises awaiting inspection. There will be a review in 2016/17 as to whether this can be expanded to other premises types where further information is required to determine risk. This targets limited resources towards premises more likely to be involved in higher-risk food activities.

In addition to the 836 programmed interventions and new unrated interventions (excluding low risk) detailed above the authority receives between 15 and 20 new food business registrations a month throughout the year. These numbers will also be factored into the inspection allocation for these periods. In 2016/17 the authority will continue to employ the services of a qualified contractor to assist with the low risk programmed inspections and to reduce the time taken to inspect new unrated premises. There has been budget allocated for this period to resource this.

3.2 Outstanding Inspections from 2016/17

Number of overdue interventions by risk category 2016/17 as of 1st April 2016:

Rating	Outstanding
A	0
B	0
C	5
D	20
E	13
Total	38

There are 38 overdue interventions from 2015/16. 87% of the outstanding interventions are from the lowest risk categories and many of these would have been subject to a self-assessment questionnaire instead of an inspection visit. These businesses would have been sent a questionnaire but it may not have been returned

despite EHTOs attempting to make contact with the business. It is likely that a number of these businesses may have ceased trading and not informed us. EHTOs will target these premises during 2016/17 in order to establish their status and remove them from the database or reclassify them where appropriate.

3.3 Alternative Enforcement Strategy (for low-risk food businesses)

Premises currently due an AES intervention as of 1st April 2016:

	Total	D	E
Low-risk premises overdue intervention from 2015/16	37	23	14
Premises due for AES intervention 2016/17	426	101	325
Total no. of premises that may be subject to AES in 2016/17	463	124	339

In 2015/16 questionnaires were sent and received via post. In 2016/17 online versions of the questionnaire will be available for customers to complete. The questionnaires will be targeted towards the type of business e.g. egg packing, childminding and low risk. This will be facilitated by the new website and emails will be sent with a direct link to the form for completion. This will save administration time and be easier for business customers to complete and return. A further review will be carried out in 2016/17 to ensure these online questionnaires are effective and to identify if there is a need for online forms in other food service areas that would assist in the delivery.

The policy relating to the inspection of food premises is detailed in the Food Hygiene Inspection Procedure (QPMS-55). This document sets out what food businesses can expect from Environmental Health Officer interventions and expands in a practical way the Council's Divisional Enforcement Policy. In recognition that most businesses want to comply with the law, Environmental Health Officers help food businesses and others meet their legal obligations without unnecessary expense,

whilst taking firm action against those who fail to comply with the law, including prosecution where appropriate.

This Service Plan is focused towards directing our resources towards the highest risk and most non-compliant businesses. European food law states that all food businesses should receive an intervention, however, AVDC along with all other Bucks Food Liaison Group members formally agreed in June 2015 that the following premises would be classed as having a non-inspectable risk. This will continue in 2016/17. This does not exempt these businesses from meeting food law requirements, but they will not be subject to programmed interventions.

- Retailers where the sale of low-risk food is ancillary and/or seasonal, e.g. clothes and card shops
- Service sector businesses only serving drinks and biscuits, e.g. hairdressers and car sales showrooms
- Religious groups only serving drinks and biscuits after events
- One-off events such as charity fundraisers and fetes
- Food brokers that do not actually handle food, i.e. offices
- Grain haulage businesses as Trading Standards will cover them if serving feed businesses
- Community halls offered for hire by others (individual businesses operating regularly from these will be expected to register and be subject to official controls)
- Child-minders that only provide milk, other drinks and low-risk snacks or serve food provided by the parents

AVDC seeks to ensure that resources are targeted and applied where they are most required and can be most effective. There are a number of food businesses that consistently perform compliantly and/or have a number of external audits each year. In 2016/17 we will continue to explore the possibility of extending the scope of our Alternative Enforcement Strategy to include more of our complaint food businesses, however this would mean that we were acting outside of the FSAs Code of Practice. The FSA and Department of Business, Innovation and Skills have been reviewing the option of earned autonomy for businesses and the outcomes of this will inform our own work in this area.

3.4 Revisits

The Food Hygiene Inspection Procedure details the action to be taken when non-compliance following inspection is found and identifies when to carry out a revisit.

In 2015/16 we undertook 80 revisits which took approximately 60 officer hours including administrative time. This does not include travel time.

