



## **Healthy Communities Policy Advisory Group**

**Monday, 30 September 2019 at 6.00 pm**

**Room 6 - Capswood, Oxford Road, Denham**

### **A G E N D A**

Item

1. Evacuation Procedure
2. Apologies for Absence
3. Minutes (*Pages 3 - 8*)

To approve the minutes of the Healthy Communities PAG held on 4 June 2019.

4. Declarations of Interest
5. Reports from Members
6. Healthy Communities Update Report (*Pages 9 - 18*)
7. Community and Wellbeing Plan Annual Review (*Pages 19 - 22*)  
*Appendix 1 (Pages 23 - 38)*  
*Appendix 2 (Pages 39 - 72)*
8. Air Quality Management Area in Iver Update (*Pages 73 - 80*)  
*Appendix 1 (Pages 81 - 116)*

9. Food Safety and Health and Safety service Plan (*Pages 117 - 120*)

*Appendix 1 (Pages 121 - 152)*

*Appendix 2 (Pages 153 - 176)*

*Appendix 3 (Pages 177 - 204)*

10. Armed Forces Covenant (*Pages 205 - 208*)

11. Exempt Information (if required)

To resolve that under Section 100(A)(4) of the Local Government Act 1972 the following item(s) of business is not for publication to the press or public on the grounds that it involves the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act.

**Note:** All reports will be updated orally at the meeting if appropriate and may be supplemented by additional reports at the Chairman's discretion.

**Membership: Healthy Communities Policy Advisory Group**

Councillors: P Hogan (Chairman)  
D Anthony  
P Bastiman  
M Bezzant  
Dr W Matthews  
D Pepler

**Date of next meeting – Wednesday, 22 January 2020**

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## HEALTHY COMMUNITIES POLICY ADVISORY GROUP

### Meeting - 4 June 2019

Present: P Hogan (Chairman)  
D Anthony, P Bastiman, Dr W Matthews and D Pepler

Apologies for M Bezzant  
absence:

#### 1. MINUTES

The minutes of the Healthy Communities PAG held on 28 February 2019 were approved.

#### 2. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 3. REPORTS FROM MEMBERS

The PAG received a written update from Councillor D Pepler on the meeting of the Buckinghamshire Healthcare Trust held on 27 March 2019. Councillor Pepler advised that there had been a further meeting held since, which he had been unable to attend.

There had also been a meeting of the Buckinghamshire Health and Adult Social Care Select Committee held on 19 March 2019, which Councillor W Matthews had provided a written update on; this update was not attached to the agenda but could be viewed online [here](#).

#### 4. HEALTHY COMMUNITIES UPDATE

The PAG received an update report from the Head of Healthy Communities, which detailed the current work ongoing within the service area. The following points were highlighted to the PAG:

- There had been in a slight upturn in nightly booked B&B temporary accommodation, although there remained a substantial decrease over the course of the year. Were the increase to continue, the Council could offer new units at Bath Road to those households in nightly booked accommodation. The Bath Road development was planned for completion at the end of June

2019, following contractor delays. The final budget closedown figures showed a £32k saving against budget.

- The introduction of the Homelessness Reduction Act in April 2018 had, to date little impact on homelessness applications which remained at a similar level to the previous year. The time spent waiting for properties via the Bucks Home Choice Scheme ranged from 3 months to 31 months. The supply of properties from developments at Denham Film Studios and Mill Lane, Taplow should help get people in to tenancies.
- Officer meetings have been held and a draft action plan created in relation to air quality in Iver. The main focus was to reduce HGV numbers travelling through Iver and to remove parked cars from the High Street. A range of solutions were being explored such as introducing parking restrictions and 20 mph speed limits through the town centre. A 'lot 2 – sensor trial' air quality grant of £130,000 had been awarded to the Council, in a joint application with Slough, Heathrow and Ricardo E&E. The plan was to monitor air pollution on transects from the perimeter of the airport out toward the villages.
- In Environmental Health, the Freemantle Trust had been fined £33k with costs of £8,900 and a victim surcharge of £125 for poor hygiene standards at Lent Rise House. Chilli and Grill mobile, Beaconsfield had been prohibited from trading due to poor food hygiene standards. It was understood that the owner had since taken over another food premises which would be monitored.
- Round Coppice Farm was currently closed following the fire and a police investigation was ongoing.
- In Community Safety, burglary dwelling had increased by 4.4% and the community safety team were working closely with the Thames Valley Police Neighbourhood team offering crime reduction advice through various outlets. Operation Gauntlet had launched in partnership with TVP to tackle phone scams and frauds.
- Community and Leisure activities were outlined in the report and included the GLL community engagement programme, Beaconsfield community bus, Holtspur Youth Club, dementia friendly golf and Chairman's Volunteer Awards. GLL held their sports awards for which the Chairman had to send apologies, it would be explored as to which other Members had then been invited in the Chairman's place as the immediate past Chairman reported that she had not received an invite. Post meeting note: *Cllrs P Hogan (Portfolio Holder) and T Egleton (Vice-Chairman) had been invited, although were not able to attend and Cllr W Mathews (immediate Past Chairman) was inadvertently missed off the invite by GLL.*

## 5. **AGREEMENT TO SIGN THE MOTOR NEURONE DISEASE (MND) CHARTER**

The PAG received a report which recommended that the Council supported and signed the Motor Neurone Disease (MND) Charter which recognised and respected the rights of people with MND. This would result in the Council ensuring policies and

procedures enabled people with MND to receive a rapid response to their needs and good quality care and support.

The PAG recognised that the Council was already actively finding ways to support those people with Motor Neurone Disease as well as other disabilities. Members agreed that no one should be disadvantaged because of a disability and supported the signing of the MND Charter.

Having considered the advice of the PAG, the Portfolio Holder **AGREED** to **RECOMMEND** to Cabinet that the Council supports and signs the Motor Neurone Disease (MND) Charter.

## 6. **COMMUNITY GRANTS PROPOSAL**

The PAG received a report which asked Members to agree the process to award funding for the community project grants for the period 2019/20 and to agree the Service Level Agreement funding for a three year period, subject to a signed service level agreement to key organisations delivering services to vulnerable persons in South Bucks.

The voluntary and community sector provided support and services to meet a wide range of needs that would not otherwise be provided by statutory services. The Council currently provided funding to the voluntary sector through; the Chairman's Fund, the award of Community Development grants, and the allocation of the Community Lottery Fund. The Council also awarded funding to key organisations delivering services for vulnerable persons in South Bucks via a service level agreement (SLA).

It was explained to the PAG that the SLAs as set out in recommendation 1 had been recommended for a three year period to ensure that these organisations did not lose out on funding through the unitary transition, although the SLAs could be brought to an end at any point should the Council choose to do so. It was noted that the CAB also received external funding and all organisations were recognised as valuable to residents.

Recommendation 2 which related to the continued funding of £8,000 to Buckinghamshire County Council to provide the voluntary sector infrastructure support contract within the South Bucks District and the wider Buckinghamshire area would only be for the period 2019/20 as there would be no commitment required for 2020/21 as this would fall within the unitary budget.

The PAG was advised that for the past two years, the Council received match funding from Heart of Bucks for its Community Grant awards, however the feedback received was that this had not met the Council's expectations. It had therefore been suggested

that the Community Development Grant, Lottery Community Central Pot and funds from the Chairman's Fund be combined to establish the South Bucks Community Grants which would be administered by the Council.

Following a detailed discussion, where alternative options, including an amount allocated per Member to award amounts to organisations in their wards was discussed; the PAG agreed that the most appropriate way forward would be to retain £5,000 from the Chairman's Fund for small awards to be distributed by the Chairman and amalgamate the remaining funds into a combined Community Grants pot. This pot would be allocated following an application process in which each Ward Member would be consulted prior to any decision by the Healthy Communities PAG to recommend the award of funding.

There was discussion that the award of funding should be via a ward budget process but concern was raised that similar schemes saw money left over in the budget as Ward Members had not awarded their full allocation. It was acknowledged that there was more than one member for the majority of wards and hoped that this meant with active encouragement, applications would be received and an award granted.

The PAG agreed that the proposed grant criteria should be amended to ensure the process was flexible, applications from organisations would be encouraged and none would be put off from a lengthy process for a relatively small award. The PAG suggested removing, or at least amending the 'Purchase of equipment' section from the proposed criteria to help achieve this. It would be important to ensure that the criteria however remained consistent with the Council's goals and that there was a clear process in place.

The importance of marketing the grants was emphasised and it was suggested that the Council runs a publicity campaign involving social media promotion, informing Parish Councils, creating posters for prominent places and encouraging ward members themselves to raise awareness, monies equivalent to £1,222 per Councillor would be made available. The PAG agreed that applications should be able to be applied for up to a sum of similar order and suggested that a minimum level of £200 per application be set.

The timescales involved meant that applications needed to be received by and reviewed in October 2019, if demand was greater there was a chance that additional reserves could also be made available at this time. Once ward members had been consulted on an application, it would then be presented to this PAG to agree the awards.

The Head of Healthy Communities advised that he would review the criteria and circulate this to PAG Members for approval prior to being presented to Cabinet on 27 June 2019. A briefing note for Councillors would also be provided so that they could inform the Parish Councils in their ward.

Having considered the advice of the PAG the Portfolio Holder **AGREED** to **RECOMMEND** to Cabinet to:

1. Agree community grant funding of
  - a. £4,000 per annum to Rape Crisis
  - b. £42,023 per annum to Three Rivers CAB
  - c. £7,000 per annum to Wycombe Womens Aid
  - d. £6,900 per annum to Connections
 For the period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2022, subject to a signed service level agreement.
2. Agree continued funding of £8,000 to Buckinghamshire County Council to provide the voluntary sector infrastructure support contract within South Bucks District and the wider Buckinghamshire area for the period 2019/20.
3. Agree to combine the Community Development Grant, Lottery Community Central Pot and the Chairman's Fund to establish the South Bucks Community Grants to be administered by the Council.
4. Retain £5,000 from the Chairman's Fund for small awards to be distributed by the Chairman.
5. Agree the South Bucks Community Grants criteria and the process of awarding grants, both of which would be circulated to PAG Members post meeting.

#### 7. **CHILTERN AND SOUTH BUCKS LEISURE ADVISORY BOARD TERMS OF REFERENCE**

The PAG received a report detailing a proposal to change the Joint Leisure Advisory Board name to the Active Life Advisory Board and amend the group's Terms of Reference accordingly. This was recommended to reflect the current role of the LAB and would ensure that the Council was in the best position to contribute effectively to the public health agenda.

Having considered the advice of the PAG the Portfolio Holder **AGREED** to **RECOMMEND** to Cabinet that the proposal to change the name to the Active Life Advisory Board be agreed and that Terms of Reference be amended accordingly.