3.5 Health Certificates

The division provides health certificates to several manufacturers within the Vale to assist with the export of products of fish or plant origin to countries outside of the European Union. Health certificates are provided for companies that have received an inspection or audit of the premises and this service is charged for. Last year the division generated £15,500 from health certification. In 2015/16 we reviewed the process for issuing the certificates and the associated costs. We now charge businesses for scanned copies. In 2016/17 we will continue to review the process of issuing health certificates to ensure we are offering customers the best service.

3.6 National Food Hygiene Rating Scheme (FHRS)

The authority is part of the Food Standards Agency's national Food Hygiene Rating Scheme (FHRS). The scheme is intended to give consumers information to assist them in making choices about where they buy their food from. AVDC promotes the scheme through various channels including social media, and articles in Council publications.

We have seen an interest in the ratings we award to businesses from the local media and have been contacted by members of the public for advice about premises following rating. Under the food hygiene rating scheme businesses that have taken steps to address the issues of non-compliance raised at the time of their initial inspection can request a revisit to the premises for the purpose of re-rating. In the 2015/16 period the number of requests for revisit received by the authority was 4.

3.7 Food Complaints

In the 2015/16 period the authority received 133 food related complaints and requests for service. The resource involved in investigating these complaints by the EHOs was approximately 249 hours. This does not take into account time spent on telephone contact and data entry by the Customer Services Team. The complaints can be broken in to two distinct areas; complaints regarding food itself (22 complaints), complaints about premises (74 complaints). It is anticipated that the number of food complaints and request for service received in the period 2016/17 is likely to be similar.

3.8 Home Authority Principle and Primary Authority Scheme

The Council does not act as either a Home Authority or a Primary Authority partner for any food businesses within the Vale. The Home Authority Principle and Primary Authority Scheme are adhered to by Officers when undertaking interventions in multi-outlet businesses. Officers will contact the Primary Authority where an agreement exists, on policy or enforcement issues relating to food hygiene for national food businesses. Primary authority partnerships are an area in which the Council is interested. In 2016/17 we will consider primary authority partnerships with businesses which may be interested.

3.9 Advice to businesses

Officers routinely provide advice and guidance to businesses during programmed interventions. However there are also a number of contacts received each year from businesses requesting advice regarding their existing business or from those looking to set up a new food business in the Vale. In 2015/16, 37 requests for general food business advice were received by the authority and approximately 13 related to information requests regarding the setting up of a new food business. The resource involved in providing this advice to businesses by the department was approximately 40 hours. This does not take into account time spent on telephone contact and data entry by the Customer Services Team. It is acknowledged that this area of work is not fully recorded on our system as we are sometimes contacted for advice before a business has found a premises in the Vale in which to be established.

The AVDC website provides links to further guidance and information which food businesses are directed. Business advice will be an area of improvement for 2016/17. A review is planned to ensure consistency in recording of advice to businesses and to ensure that information sources are easily available to customers e.g. directed via our website. This will allow resources to be targeted to specific advice contact and allow businesses to resolve general advice queries without the need to contact the team.

We are currently working closer with colleagues in our Economic Development Team and in the South East Midlands Local Enterprise Partnership (SEMLEP) region. SEMLEP are working on a project called “Better Business for All” which is about developing and understanding the benefits of the relationships regulators have with businesses. This is an area which is in development for the department.

On occasions we may also make direct contact with a particular sector of food businesses to advise them regarding new legislation or guidance that may affect their businesses. This contact is generally made either in writing or via email and has not been considered in the resource allocation above. We are aware that there are ongoing issues concerning the service of rare burgers and this is an area where officers are keeping up to date in order that we are able to supply the appropriate guidance once it is issued by the Food Standards Agency.

3.10 Food Sampling Programme

Food sampling is undertaken in line with the Food Sampling Policy and Procedure. The objectives of the food sampling programme are to protect the consumer from contaminated foods that may pose a risk to health. The Council participates in both proactive and reactive sampling activity. Proactive sampling involves participation in national sampling programmes coordinated by Public Health England, Bucks Food Liaison Group and the Food Standards Agency. The information obtained through the national sampling programmes helps to identify food hazards and provides a knowledge base for food authorities. Reactive sampling is also undertaken in food

businesses in the Vale where it is necessary to validate food processes, activities and procedures and to investigate contamination and food poisoning incidents.