The meeting terminated at 7.08 pm

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**SOUTH BUCKS DISTRICT COUNCIL – HEALTHY COMMUNITIES UPDATE – PAG 30/09/19**

SUBJECT	UPDATE						
<b>Homelessness</b>	<b><u>Number of Households in Temporary Accommodation 2019/20 (Monthly Snapshot)</u></b>						
	<b>Accommodation</b>	<b>Date</b>					
		<b>1/4/19</b>	<b>1/5/19</b>	<b>1/6/19</b>	<b>1/7/19</b>	<b>1/8/19</b>	<b>22/8/19</b>
	Nightly Booked (B&B)	12	13	14	10	9	5
	Nightly Booked (Self contained)	8	7	6	5	5	5
	Walters Court (Bucks HA)	0	0	0	0	0	4
	Private Sector Leasing Scheme	20	22	26	26	14	18
	Paradigm – General	1	1	1	0	0	0
	L&Q – General	4	4	4	4	4	4
	Bucks Housing Association (Other units)	3	3	3	3	3	3
<b>Total</b>	<b>48</b>	<b>50</b>	<b>54</b>	<b>48</b>	<b>35</b>	<b>39</b>	
<p>The period of July and August saw significant turnover within the temporary accommodation units due to the completion of both the new temporary accommodation units at 1-12 Walters Court and the new affordable rented homes on the Denham Media Park development. This has helped to reduce the number of households that SBDC is placing in nightly booked temporary accommodation. As a comparison, at 1/4/18 SBDC had 36 households in nightly booked units and this had reduced to 10 households at 22/8/19.</p> <p>The new units at 1-12 Walters Court were completed and leased to Bucks HA with effect from 12/8/19. Lettings commenced during that week with the flats being occupied in phases over subsequent weeks. At the time of writing, the two flats in the adjacent property 801 Bath Road have been completed and due to be available as temporary accommodation shortly.</p>							

	<p><b>Homelessness General</b></p> <p>There were indications that SBDC was seeing an upturn in homelessness applications during the first months of 2019/20 with a knock on impact on demand for temporary accommodation. However, overall the number of applications for assistance has remained steady and broadly similar to last year, 2018/19. It is possible that 2019/20 will see increased demand for local authority homelessness services as the measures introduced last year by the Homelessness Reduction Act start to become more established (backed up by Court decisions nationally setting down legal precedents etc.)</p>																								
<p><b>Bucks Home Choice</b></p>	<p>During the first 5 months of 2019/20 (01/04/2018 to 22/08/2019) social housing lettings in South Bucks via the Bucks Home Choice scheme were as follows:</p> <table border="1" data-bbox="430 667 2042 991"> <thead> <tr> <th>Property Type</th> <th>Number of Lettings</th> <th>Average Wait for Applicants</th> </tr> </thead> <tbody> <tr> <td><b>Sheltered Accommodation</b></td> <td>3</td> <td>10 months</td> </tr> <tr> <td><b>1 bedroom flat</b></td> <td>32</td> <td>16 months</td> </tr> <tr> <td><b>2 bedroom flat/maisonette</b></td> <td>39</td> <td>11 months</td> </tr> <tr> <td><b>2 bedroom house</b></td> <td>5</td> <td>16 months</td> </tr> <tr> <td><b>3 bedroom flat/maisonette</b></td> <td>1</td> <td>5 months</td> </tr> <tr> <td><b>3 bedroom house</b></td> <td>5</td> <td>15 months</td> </tr> <tr> <td><b>4 bedroom house</b></td> <td>1</td> <td>5</td> </tr> </tbody> </table> <p>The number of letting during this period was significantly boosted by the first phase of lettings by L&amp;Q of the affordable rented units in the Denham Media Park development.</p>	Property Type	Number of Lettings	Average Wait for Applicants	<b>Sheltered Accommodation</b>	3	10 months	<b>1 bedroom flat</b>	32	16 months	<b>2 bedroom flat/maisonette</b>	39	11 months	<b>2 bedroom house</b>	5	16 months	<b>3 bedroom flat/maisonette</b>	1	5 months	<b>3 bedroom house</b>	5	15 months	<b>4 bedroom house</b>	1	5
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<p><b>Housing Standards</b></p>	<ul style="list-style-type: none"> <li>- SBDC has a total of 32 licensed HMOs and a further 11 licensable HMOs where applications are being processed or pending (as 22/8/19).</li> <li>- During the first quarter of 2019/20 17 DFG (Disabled Facilities Grant) funded adaptations works were completed for clients in South Bucks.</li> </ul>																								

	<p>-SBDC and the other three district councils have jointly commissioned Community Impact Bucks to deliver a Handy Helpers scheme as a one year pilot. The scheme is delivering deliver minor repairs, adaptations and help with day to day tasks to elderly and vulnerable residents across the county.</p>
<p><b>Housing Enabling and Affordable Housing</b></p>	<p><b>Main schemes ongoing:</b></p> <ul style="list-style-type: none"> <li>- <b><u>Denham Film Studios</u> - 63 flats for affordable rent and 27 for shared ownership (L&amp;Q)</b> The first phase of 30 affordable rented flats were advertised and let via Bucks Home Choice in April 2019. The second phase of 33 affordable rented units are being advertised and let during August/September 2019.</li> <li>- <b><u>L&amp;Q Former Sheltered Schemes</u></b> – Planning applications submitted and ongoing for Mead House site (Iver Heath), Tower House (Iver), Verdon Court (Farnham Royal) and Bolds Court (Stoke Poges). in May 2018 and still pending.</li> <li>- <b><u>Bath Road</u></b> – The units at 1-12 Walters Court have been completed and have been leased to Bucks Housing Associations from 12<sup>th</sup> August 2019. The flats are being let in phases. The two flats at 801 Bath Road are nearing completion.</li> <li>- <b><u>GX Police Station Site</u></b> – Development is ongoing including 14 affordable homes</li> </ul>
<p><b>Licensing</b></p>	<p>As a shared service the following activity is recorded across the two councils</p>

LICENSING SERVICE UPDATE/HIGHLIGHT REPORT	
DATE – August 2019	
PRIVATE HIRE AND HACKNEY LICENCES	
CHILTERN	SOUTH BUCKS
<p><b>Current licence numbers</b></p> <p>Hackney Carriage Vehicles = 147</p> <p>Private Hire Vehicles = 143</p> <p>Hackney Carriage Drivers = 128</p> <p>Private Hire Drivers = 136</p> <p>Dual Drivers = 54</p> <p>Private Hire Operators = 41</p> <p><b>Compliance Operations</b></p> <p>Late night/weekend = 2</p> <p>Daytime rank checks = 1</p> <p>Routine vehicle spot checks = 7</p> <p><b>Enforcement Actions</b></p> <p>Applications refused = 1</p> <p>Currently suspended = 9</p> <p>Recent revocations = 0</p> <p>Penalty notices issued = 5</p>	<p><b>Current licence numbers</b></p> <p>Hackney Carriage Vehicles = 81</p> <p>Private Hire Vehicles = 80</p> <p>Hackney Carriage Drivers = 53</p> <p>Private Hire Drivers = 88</p> <p>Dual Drivers = 39</p> <p>Private Hire Operators = 29</p> <p><b>Compliance Operations</b></p> <p>Late night/weekend = 2</p> <p>Daytime rank checks = 0</p> <p>Routine vehicle spot checks = 5</p> <p><b>Enforcement Actions</b></p> <p>Applications refused = 0</p> <p>Currently suspended = 8</p> <p>Recent revocations = 1</p> <p>Penalty notices issued = 3</p> <p><b>Pending prosecution currently with legal – Unlicensed driver and vehicle carrying out a school contract.</b></p>
LICENSING ACT 2003	
CHILTERN	SOUTH BUCKS
<ul style="list-style-type: none"> <li>Penn Fest took place with no major issues identified on the day with no Licensing related complaints received. Officers were in attendance throughout the event and took part in partnership compliance checks with WDC taxi licensing.</li> </ul>	<ul style="list-style-type: none"> <li>Revolutions in Beaconsfield variation received and issued. Joint meetings with the applicant and TVP took place and proportionate conditions have been imposed to promote the licensing objectives.</li> </ul>
OTHER	
<p>Statutory betting shop inspections completed by Officers.</p> <p>Applications processed within PI timeframes (cumulative) = 98.9%.</p>	

<p><b>Environmental Health</b></p>	<ul style="list-style-type: none"> <li>• Contribution to the SBDC response on the planning and environmental (technical) issues arising from Heathrow Airport's recent consultation, to minimise the impact of the development on the communities and businesses of South Bucks.</li> <li>• Responded to S61 applications and meeting requests by HS2 contractors.</li> <li>• Monitoring work plans for HS2 South Portal Compound</li> <li>• EH Food officers continue to monitor compliance and working with businesses on food safety matters.</li> <li>• Continuing and very active work on the unitary programme including fees, budgets, policy and legal aspects as per the regulatory work stream.</li> <li>• Work on the Civil Contingency unitary work stream- Interim Civil Contingencies Policy developed and agreed by Unitary Resources Board.</li> <li>• EH 'Meet and Greet' is being held on the Thursday 5<sup>th</sup> Sept 12-2:00pm to informally update Council staff on team activities.</li> <li>• Noise App- Number of Users: 509 Applied 401 Approved 108 invalid (eg. Have not provided address, are not in our area, signed up more than once) , 37 cases under investigation , 246 resolved/completed and closed , 19 Pending first response has been sent awaiting more information or recording to escalate or close</li> <li>• Updates undertaken on corporate health &amp; safety policies, emergency plans and joint training undertaken with other districts and BCC.</li> <li>• Undertaking EU Exit planning and working with BCC Task &amp; Finish Group to identify latest requirements.</li> </ul>
<p><b>Unauthorised Encampments (UAE)</b></p>	<ul style="list-style-type: none"> <li>• Gypsies and Travellers are protected from discrimination by the Equalities Act 2010 and the Human Rights Act 1998, together with all ethnic groups who have a particular culture, language or values</li> <li>• Through the MOU, support continues to be provided by Thames Valley Police and Bucks County Council in raising awareness with landowners and in supporting landowners to arrange Bailiffs and to assist the Council in removal of UAE from Council owned land.</li> <li>• The Council has monitored the impact of Unauthorised Encampments in South Bucks. The majority of these being on private land not under the control of the Council. The landowner being the responsible person to arrange removal of such sites. Failure to do so would require action under planning legislation.</li> <li>• BCC has intervened in 8 sites in 2018/19 and 4 sites (Inclusive Iver Rec) from April 2019 to date</li> <li>• SBDC waste team has over the last 2 years cleared two council owned sites (Evreham and Broadway car parks) following incursions at a cost c£4,000</li> </ul>

	<ul style="list-style-type: none"> <li>• The Council can use its own Bailiffs to remove UAE for its land or could continue to use the services of the County Council for which there is no charge.</li> <li>• Members have expressed a view to explore the use of by-laws to prohibit UAE on Council land. Legal advice is that this is not currently a possibility as Bylaws are made when existing legislation does not afford the protections necessary. The Government review of the legislation is pending and Councils are encouraged to provide sufficient accommodation and use the available powers.</li> <li>• Partnership work is taking place amongst all Bucks authorities to see if there is any scope to identify a tolerated temporary site(s) somewhere in Bucks to support the move on of unauthorised encampments', this work may be further addressed after vesting day .</li> <li>• The Council has considered the use of injunctions to prevent Unauthorised Encampments on land at the November 2018 meeting of the HC PAG. It was agreed not to proceed at that time. WDC have since applied for and tested an injunction for over 100 sites it owns. The partnership has agreed to take a watching brief on the impact of the injunction and to consider if a county wide injunction is practicable. This is a matter that will be progressed further after vesting day.</li> <li>• A risk assessment of land the council owns is being undertaken and some works have been completed to protect open space land as far as practicable.</li> <li>• Officers are of the opinion that the current partnership agreement with TVP and BCC continues to work effectively at minimal cost to South Bucks District Council and that evidence is gathered to assess the impact of unauthorised Encampments on Council owned land.</li> </ul>
<p><b>Community Safety</b></p>	<ul style="list-style-type: none"> <li>• Burglary dwelling had increased by 46.4% at the end of July 2019. 101 burglaries during 2019-20 compared to 69 the previous year. The Community Safety team worked closely with TVP Neighbourhood team offering crime reduction advice via local newsletters, stands at events and supporting police activity.</li> <li>• Violence against a person had decreased by 9.1% at the end of July 2019. 451 offences during 2019-20 compared to 496 the previous year.</li> <li>• Safe Place Scheme has been refreshed across the District.</li> <li>• NHW leaflet drops have taken place across the Ivers and Denham with a positive interest in setting up new schemes.</li> </ul>

- Operation Gauntlet continued to raise awareness – a multi-agency response to tackle phone scams and fraud in partnership with TVP, Community Safety, Trading Standards and Natwest (Friends Against Scams) Local groups and care homes visited to raise awareness of the scams.
- Now Co-lead on the Community Safety workstream.