The 2016/17 proactive sampling plan is based on the Public Health England (PHE) UK Co-Ordinated Microbiological Sampling Programme 2016/17. It is anticipated that the Council will participate in the studies where we have premises which are included in the scope of the surveys. In addition the authority will be undertaking sampling on locally agreed areas informed by the Bucks Food Liaison Group and local intelligence and information. An imported foods programme was introduced in 2013/14 and this will be built upon in 2016/17. In addition a number of reactive samples will be taken during the course of the year to both validate food processes and procedures and investigate where there may be concerns regarding contamination.

In 2015/16 a total of 35 proactive and reactive samples were taken from food businesses in the Vale. In addition we took part in a survey which involved taking samples of sandwich and jacket potato fillings. The resource involved in taking these samples and the associated administration by the EHTOs was approximately 4 hours. This does not take into account time spent on data entry by the Customer Services Team, or time taken to organise and plan the sampling programme. The four Environmental Health Technical Officers working with the Environmental Health division are authorised to take informal food samples and will be involved in proactive sampling for the national sampling programme. Two of the EHTOs were given a greater responsibility in organising the sampling process and there was an increase in number of samples taken. A similar number of samples are anticipated in 2016/17. In the event that a formal food sample needs to be taken where legal action may result an Environmental Health Officer would undertake this sampling.

Samples requiring microbiological analysis are submitted for analysis to the Food and Water Laboratory at Public Health England in Colindale, London. Food sampling analysis credits are provided by the PHE and used and shared by the food authorities in Buckinghamshire. AVDC liaises with the other food authorities in Buckinghamshire via the Buckinghamshire Food Group to coordinate sampling across the County. There may be occasions when samples need to be sent to the

Public Analyst for chemical contamination or composition analysis. Our appointed Public Analyst is Worcester Scientific Services.

3.11 Control and Investigation of Outbreaks and Food Related Infectious Disease

Food poisoning notifications and outbreak controls are carried out in accordance with the Control of Infectious Disease Procedure (QPEMS-11). In 2015/16 the number of notifications of infectious disease received by the Council was 94. Not all of these were necessarily food related, and it is extremely rare to be able to associate them with a premises. PHE directly investigate a number of infectious diseases with the patient and only notify the Council where they find links with a premises or are given information which is of concern. The Council directly investigates *Campylobacter* and *Salmonella* in vulnerable people or where it is known the patient is a food handler. Many of our investigations are undertaken via a postal questionnaire. It is considered likely that a similar number of notifications will be received by the authority this year. The resource involved in processing and investigating these notifications by the department was approximately 94 hours. This does not take into account time spent on data entry and the production of standard letters and questionnaires by the Customer Services Team. The majority of notifications are administered by the Customer Services Team and the Environmental Health Technical Officers who categorise the disease case by risk group and send out and administer questionnaires as necessary. In some cases it is necessary to carry out visits to infected persons to provide advice or assistance with the collection of faecal sampling at the request of PHE. The information collected is provided to PHE as requested to inform and assist with trend analysis.

In the event of an outbreak of infectious disease the investigation process follows that detailed within the PHE Thames Valley Health Protection Team Outbreak Plan and would be led by an Environmental Health Officer. In the event of an outbreak resources have to be pulled from other work streams to enable investigation of the outbreak as necessary. This resource cannot be allocated on a day-to-day basis because of the unpredictability of occurrence and can place high demands on other areas of service provision at the time of the outbreak.

3.12 Food Safety Incidents

Food Safety incidents are dealt with in line with the Food Incident Policy and Procedure and in line with the requirements of the Food Law Code of Practice. In 2015/16 a small number of food safety incidents required action from the authority. The authority is regularly informed of incidents and product recalls which have taken place such as due to undeclared allergens. These are read and action taken if directed by the Food Standards Agency.

3.13 Liaison with Other Organisations

The Authority has liaison arrangements with various outside bodies and neighbouring local authorities. The Buckinghamshire Food Liaison Group meets every two months to discuss current enforcement issues and ensure consistency in approach and joint working. The Food Liaison Group has agreed shared food terms of reference across Buckinghamshire. A representative from the FSA and from PHE also attends and contributes to the Food Liaison Group as well as a representative from Buckinghamshire County Council Trading Standards department and Milton Keynes Council Trading Standards department. The Food Lead Officers for each organisation often liaise outside of meetings if necessary. In 2015/16 the resource involved in attending and contributing to Food Liaison Group was approximately 66 EHM hours. It is anticipated that the resource implications for the period 2016/17 will be similar.