**Community and Leisure**

- Small grants launched 18 valid applications as of 29<sup>th</sup> August, deadline extended to 30<sup>th</sup> September and form simplified
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- **GLL Community Engagement Programme** - going from strength to strength. Activities include 01/04/19 – 31/07/19)

Activity	Location	Number of visits
Active Bucks	District Wide	1,073
Basketball	Evreham Sports Centre	47
Gentle Exercise	L&Q care home	198
Netball	Beacon Centre	138
Netball	Evreham Centre	75
Pickleball	Beacon Centre	107
Pilates	Evreham	106
Table tennis	Beacon	129
Table tennis	Evreham	60
Tai Chi	Burnham	210
Walking football	Beacon Centre	177
walking netball	Beacon	83
Zumba	Stoke Poges	56
Zumba	Evreham	75

- **Simply Walks programme** – Contribution of £1,000 towards the Simply Walks Programme in South Bucks. There are 20 walks available in South Bucks, quarter 1 (April – June) attracted 1,804 visits.

	<ul style="list-style-type: none"><li>• <b>Summer RDA Camp</b> – Supported a holiday programme for children with disabilities at South Bucks Riding for the Disabled Association. SBDC supplemented the cost of the session, to date 28 sessions have been booked at a cost of £112 to SBDC.</li><li>• <b>South Bucks Community Grants</b> - Currently open to applications, each ward member is allocated £1,096 to spend in their wards. Applications are open until 1<sup>st</sup> September. More detail will be provided at the next meeting.</li><li>• <b>Silver Sunday</b> – small grants scheme open to community groups / Town &amp; Parish Councils. Te scheme aims to encourage communities to come together and give new opportunities for our elderly residents to leave the house, keep their minds and bodies and connect with the communities and generations around them. Applicants can apply for funding of up to £150 per project.</li><li>• <b>The Great Together</b> - The new Connected Communities Small Grants Scheme, offered grants of up to £150 to support local community events that help prevent social isolation or allow neighbours to get to know one another better. Dorney Parish Council, Dorney Playground Group, Friends of Holtspur Park, 1<sup>st</sup> Holtspur Scouts and Holtspur Senior Citizens Club were all supported through this fund.</li><li>•</li><li>• <b>Iver Community Library</b> - A contribution of £31.99 was made to Iver Community Library as payment for the printing costs assigned with the Youth Activities event which took place on 23<sup>rd</sup> May 2019. This event was well attended and strengthened links between a number of local organisations, Iver Heath Junior school and the library showcasing what activities young people can access to stay healthier and more connected to their local community.</li><li>• <b>Burnham Youth</b> - Supported the club with a contribution of £500 towards specialist equipment such as dies and acrylic stamps. This enabled them to continue to run an Arts and Crafts greetings Card project. This project increases skills and makes it possible for the most reluctant child to be creative with pleasing results which supports to build up their confidence proving that arts and crafts can be enjoyed by all. The Youth leader is committed to this project and aims to sell and raise funds for the Centre this year through the sale of Christmas cards. Another outcome of this project would be the desire to take this craft activity into the wider community connecting with older people’s groups to create craft based items using the skills the young people have learnt.</li><li>• <b>Raising the Flag</b> - Monday 24<sup>th</sup> June 2019 the Joint Councils held a ‘Raising the Flag’ ceremony. This was open to all CDC and SBDC staff, Members and colleagues from Bucks County Council, Royal British Legion and Thames Valley Police. The ceremony paid tribute to the British Armed Forces community during Armed Forces week. Service Personnel from RAF Wycombe in particular, Group Captain S Harris who spoke about the value of Armed Forces day</li></ul>
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	<p>to service personnel and the importance of strengthen links with the local community. The ceremony was closed with a national initiative, <a href="#">#Salute Our Forces</a>.</p>
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<b>SUBJECT:</b>	<i>South Bucks Community and Wellbeing Plan</i>
<b>REPORT OF:</b>	<i>Councillor Patrick Hogan – Cabinet Member for Healthy Communities</i>
<b>RESPONSIBLE OFFICER</b>	<i>Martin Holt – Head of Healthy Communities</i>
<b>REPORT AUTHOR</b>	<i>Paul Nanji 01494 732110 <a href="mailto:Paul.Nanji@Southbucks.gov.uk">Paul.Nanji@Southbucks.gov.uk</a></i>
<b>WARD/S AFFECTED</b>	<i>All</i>

## 1. Purpose of Report

1.1 To update Members of the positive work undertaken through the Council's Community and Wellbeing Plan during 2018/19.

### **RECOMMENDATION:**

Members note the report and recognise the positive work undertaken through the South Bucks Community and Wellbeing Plan during 2018/19.

## 2 Reasons for Recommendations

The South Bucks' Community and Wellbeing Plan annual review details how the Council in partnership with a range of agencies (Thames Valley Police, CCG, Housing Associations, Bucks County Council, CAB, Bucks Sports Partnership and local voluntary groups) has supported communities during 2018/19. This asset based approach to community development strengthens community organisations and supports their development and growth to deliver improved services to local residents.

The projects captured in the annual review are important as they provide good evidence as to how the work undertaken by the Healthy Communities Department strengthens local community infrastructure. This work directly supports the Council achieve its key strategic objectives in relation to improving health and wellbeing, enabling a vibrant local economy, protecting the local environment and reducing crime and disorder.

## 3 Content of Report

In May 2017 Cabinet formally adopted South Bucks District Council's first Community and Wellbeing Plan. (Appendix 2) The Plan is important as it provides a co-ordinated approach as to how the Council in partnership with a range of organisations supports local community groups improve local services and facilities. The Plan is broken down into the six key aims detailed below.

- To facilitate community participation, engagement and action, through established and new community networks, to develop sustainable communities
- To support services that improve opportunities for older people to live fuller, safer, more active and ultimately more fulfilling life styles and become more integrated into local communities
- To improve the health and well-being of the population and reducing health inequalities
- To provide an environment for young people to enjoy, stay safe, be healthy, active, make a positive contribution and achieve economic well-being

- To help stimulate and support a vibrant local economy whilst protecting the environment
- To encourage collective working to promote and support the rich and diverse wealth of cultural heritage in South Bucks
  
- Housing Standards team provided grants for adaptations to 49 homes in 2018 – 19 and also gave further 5 grants and loans for essential home repair works to support residents to live independently within their own home.,.

#### 4 Key Outcomes

A diverse and exciting range of projects have been delivered in the second year of the Community and Wellbeing Plan impacting positively across the South Bucks communities. Appendix 1 outlines these projects with some key highlights listed below:

- Supported 25 voluntary organisations to raise funds and strengthen their sustainability by joining the Council’s community lottery scheme.
- Works closely with Community Impact Bucks to support the voluntary and community sector hosting and promoting their community sector surgeries, advertising their other training events and working with them at strategic level.
- Established the Friends and Neighbours Scheme (Fans) that supports care home residents participate in activities in the community including swimming, Boccia, Table Tennis and day trips.
- The Community Safety team have held a number of crime reduction events across the District including spring crime / shed break –in events at garden centres and summer and winter burglary crime reduction stands within supermarkets
- Supported and promoted the ‘Be Your Own Boss’ scheme supporting residents from South Bucks to set up and successfully their own business
- South Bucks CAB programme has supported 2,253 clients and dealt with 2,715 enquiries. The service prevented 127 people/families from homelessness, secured £195,986 in benefits and wrote of £108,544 of debit for clients.
- World War One special small grant scheme had a positive impact across the District by helped support local communities deliver projects that recognised the enormous contribution of the Armed Forces locally.
- In partnership with Heart of Bucks awarded grants totalling £18,093 to 16 community organisations to improve a range of local services across South Bucks.
- Older people’s service guides available across South Bucks (Beeches and Wexham, Beaconsfield & Iver) helping support residents access local services
- Delivered Dementia Friendly Golf activities at the South Buckinghamshire Golf Course in partnership with the Alzheimer’s society.
  
- Supported 92 households through the Affordable Warmth Network, installing 116 energy saving measures.
- Hosted Chairman’s Community Awards event to celebrate the contribution of outstanding individuals and groups that contributed outstandingly to support their local community..
- 186,458 customer visits to Evreham and Beacon leisure centres
- Delivered twenty organised walks through the ‘Simply Walks’ scheme attracting 6,695 annual visits
- Supported 120 households who were subject to the statutory homelessness prevention duty or homelessness relief duty. The Council continued to provide funding to South Bucks

CAB and Padstones to deliver homelessness advice and prevention to South Bucks residents.

- Progressed the development of a new 12 unit temporary accommodation scheme to provide good quality emergency housing as an alternative to nightly booked bed and breakfast accommodation.
- Delivered the 'Bucks Girls Can' sports festival at the Evreham Centre, attracting 100 girls to participate in a variety of activities linking them with local clubs to participate on an ongoing basis.
- GLL's' district wide Community Engagement Plan attracted over 3,000 participant visits in a range of outreach activities including walking football, ballet fit, gentler exercise, stretch and flex, basketball, yoga and Pilates
- GLL Healthwise exercise referral programme helped 41 new starters recovery from a range of health conditions including cardio, stroke and cancer rehabilitation

## 5 Consultation

The Community and Wellbeing Plan was developed following extensive consultation with a range of partners including:

- South Bucks Parish and Town Councils
- Members of the South Bucks Cohesion and Inequalities Forum.
- Community and voluntary sector groups including local youth groups, business, resident, and community associations.

## 6 Corporate Implications

### 6.1 Financial

There are no financial implications in developing the plan. Any emerging projects will be met from within the existing leisure and community budgets and match funding from partners.

### 6.1 Environmental

The Communities Team supports various community projects either through advice, signposting or direct funding. Some of these projects will have an environmental impact such as gardening projects, shrub and litter clearance, nature parks and woodlands.

### 6.2 Equalities

The Community and Wellbeing Plan will support a diverse range of community groups including vulnerable elderly residents, young people and BME groups.

## 7 Links to Council Objectives

Work towards safer and healthier local communities:

- Improve Community Safety

- Work with our key partners to help safeguard children and vulnerable adults and prevent them becoming victims of crime.
- Work with partners to reduce crime, fear of crime and antisocial behaviour.

#### Promote Healthier Communities

- Address the needs of elderly and those who are vulnerable.
- Work with communities affected by the closure of services to deliver them in alternative ways.

#### Promote Local Communities

- Support the voluntary sector and promote volunteering.
- Engage with Parish and Town Councils and local neighbourhoods.
- Work with the local MP, voluntary and community groups through the Cohesion and Inequalities Forum.
- Work to support the economy through enabling development of more affordable homes and the introduction of an economic plan.