Aylesbury Vale District Council is also a member of the Thames Valley Health Protection Agency Environmental Health Liaison Group (EHLG) which meets twice annually to review infectious disease and food safety issues. In 2015/16 the resource involved in attending and contributing to EHLG was approximately 45 EHM hours. It is anticipated that the resource implications for the period 2016/17 will be similar.

3.15 Food Safety Promotional Work and other Non-official Controls Interventions

There is limited resource available for the provision of food safety promotional work in the 2016/17 period. The Council utilised the media toolkits produced by the Food Standards Agency concerning promoting FHRS around Christmas and Valentines' Day. The local newspaper has also run several articles on FHRS and this has raised awareness of the scheme. It is anticipated in 2016/17 that we will continue to use the FSA media tool kits which enable us to use both traditional press releases and social media. Articles will also be included in the Council newspaper 'Vale Times' which is distributed to every house in the Vale. It is anticipated that around 20 hours will be spent on food safety promotional work.

Public Health England coordinates the strategic delivery of local public health interventions based on community need. It is likely that the public health agenda will shape local delivery of food controls to some extent as there is the opportunity to expand on our current intervention with food businesses to deliver this agenda e.g. through the provision of healthy menu advice. In addition Buckinghamshire and Surrey County Council Trading Standards has a healthy eating award scheme for catering premises called "Eat Out , Eat Well" and EHOs are promoting the scheme during inspections to businesses which meet the criteria.

The Food Information Regulations came into force in 2014. These are primarily enforced by Trading Standards, however, environmental health has been given some enforcement powers concerning the requirements which now apply to catering establishments. Officers check compliance and provide advice and guidance during routine inspections.

3.16 FSA Audit

A full Food Standards Agency audit was undertaken in October 2012, and revisits to confirm progress occurred in October 2013 and October 2015. The FSA was satisfied that the action plan had been fully implemented and the audit has been closed. There will be no further revisits.

4. Resources

4.1 Financial Allocation

The overall level of expenditure allocated for the provision of the food service in the 2016/17 period is as indicated below:

Staff Costs (and internal recharges – Marketing, Finance etc.)	£179,000
IT Costs recharge	£13,500
Legal Costs recharge	£7,200
Equipment/printing	£4,000
Specialist advice (including payments for contractor inspections)	£12,000
TOTAL	£216,200

The estimated level of food service demand during the 2016/17 period:

Food service demand 2016/17	Resource required (hours)			
	EHTO	EHO	EHM	CSA
212 inspections (programmed A to non-compliant D plus outstanding C premises from 2015/16)	0	424	56	36
135 -180 new inspections (premises registering during the 2016/17 period) plus 42 from 2015/16	0	444	16	38
80-100 compliant D and E rated premises inspections (not suitable for AES)	0	175	0	17
463 compliant D and E rated premises AES interventions (suitable for AES)	347	20	116	116
Revisits to non-compliant premises	0	150	10	0
FHRS administration and revisits to re-rate	0	20	15	0
Infectious disease investigation	150	100	0	17
Food complaint investigation	45	180	0	0
Sampling activity	80	50	10	0
Attendance/input at Bucks Food Group, EHLG and other food related forums	0	0	140	0
Food incidents and alerts	0	20	0	0
Provision of food business advice	0	180	0	50
Management and administration of food service	0	20	700	400
Formal enforcement activity and legal cases	0	300	70	0
Training and CPD	20	60	35	0
Support of EHTOs undertaking EHO qualification (food element)	0	60	30	0
Work on implementation of public health agenda	0	15	0	0
Food/Health Promotion activities	0	20	20	0
TOTAL	642	2238	1218	674
Grand Total	4772 hours (Approx. 2.98 FTE)			

A FTE post amounts to approximately 1600 working hours per annum. The above figures are an approximation based on the information available regarding the provision of the food service in 2015/16 and known demands within the 2016/17 period. Due to acknowledged gaps within the database it is likely that these figures do not take into account additional factors such as the increased demand of reactive work in other areas during the summer months, staff sickness and considerable travel time to and from food premises. They also do not take into account the unpredictable demands that can be placed on the food service by incidents such as a large food poisoning outbreak, a complex prosecution case, a serious workplace accident investigation or a major pollution incident.