## **8 Next Steps**

**8.1** Following the success of the Community and Wellbeing Plan it is proposed the key outcomes captured in Appendix 2 are promoted on the Council's social media outlets and website.

# South Bucks Community and Wellbeing Plan Annual Review 2018-19



**SOUTH BUCKS**  
District Council



**Aim 1: Facilitating community participation, engagement and action, through established and new community networks, to develop sustainable communities.**

Action	Progress
1. Build community infrastructure and resilience through working with the towns and parishes, community associations and community groups.	A member of the Communities team attends the SBDC Parish Clerks meeting on a regular basis to advise on local projects and potential funding opportunities. During 2018 events have included advice workshops to support Town and Parish Councils access funding to improve local open spaces and park areas and grants to commemorate the WW1 centenary which have included festivals, memorials and intergenerational activities.
2. Promote opportunities for communities to become more involved in the prevention of crime, and or support environmental, heritage and wellbeing community events.	The Community Safety team has worked with Thames Valley Police, local Housing Associations, residents and Councillors to carry out environmental visual audits in areas where crime and anti-social behaviour have been reported. As a result, litter picks have taken place, street name plates have been replaced, street lighting has been fixed and neighbourhood watch schemes established. We are also working closely with Bucks County Council and Trading Standards to try and establish Street Associations.
3. Support the CCG community engagement strategy and Buckinghamshire County Council's Local Area Forum (LAFs) priority themes joining up projects and initiatives to improve local services.	The Communities Team attend the South Bucks Local Area Forums on a needs basis.
4. Work in partnership with Community Impact Bucks to improve volunteer recruitment and voluntary organisations' access to information, advice, support and training in fundraising, creating social enterprises and good governance.	SBDC supports the existence of Community Impact Bucks through the "Voluntary and Community Sector Infrastructure Contract", awarding an annual grant of £8,708. The council works closely with the organisation to support the voluntary and community sector hosting and promoting their community sector surgeries, advertising their other training events and working with them at strategic level.
5. Run an annual community awards event to celebrate the contribution of local volunteers across South Bucks.	Hosted a successful event which awarded 8 individuals and groups with each receiving a trophy and a membership from GLL.
6. Deliver the council's community grants scheme and support community organisations to deliver local initiatives that improve the quality of life for residents across the district.	In 2018/19 grants were delivered in partnership with Heart of Bucks, £18,093 to 16 organisations across South Bucks.  The Chiltern and South Bucks lottery was launched in November 2017 and supports 53 organisations from across the district; to date over £32,000 has been raised for these causes.

<p>7. Continue to support the local Citizen Advice Bureau service.</p>	<p>We make a community grant award of £42,023 so that they can provide their vital advisory services to all South Bucks residents. Services provided at Capswood 3 days a week, with outreach in Burnham. Denham, Farnham, Iver and Gerrards Cross. Links to these services are provided on the SBDC website.</p> <p>In 2018/19 South Bucks CAB supported 2,253 new clients and dealt with 2,715 enquiries. The service prevented 127 people/families from homelessness, secured £195,986 in benefits and wrote of £108,544 of debit for clients.</p>
<p>8. Support the Armed Services Community Covenant so that Service families are more integrated into the wider community.</p>	<p>We are an active member of the Armed Forces Covenant (see action plan link) <a href="http://www.southbucks.gov.uk/ArmedForces">http://www.southbucks.gov.uk/ArmedForces</a>.</p> <p>As active representatives of the covenant forum, our Armed Forces Champion continues to ensure that the local authority achieves its commitments to the armed forces Community.</p> <p>The World War One special small grant scheme had a positive impact across the District enabling local communities to recognise and reflect on the enormous contribution of the Armed Forces locally.</p>
<p>9. Support the setting up of Neighbourhood Watch Schemes, Street Associations and Good Neighbour Schemes to help build resilient communities.</p>	<p>A number of new Neighbourhood Watch Schemes have been established over the past year – and we have had some excellent support from new Area NHW Co-ordinators.</p> <p>Communities Officers regularly attend good neighbour scheme meetings offering support and guidance.</p> <p>We work closely with Bucks County Council and Trading Standards to establish a Street Association in Burnham and this work will continue in 2019-20.</p>

**Aim 2: Supporting services that improve opportunities for older people to live fuller, safer, more active and ultimately more fulfilling life styles and become more integrated into local communities.by**

Action	
1. Support Older Persons' Action Groups to help provide opportunities for older people to socialise, access relevant information, advice and access appropriate services.	Continue to promote these groups via the Older people guides and to advise and support local groups with funding opportunities to ensure sustainability.
2. Support Bucks County Council Prevention Matters project which identifies those at risk of isolation and direct them to voluntary sector and statutory support.	Continue to forge strong links with the Prevention Matters Community practice workers under new organisational structure with Connection Support. Raised awareness of service to key partners and continue to work in collaboration on the "Ageing population task and finish group" and the Street Associations project.
3. Enable communities to get involved in volunteering, intergenerational activities, Street Associations and Good Neighbour Schemes in order to reduce social isolation.	<p>The Community Safety team regularly promote the positive reasons for being a part of a Neighbourhood Watch Scheme and/ or Street Association and are proud to work extremely closely with some fantastic Area NHW Co-ordinators who are actively recruiting new volunteers.</p> <p>In addition through Community Cards, Year 6 pupils collect an intergenerational sticker after carrying out an activity that fits this criteria.</p> <p>We have supported the development of Good Neighbour schemes in Iver and Denham.</p>
4. Support the development/continuation of community based transport schemes.	The Ivers Good Neighbours scheme (community car scheme) continues to thrive with over 100 registered members. The Communities team continue to keep in touch with its progress as well as sending the Chairman information on new funding opportunities.
5. Guides to services for older people developed for Beeches area, Beaconsfield, Gerrards Cross and Denham, Wexham and Iver.	Guides for the Beeches area, Wexham and Iver, Beaconsfield and Gerrards Cross and Denham are being distributed across the district.
6. Address the loneliness experienced by some care home residents by encouraging local neighbourhood residents, schools, youth clubs and voluntary groups to engage with care homes.	Now in its second year the Friends and Neighbours (FaNs) voluntary group covers both districts (SBDC and CDC) incorporating five care homes; Swarthmore, Buckingham House, Rushymead, Windsor Lodge and Chalfont Lodge. The FaNs group continue to attend Chalfont Leisure Centre participating in various activities (tennis, Boccia, badminton, seated exercise and use of adapted gym equipment) during holiday/ low peak periods which enables the residents to socialise with other residents and members of staff. Moving forward the group wish to expand this invite to the younger people of South Bucks, with autism, their parents and carers who are part of the National Society

	of Autism and invite them to join the residents in a range of activities.
7. Support the local Citizen Advice Bureau to extend its outreach support across the District.	<p>The Communities team make a community grant award of £42,023 so that they can provide their vital advisory services to all South Bucks residents.</p> <p>Services provided at Capswood 3 days a week, with outreach in Burnham. Denham, Farnham, Iver and Gerrards Cross. Links to these services are provided on the SBDC website.</p> <p>In 2018/19 South Bucks CAB worked with 2,253 new clients with 2,715 enquiries. They prevented 127 people/families from homelessness, secured £195,986 in benefits and wrote of £108,544 of debit for clients.</p>
8. Operate regular community safety awareness events to improve home security, reduce scams and doorstep crime, and reduce the fear of crime amongst elderly residents.	<p>The Community Safety team have held a number of crime reduction events across the District during 2018-19 These have included spring crime / shed break –in events at garden centres, summer and winter burglary crime reduction stands within supermarkets etc.</p> <p>We have also launched Operation Gauntlet in partnership with the police, Trading Standards and NatWest to raise awareness of phone scams. A number of coffee mornings and care homes have been visited.</p>
9. Develop and support activities that encourage greater interaction between older and younger people, including events related to commemorating the Word Wars, local history projects, environmental initiatives, using Information Technology or addresses social isolation.	<p>In support of the landmark year, South Bucks District Council contributed £1,000 to the Countywide WW1 centenary event held in Aylesbury.</p> <p>To commemorate the centenary of WW1 a special small grants scheme was launched in October 2018 inviting Town and Parish Councils and community groups to apply for funding of up to £300 per project. All seven applications received funding which totalled £1,250. The projects covered a range of special activities, from beacons of light and inter-generational public speaking events through to the displaying of commemorative flags and soldier silhouettes in high streets and village greens. This scheme also helped lever additional external funding from other sources including the Royal British Legion and local Town and Parish Councils.</p>
10. Promote and develop Community Impact Bucks Pub lunch clubs.	<p>The pub lunch scheme is advertised in the Older People Service Guides which have been updated and hardcopies distributed in the relevant wards. Copies can also be found online in PDF format by visiting the following pages:  <a href="https://www.southbucks.gov.uk/guides-to-services-for-older-people">https://www.southbucks.gov.uk/guides-to-services-for-older-people</a> and also available from the Communities team by emailing:</p>

	<a href="mailto:Community@chilternandsouthbucks.gov.uk">Community@chilternandsouthbucks.gov.uk</a> and asking for a copy to be sent.
11. Support the development of Dementia-friendly communities and promote the Safe Place scheme.	The Safe Place Scheme is refreshed annually and we have 73 businesses who are now part of it. For a full list visit <a href="http://www.southbucks.gov.uk/safeplacescheme">www.southbucks.gov.uk/safeplacescheme</a>
12. Assist older people to access local community based activities through the GLL BETTER outreach programme e.g. Tai Chi in Burnham Library, Walking Football in Burnham and Stoke Poges, promotion of their 50+ programme at the Beacon Leisure Centre (Short mat bowls, Badminton, Walking Football and Pickleball) as well as the annual Club Games for the Over 50s.	Weekly session of Tai Chi in Burnham (x2 sessions per week) with average 12 participants per session. Weekly walking football session in Burnham with average attendance of 10 per week 50+ programmes at Beacon includes Pickleball, Table Tennis (x2), Walking Football, Walking Netball, Falls Prevention, all are sessions that run for 1 hour per week.
13. Support GLL BETTER to deliver the "Healthwise" programme which is the GP referral scheme offering exercise, weight management and falls prevention programmes. Healthwise also provides opportunities for physical activity to Live Well Stay Well service users. Weight management provided by Slimming World is now offered the service.	Through 2018-19 there were a total of 49 referrals to Healthwise resulting in 41 New Starters to the Exercise on Referral programme in South Bucks. The service covers the South Bucks district. Detailed quarterly and End of Year reports are available upon request.
14. Raise community awareness of the need to safeguard vulnerable adults and to report concerns as they arise, signposting the voluntary sector to suitable safeguarding training.	Voluntary sector enquiries are signposted to the CIB website. The gap in provision of adult safeguarding training for the voluntary sector has been raised with CIB.
15. Address housing conditions and safe access to housing through the provision of disabled facility grants and assistance to tackle cold homes.	Housing Standards team provided grants for adaptations to 49 homes in 2018 – 19 and also gave further 5 grants and loans for essential home repair works, including replacement central heating boilers. The Council also supported the Affordable Warmth Network which provides free advice on reducing energy bills and makes referrals to grant schemes for heating and insulation improvements. In 2018-19, 92 households were supported, installing 116 energy saving measures.

**Aim 3: Improving the health and well-being of the population and reducing health inequalities.**

Action	Progress
1. To support the Healthy Communities Partnership Board deliver its strategic priorities through Buckinghamshire Health & Well-being Strategy.	Supported the development of the new Bucks Physical Activity strategy which includes implementing an action plan to facilitate more active communities and improving local leisure facilities. Projects include the development of the new country park in Stoke Poges.
2. Support the continuation of activities resulting from the Public Health's Active Bucks programme and encourage adults to become more active.	Successfully supported the roll out of the Active Bucks programme delivering a range of new activities including: <ul style="list-style-type: none"> <li>• Yoga Denham x2</li> <li>• Pilates GX x3</li> <li>• Yoga GX x1</li> <li>• Circuit fitness Iver x1</li> <li>• Circuit fitness Wexham x1</li> <li>• Playball Beaconsfield x2</li> <li>• Walking football Burnham and Beaconsfield x1</li> <li>• Table Tennis Beaconsfield x2</li> <li>• Tai Chi Burnham x1</li> </ul>
3. By 2020 attract 220,000 annual visits in South Buck's leisure centre facilities.	On track to reach the 220,00 throughput target for 2020: <ul style="list-style-type: none"> <li>• Evreham 41,242 annual visits in 2018-19 47,876</li> <li>• Beacon 126,847 annual visits in 2018-19 138,582</li> <li>• Total: 186,458 visits</li> </ul>
4. Enable communities to become active and reduce the risk of social isolation by the provision of community events at Beacon and Evreham Leisure Centres and the Curzon Centre Beaconsfield.	Community events included Iver Family Fun Day & Burnham Wellbeing Fete.  Discounted activities to be provided at both the Evreham Centre & Beacon Centre which include a group circuit class, pilates and No Strings Badminton at Evreham; Pickleball, No Strings Badminton & Table Tennis at Beacon.
5. Provision of The South Buckinghamshire Golf course and redevelopment of the original Golf Academy site into the new Stoke Poges Country Park	Work has commenced to create the new facility including new cycle track, jogging paths, children's play facilities, café and rooms for community use. Works are scheduled to be completed in early 2021.  <a href="https://www.southbucks.gov.uk/article/9036/New-country-park-for-South-Bucks-is-granted-planning-permission-">https://www.southbucks.gov.uk/article/9036/New-country-park-for-South-Bucks-is-granted-planning-permission-</a>
Provision of Farnham Park Playing Field – Softball and football pitches.	Feasibility study completed detailing options to redevelop the site including full size ATP, new changing rooms and bar/club house facilities. Project has secured from Sport England, Football Association, decision as how to progress to be decided through the new Unitary Council
7. Support the Simply Walks initiative to attract 1000 additional walk participants from 2016 to 2018 as well as supporting other community walk initiatives.	Partnership funding of £1k to support the Simply Walks scheme. In 2018/19 there were 20 walks undertaken across the district attracting 6,695 visits.

8. Undertake a South Bucks-wide leisure needs assessment to determine future indoor leisure needs between 2020 -2045	This completed strategy is available on the Council's website. <a href="http://www.southbucks.gov.uk/sports_facility_strategy">www.southbucks.gov.uk/sports_facility_strategy</a>
9. Use the key findings of the leisure needs assessment to develop a cohesive leisure facilities strategy identifying the key developments 2020-2045.	Key projects: <ul style="list-style-type: none"> <li>• Redevelopment of golf academy site into a new Country Park</li> <li>• Redevelopment of Farnham Park playing fields</li> <li>• Potential re-provision of Evreham centre post 2021 subject to if the centre continuing to operate</li> </ul>
10. Support Community and health activities e.g. health and wellbeing fairs, dementia awareness events, promoting healthy lifestyles.	Delivered Dementia- Friendly Golf activities with South Buckinghamshire Golf Course and Alzheimer's society.
11. Manage the provision of a workplace health and wellbeing programme including physical activity and alternative therapies such as lunchtime walks, yoga, Pilates, acupuncture massage and reflexology.	Workplace health month - The programme included acupuncture, reflexology, choir, walking groups and climbing, spin and boxfit sessions. 50 staff attended the sessions. NHS health checks were also provided: 12 members of staff booked in for a free NHS health check.
12. Assisting communities to deliver against the Open Space strategy - Play areas, playing pitches nature parks & outdoor education	The Open Space Strategy was adopted in 2018 supporting a range of, community groups and sports clubs access funding to improve facilities. groups
13. Providing advice and assistance to reduce debt and manage finances through the operation of the CAB and the promotion of the South Buckinghamshire Community Bank (part of the M for Money Credit Union).	The following actions have been taken to raise awareness of the credit union: <ul style="list-style-type: none"> <li>• Promotion to community groups during Loan Shark week in December.</li> <li>• CDC and SBDC receptions as well as staff notice boards topped up with latest CU promotional material.</li> <li>• Article written throughout the year for internal and external newsletters.</li> <li>• Community Card sticker sent to 23 schools and talks delivered in schools as part of the Community Card scheme.</li> </ul>
14. Support voluntary run sports, leisure & culture groups including community associations and their activity programmes, libraries, youth clubs, older persons clubs.	Through the South Bucks community grants scheme administered by Heart of Bucks, sixteen community groups were awarded a total of £18,093  Examples of projects were; Relate Mid Thames and Buckinghamshire who were awarded £1,100 to offer a bursary scheme for South Bucks Clients requiring

	counselling. Friendly bombs theatre company provide people with a learning disability an experience of classic theatre. They were awarded £ 1,500 as contributions towards transportation cost, costumes and set props.
15. Work in partnership with Thames Valley Police and other key partners to reduce crime and disorder and raise awareness of the risk of abuse in all its forms.	Worked with Bucks County Council and Willow Project (victim exploitation service) to offer modern slavery awareness training to all front line staff within the District Councils and key partner agencies. In addition, many other types of awareness raising training is offered to key staff including child exploitation, domestic violence and abuse training and safeguarding adults.
16. Maintain the 'Safe Place Scheme' in Beaconsfield, Holtspur, Burnham, Farnham Common, Gerrards Cross, Iver, Iver Heath and Richings Park.	All areas have been refreshed this year. For a full list of businesses visit <a href="http://www.southbucks.gov.uk/safeplacescheme">www.southbucks.gov.uk/safeplacescheme</a>
17. Support the delivery of Bucks County Council's Prevention Matters scheme.	Continue to forge strong links with the Prevention Matters Community practice workers under new organisational structure with Connection Support. Raised awareness of service to key partners and promote via the older people guides.  Continue to work in collaboration on the Street Associations project.
18. Support businesses improvement and growth through advice, coaching and publication of food hygiene ratings. Support businesses to provide nutritional menus through the "Eat Out Eat Well" scheme.	The Councils promote the 'Eat Out Eat Well' in Bucks scheme when running and also publish and push for improvements to food hygiene ratings with businesses.
19. Build an effective Local Air Quality partnership to review and enhance the air quality action plan improving air quality and reducing NOx and CO2 emissions within the district.	The Council works with a wide range of partners on the regional scale to feed into initiatives and strategy that looks to improve air quality. The Bucks Air Quality Management Group has been re-vitalised and this compliments local action delivery.
20. Provide housing advice and assistance to prevent homelessness or maintain decent housing standards or support households to access disability adaptations.	During 2018/19, the Council investigated 47 complaints of unsatisfactory housing and carried out 87 proactive inspections of Houses in Multiple Occupation, to ensure decent housing standard are met. The Housing Standards team also provided grants and loans for adaptations and essential repair works (see Aim 2, item 15).  During 2018/19, South Bucks DC supported 120 households who were subject to the statutory homelessness prevention duty or homelessness relief duty. The Council continued to provide funding to South Bucks CAB and Padstones to deliver homelessness advice and prevention to South Bucks residents. The Council also progressed the development of a new 12 unit temporary accommodation scheme to provide good quality emergency housing as an alternative to nightly booked

	bed and breakfast accommodation.
21. Improve safeguarding of the general public by enforcing regulatory controls and the use of health impact assessment tools to better protect the environment and human health.	The Council has worked with major infrastructure providers such as Heathrow to check and challenge health impact assessments. This has included meeting with them to explore health variables, distances of impact and model parameters.

**Aim 4: Providing an environment for young people to enjoy, stay safe, be healthy, active, make a positive contribution and achieve economic well-being.**

Action	Progress
1. Utilise the Recreation and Open Space Strategy to support local community groups and parish councils improve play provision	Strategy formally adopted by SBDC in October 2018 and circulated/promoted to local community groups/Town and Parish Councils to support funding bids improve local provision.
2. Continue to provide junior courses at Evreham and Beacon Leisure Centres e.g. trampolining, football and basketball.	Junior courses running in trampolining, basketball and playball.
3. Through our partnership with BETTER provide activities for 16-25 year olds: e.g. dance, basketball, gym studio at Evreham and Beacon leisure centres as well as organising the inter-school rowing tournament. Also provide inclusive activities for children and young people with physical and learning difficulties.	Bucks "girls can" sports festival (100 girls) ran at Evreham with exit routes to local sessions. Inclusive of girls with learning difficulties.  Sportivate funding secured to deliver Zumba Classes at the Evreham Centre to engage 16-25 year old girls.
4. Offer discounted community rates across South Bucks leisure centres for local clubs' junior sections through different promotional packages and campaigns.	BETTER monthly targeted campaigns and block booking discounts. Concessionary and Inclusive memberships.  Discounted prices on new community classes with FREE taster sessions.
5. Run discounted school holiday activity programmes in South Buck's leisure centres in partnership with BETTER.	Programme run in conjunction with 360 gymnastics and Wycombe Wanderers Football Club.
6. Alert local youth clubs to new funding opportunities and provide project advice where required.	Youth clubs informed of funding available for summer diversionary work from the District Council. Other external funding opportunities sent to them on a regular basis.
7. Host the South Bucks Community Awards ceremony including a category for young people.	Community Awards held April 2018 at South Bucks District Council. There were 8 winners celebrated with approximately 75 people in attendance.
8. In Partnership with BETTER, local secondary schools and other key educational establishments, expand apprenticeship opportunities for young people aged between 18 – 25 years.	GLL BETTER, our leisure provider, offers apprenticeships in the following skill areas: Tennis coach; Recreation Assistant; Fitness Instructor; Customer Service; Lifeguarding; Swim Teacher and Management.
9. Work in partnership with BETTER, Buckinghamshire and Milton Keynes Sports Partnership (LEAP), and other voluntary sector organisations to increase levels of physical activity of young people.	Successfully delivered the South Bucks Community Engagement plan that attracted over 3,000 participant visits in a range of activities for older and younger people.  Satellite club funding utilised to develop new after school clubs at local secondary schools.

10. Promote the existence of local safeguarding training including Prevent to adults working with and for young people.	There is a countywide PREVENT training plan which staff utilise. Local Safeguarding enquiries are signposted to Action For Youth. PREVENT training delivered to L&Q Housing Association staff as part of a multi-agency safeguarding training day.
11. Through our Community Safety team, help prevent child sexual exploitation, drug and alcohol abuse, bike theft and all forms of abuse via mobile phones, social media and the internet.	The Community Safety team has worked closely with the local police neighbourhood teams to raise awareness of these issues – in particular through the community cards scheme to Year 6 pupils.
12. Deliver the Community Card Scheme in primary schools encouraging health and wellbeing, community integration, cyber safety and money management.	23 schools across both Chiltern and South Bucks took part in the scheme during 2018-19.
13. On-going training of taxi-drivers in relation to safeguarding and the prevention of child sexual exploitation.	During 2018/2019 the Licensing team trained the remaining taxi drivers in the promotion of safeguarding and the prevention of child sexual exploitation. As such the whole of the South Bucks trade have now received the training and are aware of the different forms of abuse, how to spot the indicators and how to report concerns. Over the coming year, the Licensing team will be delivering the first wave of refresher training sessions through our new training provider CYP First. This will be a gradual process to provide refresher training to the drivers that attended our earliest sessions.