4.2 Staffing Allocation

The number of full-time equivalent (FTE) staff allocated to the provision of the food service is currently 2.50. This consists of 4 Environmental Health Officers and one Environmental Health Manager (EHM) as well as administrative Customer Services support. There is additional support available as the other EHM and the EHLM are both food competent. Each of the EHOs spends approximately 50% of their time on food service work. The EHM also spends approximately 50% of their time on work associated with the delivery of food controls. There is administrative support provided to these officers by the Customer Services team and the Database Administrator which is equivalent to 0.45 of a FTE post. The EHTOs provide support to the EHOs in some areas of food service work and this is reflected in the table.

The FTE staff allocation for the provision of the 2015/16 food service was 2.90. In the 2016/17 period this staff allocation has increased by 0.08. There is a £12,000 specialist advice budget within the 2016/17 expenditure allocation food service budget to allow the department to buy in contractor inspections to assist with meeting intervention targets as necessary. This amount is equivalent to a 0.22 FTE post.

4.3 Staff Development Plan

The Food Standard Agency's Code of Practice was revised in April 2015. The section concerning the Qualifications and Experience was updated and local authorities were given 12 months to implement the revised requirements.

The Food Law Code of Practice requires authorised food officers to complete a minimum of 20 hours per year of Continuing Professional Development (CPD) training. These hours are split into:

- 10 hours- core food matters directly related to the delivery of official controls
- 10 hours- other professional matters including training needs identified by the EHM during competency assessments/appraisals

These changes were implemented in 2015/16. This was achieved in 2015/16 through the completion of food competency self assessments and shadowed competency visits by environmental health officers and managers. In 2016/17 the outcome of the self assessment and shadowed visits will be reviewed and a development plan identified for each officer. In addition, the self assessment will be extended to all environmental health technical officers involved in the delivery of food service.

Aylesbury Vale District Council supports and engages with the CIEH Buckinghamshire Branch who runs a number of low cost training courses (including food training) throughout the year. Environmental Health Officers will attend both external and internal cascade training courses during the course of the year, some of which are organised by the Food Standards Agency. Where Officers attend courses that are of use to the rest of the Environmental Health staff this information is delivered via cascade training and course resources made available to others. Officers are required to keep records of the CPD training that they complete. Environmental Health Officers have taken part in a Food Standards Agency consistency exercise and food service consistency is discussed at monthly team meetings. This will continue in 2016/17.

5. Quality Assessment

5.1 Quality Assessment and Internal Monitoring

During the 2012/13 period new procedures for monitoring the accuracy, quality and consistency of the delivery of the food service were introduced. Details of the

monitoring arrangements in place are set out within the departmental procedures 'Food Database Management Procedure (QPEMS-58) and 'Food Service Monitoring, Audit and Review Procedure' (QPEMS-62). The food service is subject to a rolling programme of review by the Internal Audit Team. Consistency within the FHRS is also an item on the Buckinghamshire Food Group meeting agenda.

6. Review

6.1 Review against the Service Plan

The table below details the number of interventions that formed part of the programme in 2015/16. Category A premises should receive an inspection 6 months after the previous intervention, where as a category C is inspected at 18 month intervals. A number of factors influence when an inspection is due including the number of people the business supplies food to and how compliant the business is with legislative requirements.

The number of interventions completed in 2015/16 by risk category:

2015/16	A	B	C	D	E	Total
Interventions completed	11	84	195	252	149	828
Interventions outstanding	0	0	5	20	13	38
% interventions achieved	100%	100%	97%	92%	91%	95%

The total number of interventions achieved increased from 515 in 2014/15 to 828 in 2015/16. All of the highest risk premises (A rated and B rated premises) were inspected. There was an increase in interventions achieved across categories C-E. The overall percentage of interventions achieved increased by 9%. In 2014/15 the department underwent a restructure and the uncertainty and training demands did have a small impact on officers' capacity to carry out food interventions. In 2015/16 a new way of monitoring interventions and officer allocation was introduced. This

allows the EHM to have a better overview of the food service plan and ensure resources are appropriately targeted at the highest risk premises. It is expected that the implementation of the new database Salesforce will further improve service plan monitoring.

The Food Standards Agency provides categorisation of when a business is deemed to be broadly compliant with the law based on their risk scores at inspection.