**Aim 5: Helping to stimulate and support a vibrant local economy whilst protecting the local environment.**

Action	Progress
1. Support the delivery of Chiltern and South Bucks joint Local Plan, a document that forms part of the South Bucks Development Framework that sets out the Council's broad planning policies for achieving sustainable development in the district up to 2036.	The Open Space Strategy was formally adopted helping inform the new Local Plan. A number of consultation meetings were held in January 2019 to local community groups, sports clubs and Town and Parish Councils to raise awareness of the strategy and access information from external funding providers such as; Heart of Bucks, Community Impact Bucks and Heathrow Community fund.
2. Support the delivery of the Chiltern and South Bucks Economic Development Strategy which has the vision of creating a District with "prosperous and diverse economies that encourage local employers and small businesses".	A new Economic Development Team appointed in July 2018 to deliver the Chiltern and South Bucks Economic Development Strategy. The initial focus has been on business engagement – understanding who our businesses are, opportunities and challenges they face and how the council (and partners) can support them.  Annual Business Event held in November 2018 which attracted over 70 businesses; created the Economic Development Newsletter and dedicated Twitter account;

	<p>and have engaged with a number of businesses (predominately small and micro businesses) through attendance at networking events and working with partner organisations (including Bucks Business First, Federation of Small Businesses).</p> <p>Supported and promoted the 'Be Your Own Boss' scheme. From September 2018 to April 2019, 10 individuals from Chiltern and South Bucks attended the BYOB Enterprise Day; 8 attended the two-day course and two have undertaken a start-up review</p>
3. Promote local events and high street diversification that will encourage greater footfall in the district's high streets e.g. Small Business Saturday / Chinese New Year / St George's Day/ pre-Christmas activities.	Supporting several town and parish councils and business groups to improve town centres. The focus has moved from the support of specific events to broader engagement, aimed at resolving some of the issues town centre businesses are facing and encouraging businesses to work together for the benefit of their town. For example, currently working with Gerrards Cross Town Council to establish a town centre business group. We have also engaged with existing business groups, including Beaconsfield 4 Business and the Burnham Business Association.
4. Work with Parish Councils, business associations and community groups to convert tourist day visits to overnight stays.	Discussions have been held with Visit Bucks, looking at ways to support tourism across the district. The Economic Development Team will be offering financial support to Visit Bucks in 2019/20 for the provision of specific activities.
5. Support the development of broadband and mobile technologies as they are introduced into the District.	The Economic Development Team are represented on the Digital Infrastructure Group, led by the Bucks Thames Valley Local Enterprise Partnership (BTVLEP). Also we continue to work closely with the Broadband Programme Manager at the LEP to address queries relating to broadband and connectivity.
6. Reduce carbon emissions from South Bucks District Council's operations.	The Council continues to reduce its carbon emissions and the 2018 report can be viewed at <a href="http://www.southbucks.gov.uk/sustainability">http://www.southbucks.gov.uk/sustainability</a>
7. Actively promote the Flexible Loan scheme to householders and local traders helping support older people access low interest loans to undertake home repairs, adaptations and improve security.	The Flexible Home Improvement Loan scheme remained available for local residents although no new loans were approved during 2018/19.
8. Promote and support schemes to enable homeless and key workers secure housing they can afford (including the private rented sector).	SBDC supported the delivery of 77 additional affordable homes by Registered Providers including 73 new build properties for rent or shared ownership or and 4 properties acquired for letting. The work of SBDC and its partners also helped to prevent an estimated 62 households from becoming homeless (including support to retain their home or secure alternative housing)

9. Work to return empty homes to use, revitalise the areas of poorer housing and work wherever possible to return vacant employment sites or contaminated land sites to use.	A flexible home improvement loan is available to owners of empty homes to with the cost of works required to bring the home back to use. There was no uptake in 2018/19.
10. Provide opportunities for local businesses to access food safety, licensing, and health and safety courses targeted to their needs.	Provided new taught health and safety courses for businesses. These include a range of levels such as 'Managing Safely' and 'Leading Safely'. The Council also now provides electronic online food training opportunities that match what is required following food safety inspections. Online demonstration clips and information are also provided on site during visits.
11. Work in partnership to improve energy efficiency, identify and implement greener travel initiatives and identify ways in which we can live more sustainably within the District.	Community energy representatives are invited to take part in the energy and resource management group meetings held quarterly to share opportunities and learning. This has however been more of a challenge as there has been a national reduction of incentives for community energy projects.
12. Work with partners and the community to reduce CO2 emissions and the impact of climate change.	Strategic Environment Officers attend these meetings and pro-actively work with communities on a range of sustainable initiatives including collective switching initiatives and identifying opportunities for renewable energy schemes.
13. Ensure that national infrastructure projects (HS2, Crossrail, Western Rail Link to Heathrow, Heathrow Expansion, M4 Smart Motorways etc.) are managed sustainably and enhance local economies.	The Strategic Environment Officers and partners have continued to check and challenge each of the infrastructure projects and have spent significant time in trying to influence their sustainability at both the regional and local scales. This includes providing expert advice in relation to topics such as air quality, land quality, noise, vibration, water etc.

**Aim 6: Encourage collective working to promote and support the rich and diverse wealth of cultural heritage in South Bucks.**

Action	Progress
1. Support community groups across South Bucks commemorate the Word War I Centenary.	WW1 Centenary - opportunity for communities to mark this legacy. The Council contributed £1,000 towards the Countywide WW1 centenary event held in Aylesbury, on Sunday 11 <sup>th</sup> November 2018. At a local district level ran a special small grants scheme inviting Town and Parish Councils and community groups to apply for funding (up to £300) to help commemorate WW1 centenary. The projects included beacons of light, inter-generational public speaking events, displaying of commemorative flags and soldier silhouettes in high streets and village greens.
2. Enable communities to take ownership of their environment e.g. community managed	Continuation of funding for Simply Walks programme and continued growth in uptake in the

<p>foot paths and woodland, promoting "Walkers are welcome" routes.</p>	<p>programme.</p> <p>The Open Space Strategy provides a detailed audit of local walking routes including access, signage and the overall condition. This information will help local Parish Councils/community groups leverage external funding.</p>
<p>3. Help to preserve the character of our landscapes and conservation areas by working in partnership with local conservation groups.</p>	<p>In 2017 this work was undertaken by the Strategic Environment and HS2 teams.</p>

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**SOUTH BUCKS**  
District Council

# Helping Build a Better South Bucks Community & Wellbeing Plan 2017 - 2020



# Foreword

The district council plays a huge role in protecting our quality of life and in ensuring everyone has opportunities to take responsibility for their own wellbeing. Our Community and Wellbeing Plan 'Helping Build a Better South Bucks', provides a clear vision of how South Bucks District Council will support communities over the next three years, working with other agencies and local voluntary groups. Empowering and supporting our diverse communities is at the heart of this plan, and there is no limit to what we can achieve when our communities are supported and encouraged to make a difference in addressing local priorities.

South Bucks has a long and proud tradition of strong, active and dynamic community groups. This plan builds on our strengths by supporting residents, businesses and voluntary groups to be directly involved in shaping their community. There have been some fantastic improvements to sports, play, environmental and community facilities as well as an ongoing growth and strengthening of community-run activities. The provision of Walking Football sessions in Burnham and Stoke Poges, Yoga in Denham, Pilates in Fulmer, Outdoor fitness in Wexham and Iver, have all proved immensely popular in keeping our communities healthy and reducing social isolation. The rollout of the "Safe Place Scheme" in Beaconsfield, Burnham, Farnham Common, Gerrards Cross, Iver, Iver Heath, Richings Park, and Stoke Poges has produced safe havens for our most vulnerable people. Promotion of the National Citizen Service in South Bucks has raised opportunities for young people to volunteer on local projects and learn new skills. The launch of a South Bucks-wide credit union helps to deter the use of loan sharks or payday lenders.

As evidenced throughout, this plan has been written to serve all of South Bucks, so your involvement and views are imperative to its success. As Leader of South Bucks District Council, I recognise the important role that the council plays, as a community leader. The six strategic aims detailed in this plan will improve the health and wellbeing of people in South Bucks, stimulate the local economy, keep our streets safe and ensure that South Bucks remains a great place to live.



Councillor Ralph Bagge

Leader of South Bucks District Council

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# Executive Summary

South Bucks District Council's Community and Wellbeing Plan seeks to further develop resilient and independent community assets that play such an important role in providing local services and facilities. Working in partnership with local community groups, developing community assets is embedded throughout this plan and imperative to achieving its key aims and objectives.

Buckinghamshire's 2014 Joint Strategic Needs Assessment recognises how the wider determinants of health and wellbeing such as education, employment, and housing need to be considered and addressed to have a significant influence on improving health and well-being. These determinants have a significant impact in predicting the overall physical, mental health and wellbeing of communities as lifestyle choices influence risk to common medical conditions including heart disease, strokes, diabetes and depression.

South Bucks' new community and wellbeing plan '*Helping Build a Better South Bucks*' outlines the council's approach to help support and enable communities, towns and villages to better support these wider determinants. This is why this plan is closely aligned to and supports a range of key district and county-wide strategies (see below) which aim to make South Bucks a better place to live and work:

- Chiltern and South Bucks Recreation and Open Space Strategy
- Chiltern & South Bucks Sustainable Community Strategy
- Chiltern & South Bucks Community Safety Partnership Plan
- Draft Chiltern and South Bucks Economic Development Strategy
- Buckinghamshire Physical Activity Strategy
- Buckinghamshire Health & Wellbeing Strategy
- Buckinghamshire Children and Young People's Plan

Enabling a strong and resilient community helps to build a sense of belonging and civic pride, all essential ingredients to living in cohesive and active communities. Local communities are best placed to identify the services and facilities they value and wish to develop and protect. To help achieve this, the plan includes a diverse range of projects, all of which are aligned to six cross-cutting strategic aims.

If you would like to know more information about this plan please contact South Bucks' Principal Leisure & Communities Officer, South Bucks District Council, Capswood, Oxford Road, Denham, Bucks UB9 4LH Tel: 01494 732110 or email: [community@southbucks.gov.uk](mailto:community@southbucks.gov.uk)

Classification: OFFICIAL

This document is available on our website at [www.southbucks.gov.uk/community](http://www.southbucks.gov.uk/community) (for people with sight problems to enlarge) and can be made available in Braille, on tape, in large print and a variety of minority community languages on request.

Classification: OFFICIAL

# Building on Strong Foundations

Community participation enables residents and local voluntary organisations to work collaboratively to identify local priorities and so implement solutions that address local issues. Over recent years this has become even more pronounced as a result of an aging population and the pressures on social and health service budgets. Active, cohesive and vibrant communities offer an effective solution to address such challenges enabling residents to be active, involved, engaged and happier.

Sustainable communities are places in which people want to live now and in the future. They help improve the quality of life for all communities whilst safeguarding the environment for future generations. South Bucks District Council considers that to achieve sustainable communities, all members of the community have a role to play in identifying what is important and requires protection for the future, what are the priority needs of the community and how these needs can be effectively met.

Strong and cohesive communities are a key ingredient in helping bring people together. 'Helping Build a Better South Bucks' supports South Bucks Council's key objective of working towards "*safer and healthier local communities*" as well as supporting the five strategic themes of the Chiltern and South Bucks Joint Sustainable Community Strategy.

Progress in delivering this strategy will be reported through an annual update report, covering each of the plan's six strategic aims detailed below.

Aim Number	Summary Description
Aim 1	Facilitating community participation, engagement and action, through established and new community networks, to develop sustainable communities.
Aim 2	Supporting services that improve opportunities for older people to live fuller, safer, more active and ultimately more fulfilling life styles and become more integrated into local communities.
Aim 3	Improving the health and well-being of the population and reducing health inequalities.
Aim 4	Providing an environment for young people to enjoy, stay safe, be healthy, active, make a positive contribution and achieve economic well-being.
Aim 5	Helping to stimulate and support a vibrant local economy whilst protecting the environment.
Aim 6	Encourage collective working to promote and support the rich and diverse wealth of cultural heritage in South Bucks.

The plan aims to build on the strong foundations of previous community

development interventions which, as evidenced below, have been instrumental in helping the community to deliver a broad range of successful local community projects.

## Key achievements

1. The South Bucks District Council Chairman's Community and Volunteering Award ceremonies were held to celebrate and recognise the achievements of local volunteers.
2. Since 2014 over £119,500 has been awarded to local community groups, associations and charities, helping them to improve and develop local services and facilities. This has helped support a total of £4.1 million worth of projects being delivered to the community.
3. Supported the establishment of South Buckinghamshire Community Bank (M for Money) credit union in South Buckinghamshire.
4. Promotion of the National Citizen Service in South Bucks has raised opportunities for young people to volunteer on local projects and learn new skills. An annual professional visit by young people to South Bucks District Council provides an insight into Local Government and the world of work generally.
5. Implementation of the Active Bucks programme and the Council's outreach sports development programme in South Bucks through our partnership with Greenwich Leisure Limited (GLL), has led to the provision of walking football sessions in Burnham and Stoke Poges, yoga in Denham, outdoor fitness in Wexham and Iver, pilates in Fulmer and gardening in Stoke Poges memorial gardens.
6. GLL also provide the 50+ programme at the Beacon Centre in Beaconsfield which offers Short Mat Bowls, Badminton and Walking Football. The annual Club Games saw teams from South Bucks compete in Badminton, Table Tennis, Pickleball & Walking Football. Disabled customers are provided with a multi skills class for children from 5-13 with learning difficulties
7. GLL also deliver an annual inter-schools indoor rowing competition ( 13 schools, including 4 special schools); Young carers baseball festival hosted at Farnham Park with 25 young carers taking part; a women's-only session in

netball hosted at the Beacon Centre; a satellite Basketball sports club set up with the Beaconsfield School in partnership with South Bucks Comets and a Sports Club Forum hosted at Gerrards Cross Memorial Centre which attracted 20 clubs.

8. Through the GLL Health Wise initiative we have supported the 'Buckinghamshire Falls Prevention' programme which helps older people to improve their health and fitness through a programme of chair based exercise, pilates and walking.
9. We have invested in the South Bucks' leisure centres including the refurbishment of gyms, reception areas, exercise studios and changing rooms.
10. Invested in and promoted the 'Simply Walks' programme to operate in South Bucks helping to provide twenty health walks in the district attracting 7,400 visits per annum.
11. Raised £150,000 funding from the Big Lottery for a new club house at South Buckinghamshire Golf Club which now attracts over 36,000 rounds of golf per year, with the youngest player being just six and the oldest being in her early 90's! It is estimated that the average golfer will walk about five miles per round of golf. There are now two golf clubs based at the course (South Bucks Golf Club and Farnham Park Golf Club) with a combined membership of nearly 600 players, the majority of whom are over 60 years of age.
12. Farnham Park Playing Fields is home to a number of rugby and football teams, including Farnham Royals RFC, Phoenix Old Boys FC, Slough Town FC and a number of local football clubs. They are also home to Baseball Softball UK (BSUK) who now have four dedicated baseball/softball fields and will have a new clubhouse opening in 2017. Events have attracted over 500 players for weekend tournaments and International Softball matches involving the GB Softball team took place in 2015 and 2016.
13. The rolling out of the "Safe Place Scheme" in Beaconsfield, Burnham, Farnham Common, Gerrards Cross, Iver, Iver Heath, Richings Park, and Stoke Poges has produced safe havens for people feeling vulnerable.
14. In partnership with Thames Valley Police the council has supported "Have your Say" meetings in Burnham, Gerrards Cross and Iver Heath.

15. Launched the "Dementia-Friendly Communities" initiative in Burnham, Denham and Iver during 2015 and "Dementia training for Burnham Businesses" in October 2016.
16. Introduced the "Community Cards" scheme into South Bucks' schools encouraging school children to find out about their communities.
17. Undertaken a proactive approach to support communities at risk of inequalities helping to improve access to a range of services including; family support and intervention, domestic violence advice and assistance, homelessness prevention, debt and benefit advice and access to learning.
18. Provided grants and loans to help vulnerable people maintain their home, invest in security and undertake disabled adaptations.
19. Raised the standards of food producers and retailers through training, advice and information as well as introducing the National Food Hygiene Rating Scheme that provides customers with information on the level of food hygiene compliance.
20. Continued to support communities in their desire to minimise the impact of HS2, Crossrail and other national infrastructure projects proposed for the district in order to help protect the local environment and improve the quality of life.
21. Assisted communities to mitigate the impact of surface water and river flooding in the district.

# Aim 1

## Facilitating community participation, engagement and action, through established and new community networks, to develop sustainable communities.

### Summary

Continuing to develop and improve the local community infrastructure is important so that communities are empowered to identify and communicate their local priorities and work *with* public services in ensuring their communities receive the services they need. In South Bucks District community engagement and participation is facilitated through working in partnership at a local level with Parish Councils, Resident Associations, Business Associations, faith groups and other community groups such as the Burnham Health Promotion Trust.

Successful projects already delivered by the community include: the establishment of community libraries and youth clubs, investment in play areas, improved sporting activities and facilities for young people, community clean ups and environmental improvement projects, improved community facilities, reductions in anti-social behaviour, development of business forums to target economic regeneration, and improved community information sources such as newsletters and websites.

### Future objectives

1. To build community infrastructure and resilience through the towns and parishes, community and business associations and voluntary organisations.
2. To provide support and assistance to individuals and groups to get involved in local decision-making by identifying local needs and solutions and in the delivery of projects benefiting the community.

3. To increase the number of volunteers in the community by promoting the benefits of volunteering, helping local groups access funding and providing essential training that will improve capacity and resilience in community organisations.

## Key actions for 2017 to 2020

1. Build community infrastructure and resilience through working with the towns and parishes, community associations and community groups.
2. Promote opportunities for communities to become more involved in the prevention of crime, and or support environmental, heritage and wellbeing community events.
3. Support the CCG community engagement strategy and Buckinghamshire County Council's Local Area Forum (LAFs) priority themes joining up projects and initiatives to improve local services.
4. Work in partnership with Community Impact Bucks to improve volunteer recruitment and voluntary organisations' access to information, advice, support and training in fundraising, creating social enterprises and good governance.
5. Identify ways to recruit volunteers from the newly-retired marketplace and support young people to access volunteering opportunities.
6. Run an annual community awards event to celebrate the contribution of local volunteers across South Bucks.
7. Deliver the council's community grants scheme and support community organisations to deliver local initiatives that improve the quality of life for residents across the district.
8. Continue to support the local Citizen Advice Bureau service.
9. Support the Armed Services Community Covenant so that Service families are more integrated into the wider community.

10. Support the setting up of Neighbourhood Watch Schemes, Street Associations and Good Neighbour Schemes to help build resilient communities.

## Aim 2

Supporting services that improve opportunities for older people to live fuller, safer, more active and ultimately more fulfilling life styles and become more integrated into local communities.

### Summary

In later life older people are more likely to experience greater challenges in relation to their physical health and mental well-being. This is particularly relevant when experiencing social isolation through bereavement or a change in life circumstances. With an aging population, South Bucks District Council along with Bucks County Council, Public Health Bucks and third sector organisations must continue to work collaboratively to address this challenge, creating more early intervention opportunities to enable elderly residents to live independent and fuller lifestyles, preventing and delaying the need for more intensive support and care. Playing an active role in their community and keeping an active network of friends, colleagues and leisure partners assists older people to remain active and improve their mental and physical well-being.

The continued growth in the University of the Third Age (U3A) groups, local church lunch and social clubs, faith groups, Older People Action Groups and other older people's networks have helped support this process. These groups bring a significant number of elderly residents together, providing a platform that enables them to input what and how local services are delivered as well as a forum where older people can socialise, make friends, feel welcome and ultimately belong to their local community.

This plan advocates a more proactive and early intervention approach in supporting vulnerable older people. To address this South Bucks District Council is working in

conjunction with Bucks County Council's Prevention Matters Team and Community Impact Bucks to support a range of early intervention initiatives including, Men in Sheds, Active Bucks, Good Neighbour and Care Homes in the Community schemes. For example, Good Neighbour Schemes have recently been set up in Iver and Denham.

## Future objectives

1. To work in partnership with key agencies including NHS Bucks, Buckinghamshire County Council, GLL BETTER, L and Q Housing, Age Concern, Faith Groups and voluntary organisations to improve services for older people and also make best use of available resources.
2. To reduce the number of older people who are isolated within their homes.
3. To provide opportunities for older people that enables them to raise issues and concerns which they deem as important.
4. To increase opportunities for older people to live healthy and active lives through the provision of information, advice and assistance.
5. To enable older people to access a wide range of leisure and social activities and/or to participate in volunteering.

## Key actions for 2017 to 2020

1. Support Older Persons' Action Groups to help provide opportunities for older people to socialise, access relevant information, advice and access appropriate services.
2. Support Bucks County Council Prevention Matters project which identifies those at risk of isolation and direct them to voluntary sector and statutory support.
3. Enable communities to get involved in volunteering, intergenerational activities, Street Associations and Good Neighbour Schemes in order to reduce social isolation.
4. Support the development/continuation of community based transport schemes.

5. Develop older people's service guides for the Beeches area, Beaconsfield, Gerrards Cross and Denham, Wexham and Iver.
6. Address the loneliness experienced by some care home residents by encouraging local neighbourhood residents, schools, youth clubs and voluntary groups to engage with care homes.
7. Support the local Citizen Advice Bureau to extend its outreach support across the District.
8. Operate regular community safety awareness events to improve home security, reduce scams and doorstep crime, and reduce the fear of crime amongst elderly residents.
9. Develop and support activities that encourage greater interaction between older and younger people, including events related to commemorating the Word Wars, local history projects, environmental initiatives, using Information Technology or addresses social isolation.
10. Promote and develop Community Impact Bucks Pub lunch clubs.
11. Support the development of Dementia-friendly communities and promote the Safe Place scheme.
12. Assist older people to access local community based activities through the GLL BETTER outreach programme eg. Tai Chi in Burnham Library, Walking Football in Burnham and Stoke Poges, promotion of their 50+ programme at the Beacon Leisure Centre (Short mat bowls, Badminton, Walking Football and Pickleball) as well as the annual Club Games for the Over 50s.
13. Support GLL BETTER to deliver the "Healthwise" programme which is the GP referral scheme offering exercise, weight management and falls prevention programmes.
14. Raise community awareness of the need to safeguard vulnerable adults and to report concerns as they arise, signposting the voluntary sector to suitable safeguarding training.
15. Address housing conditions and safe access to housing through the provision of disabled facility grants and assistance to tackle cold homes.