The number of broadly compliant businesses by risk category:

2015/16	A	B	C	D	E	Total
Total number of premises	3	48	266	465	660	1442
Number broadly compliant	1	36	241	462	660	1419
% Broadly compliant	33.33%	75.00%	90.94%	99.35%	100%	97.08%

The figures relating to compliance of food businesses has remained within 1% over the previous periods (2012/13 96.69%, 2013/14 96.47%, 2014/15 96.93%, 2015/16 97.08%). As 99.35% of D and E rated premises are broadly compliant, this provides justification for the targeting of resources towards A-C rated premises. It is important to note that an A rated premises is not necessarily a non-compliant business but may be high-risk because of the type of food activities it carries out.

The areas of improvement identified in the previous 2015/16 Food Service Plan are discussed within this document. The areas have been completed or are identified as ongoing in the 2016/17 improvement areas below. In the period 2016/17 delivery against this service plan will be reviewed and the Environmental Health and Licensing Manager will update the Cabinet Member for Environment and Waste.

6.2 Identification of any Variation from the Service Plan

As part of the review process any variance from the service plan will be identified and detailed within the report. Reasons for the variance will be given and any necessary improvement plans for the following 6 month period identified.

6.3 Areas of Improvement

This service plan has identified the following areas for improvement in delivery of the food service over the 2015/16 period:

- Implement online versions of the food registration form, self assessment questionnaires and explore if there are other aspects of the food service that would benefit from a online form. This will reduce administration time and make the process easier for business customers.
- Review the premise database to ensure that premises are correctly classified as outside the programme. This will improve the database accuracy and ensure resources are targeted to those requiring intervention and based on risk to public health.
- EHTOs are to target D and E Rated premises who did not return questionnaires last year. If necessary inspections will be carried out. This work will improve the accuracy of our database.
- Review the use of partial inspections and audits as alternatives to full inspections in order to increase efficiency with lower risk premises and direct resources to premises with highest public health risk..
- Review staff development plans for EHOs, extend self assessment to EHTOs involved in the delivery of food service and update procedures in line with the Food Law Code of Practice 2015 updates.
- Explore the option of increasing the scope of our Alternative Enforcement Strategy to businesses which are consistently compliant. This will allow resources to be directed towards premises with highest risk.
- Assist in the development and implementation of the new premises database Salesforce in relation to the food controls and interventions. This will assist in the delivery and improve monitoring of the food service plan.
- Continue to review the health certificate processes to ensure that we are offering the best service to our business customers.
- Continue to work with SEMLEP regarding the “Better Business for All” initiative in order to assist businesses and improve the relationship between regulators and the businesses themselves (especially those which are generally compliant).

- Continue to keep abreast of current issues, (particularly concerning new guidance on the service of rare burgers) and cascade information to businesses as required.

Produced by Megan Londy, Environmental Health Manager

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FUTURE WORK PROGRAMME

1 Purpose

- 1.1 To enable the scrutiny committee to agree upon the scope of any review of the Council's planning enforcement actions/procedures, as part of the Committee's future work programme.

2 Recommendations

- 2.1 To scope the issues they wish to review regarding a review of the Council's planning enforcement actions/procedures, with a view to bringing a report to a subsequent meeting.
- 2.2 To consider and comment upon the future work programme, as detailed at paragraph 3.5

3 Supporting information

- 3.1 Members may recall a written question was submitted to the Council meeting on 20 July 2016 concerning enforcement action associated with environmental issues and in relation to a particular planning application.
- 3.2 It is not, of course, within the Committee's remit to consider a particular planning application due to the quasi-judicial nature of the planning process.
- 3.3 It is however within the Committee's remit to "assist in the development of the Council's planning policies (excluding the Vale of Aylesbury Local Plan) and other plans for the use and development of land."
- 3.4 The Scrutiny Committee is asked to consider the merit in Members examining in generic terms the Council's planning enforcement procedures, and identify what information they would like to include within the scope of any such review. This would then be reported to a future meeting.
- 3.5 In addition to the above issue, the future work programme for the Committee is:-

1 November 2016

- Waste and Recycling Update
- Update on flooding on the Willows development
- Services provided by the Community Spaces team
- Biodiversity update

20 December 2016

- Community Safety Update / Strategy 2017-20
- Leisure facilities in the Vale

15 February 2017

- VAHT Annual Update
- Pay to Stay

22 March 2017

- No items as yet

Contact Officer
Background Documents

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None

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