## Aim 3

# Improving the health and well-being of the population and reducing health inequalities.

### Summary

Overall the health of South Bucks' residents is generally very good when compared to national data. Life expectancy and most health and lifestyle indicators are better than the national average and over the last ten years the death rate from all causes has fallen in line with national trends. Two thirds of local residents come from the top 20% of most affluent communities against national population data but there is still a major issue of low levels of physical activity amongst children and young people. There is also an increasing incidence of Dementia amongst the elderly population. Bucks Health and Wellbeing Strategy outlines the importance of addressing the wider health determinants and adopting a preventative approach to health care.

South Bucks District Council in partnership with Public Health and a range of community groups will deliver a range of initiatives that will impact positively in encouraging healthy lifestyles. Examples include helping raise awareness of local services for elderly residents by developing local older people service guides, organising local health fairs, roll out and expansion of the BETTER Health-wise programme, supporting "Active Bucks" activities, developing local community activities, supporting dementia-friendly communities, improving facilities and access to parks and open spaces.

The council participates in the countywide work to reduce the incidence of fuel poverty ie. the inability to heat the home on a limited budget. Through the assistance provided by the National Energy Foundation and Citizens Advice Bureau, residents can access fuel pricing advice, benefits support or access to insulation and heating scheme as appropriate.

Beacon and Evreham leisure centres offer a wide range of facilities including sports halls, fitness suites, dance studio, MUGA and theatre attracting over 196,000 visits per year. Both younger and older people are encouraged through various schemes to increase access to exercise, helping to reduce the risk of obesity, heart disease,

mental illness and diabetes.

The 2017 – 2020 Chiltern and South Bucks Recreational and Open Space Strategy identifies the wealth of open space provision that is available to encourage residents to live more active life styles. Together with the towns and parishes, South Bucks District Council manages woodland and common land often used by ramblers and visitors to the area. Local walks, cycle routes and bridleways have been developed to maximise the use of these facilities, whilst at the same time helping to improve community participation and healthy living. These natural resources are vital in helping to achieve the objective of the new [Bucks Physical Activity Strategy](#), namely to remain physically active throughout life.

## Future objectives

1. To support communities at risk of deprivation, identify their needs and improve access to services including leisure, community safety, education and learning, welfare, and housing assistance.
2. To use data to support communities in identifying health inequalities and to target health and wellbeing interventions to reduce these inequalities.
3. To work in partnership with Public Health, BETTER (GLL), Buckinghamshire and Milton Keynes Sports Partnership (LEAP), and other voluntary sector organisations to increase levels of physical activity through improving access to low cost leisure initiatives.
4. To make the best use of resources by working in partnership with Chiltern Clinical Commissioning Group, BCC Public Health, and the voluntary sector.
5. Further develop the District Council's Workplace Health and Wellbeing strategy.
6. To identify and help obtain external sources of funding for local community groups to support local initiatives that help reduce health inequalities.
7. To proactively assist families and individuals access support services to prevent a crisis intervention.

## Key actions for 2017 to 2020

1. To support the Healthy Communities Partnership Board deliver its strategic priorities through Buckinghamshire Health & Well-being Strategy.
2. Support the implementation of Public Health's Active Bucks programme and encourage 1,000 adults become more active from 2016 to 2018.
3. By 2020 attract 220,000 annual visits in South Buck's leisure centre facilities.
4. Enable communities to become active and reduce the risk of social isolation by the provision of community events at Beacon and Evreham Leisure Centres, the Curzon Centre Beaconsfield and Wycombe Sports Centre.
5. Provision of The South Buckinghamshire Golf course and redevelopment of the original Golf Academy site into an open space leisure facility.
6. Provision of Farnham Park Playing Field – Softball and football pitches.
7. Support the Simply Walks initiative to attract 1000 additional walk participants from 2016 to 2018 as well as supporting other community walk initiatives.
8. From 2016-2018 enable 90 residents who have suffered a coronary or stroke medical condition to complete the GLL BETTER Health-wise exercise referral programme.
9. Undertake a South Bucks-wide leisure needs assessment to determine future indoor leisure needs between 2020 -2045
10. Use the key findings of the leisure needs assessment to develop a cohesive leisure facilities strategy identifying the key developments 2020-2045.
11. Support Community and Workplace health activities e.g. health and wellbeing fairs, dementia awareness events, promoting healthy lifestyles.
12. Manage the provision of a workplace health and wellbeing programme including physical activity and alternative therapies such as lunchtime walks, yoga, pilates, acupressure massage and reflexology.
13. Assisting communities to deliver against the Open Space strategy - Play areas, playing pitches nature parks & outdoor education

14. Providing advice and assistance to reduce debt and manage finances through the operation of the CAB and the promotion of the South Buckinghamshire Community Bank (part of the M for Money Credit Union).
15. Support voluntary run sports, leisure & culture groups including community associations and their activity programmes, libraries, youth clubs, older persons clubs.
16. Work in partnership with Thames Valley Police and other key partners to reduce crime and disorder and raise awareness of the risk of abuse in all its forms.
17. Maintain the 'Safe Place Scheme' in Beaconsfield, Holtspur, Burnham, Farnham Common, Gerrards Cross, Iver, Iver Heath and Richings Park.
18. Support the delivery of Bucks County Council's Prevention Matters scheme.
19. Support businesses improvement and growth through advice, coaching and publication of food hygiene ratings. Support businesses to provide nutritional menus through the "Eat Out Eat Well" scheme.
20. Build an effective Local Air Quality partnership to review and enhance the air quality action plan improving air quality and reducing NOx and CO2 emissions within the district.
21. Provide housing advice and assistance to prevent homelessness or maintain decent housing standards or support households to access disability adaptations.
22. Improve safeguarding of the general public by enforcing regulatory controls and the use of health impact assessment tools to better protect the environment and human health.
23. Organise one annual health and well-being fair to promote the broad range of local services that are available to older people within the community.

## Aim 4

Providing an environment for young people to enjoy, stay safe, be healthy, active, make a positive contribution and achieve economic well-being.

### Summary

South Bucks District Council is committed to helping provide an environment where young people lead a happy and healthy life and where they can fulfil their potential. As a member of the Chiltern and South Bucks Children's Trust Partnership the Council works with and supports various organisations at a county and district level to achieve this.

South Bucks District Council has provided support to educational establishments to access sports facilities through its contract with BETTER. The council also supports a diverse range of local groups who provide services to young people through the provision of project advice and funding. This includes the many youth clubs within South Bucks which provide a range of diversionary and intergenerational activities.

Many of the Council's services are targeted at the most disadvantaged communities ensuring assistance is delivered to those most in need. Running along targeted services are opportunities for all to benefit such as the opportunity for young people to access apprenticeship placements at the Council's Leisure Centres.

### Future objectives

1. To work with young people to identify their needs and so develop appropriate activities that help them contribute to the community in which they live.
2. To work proactively with agencies including Action4Youth and Local Children and Young People Partnership Boards to improve access into leisure provision for children and young people who have additional and complex needs.

3. To celebrate and acknowledge the contribution children and young people make to their local community.
4. To stimulate and support intergenerational activities to create activities between younger and older people.

## Key actions for 2017 to 2020

1. Utilise the Recreation and Open Space Strategy to support local community groups and parish councils improve play provision
2. Continue to provide junior courses at Evreham and Beacon Leisure Centres e.g. trampolining, football and basketball.
3. Through our partnership with BETTER provide activities for 16-25 year olds: e.g. dance, basketball, gym studio at Evreham and Beacon leisure centres as well as organising the inter-school rowing tournament. Also provide inclusive activities for children and young people with physical and learning difficulties.
4. Offer discounted community rates across South Bucks leisure centres for local clubs' junior sections through different promotional packages and campaigns.
5. Run discounted school holiday activity programmes in South Buck's leisure centres in partnership with BETTER.
6. Alert local youth clubs to new funding opportunities and provide project advice where required.
7. Host the South Bucks Community Awards ceremony in 2017 and 2019 including a category for young people.
8. Develop intergenerational projects for young and adult people so that they understand their differences, needs and aspirations, share their skills and develop a greater sense of community spirit.
9. In Partnership with BETTER, local secondary schools and other key educational establishments, expand apprenticeship opportunities for young people aged between 18 – 25 years.
10. Increase opportunities for young people to volunteer and learn new skills by supporting schemes such as the National Citizen Service.

11. Work in partnership with BETTER, Buckinghamshire and Milton Keynes Sports Partnership (LEAP), and other voluntary sector organisations to increase levels of physical activity of young people.
12. Promote the existence of local safeguarding training including Prevent to adults working with and for young people.
13. Through our Community Safety team, help prevent child sexual exploitation, drug and alcohol abuse, bike theft and all forms of abuse via mobile phones, social media and the internet.
14. Deliver the Community Card Scheme in primary schools encouraging health and wellbeing, community integration, cyber safety and money management.
15. Ongoing training of taxi-drivers in relation to safeguarding and the prevention of child sexual exploitation.

## Aim 5

# Helping to stimulate and support a vibrant local economy whilst protecting the local environment.

### Summary

South Bucks District has traditionally had a vibrant economy and a skilled workforce. Supporting and sustaining this economic well-being of the local area is important to maintaining the quality of life for the people who live and work in South Bucks.

The district's location within the South East of England and close proximity to London makes it a popular place to live and work, resulting in great pressure to provide more housing and employment. The district is, however, predominately rural in character with 87% of the district being classified as Green Belt land. Its countryside setting forms the Green Belt around Greater London and includes several large areas of parkland: Colne Valley Regional Park, Black Park Country Park, Langley Park Country Park and Dorney Lakes. These areas are a natural asset to the district that contribute to people's quality of life but it also means that the supply of land for building on is severely constrained. A balance is therefore required that meets the social and economic needs of local residents whilst protecting the environment.

The Draft Economic Development Strategy for Chiltern and South Bucks sets out the councils' economic development priorities for 2017-2026. Some of the actions it includes that influence this plan are as follows:

**Connectivity:** continued investment in broadband for business premises as well as wireless and mobile services.

**Enterprise and business growth:** promotion of business support provision including networking, training and signposting. Maintain dialogue with large employers.

**Skills and employability:** support services that forge links between employers and education as well as encouraging work experience and apprenticeships. Promote youth enterprise as a route to employment as well as helping older workers remain economically active.

**Tourism and town centres:** support tourism initiatives to convert day visits to overnight stays as well as helping town centres to maintain their vitality.

Through the planning system, the Council seeks to protect existing employment sites from change of use, so these sites are maintained to meet future demand. It supports the re-development and extension of existing premises on existing employment sites and the provision of flexible business units that can be easily adapted to accommodate a variety of uses. Sustainable working practices, particularly those that reduce the need to travel to work by car are also promoted through planning policy.

The economic vitality of localities is dependent on the provision of a variety of services and facilities. In addition the image of an area can be affected by issues such as crime or perceptions of crime together with its overall appearance. Through the planning system and work with its partners and local communities the council will seek to protect and enhance existing community facilities, support the role of retail outlets and promote high standards of design that minimise the risk of crime. With the majority of the district being rural in character, the Council has a responsibility to support the rural economy and will allow agricultural diversification where it benefits the local community, does not impact on the local quality of life and is not harmful to its rural setting.

South Bucks District Council helps local retail business and community groups to access information and training on the new legislative controls involved in licensing, food safety and health and safety. These schemes are designed to support the ability of the community to access a range of learning opportunities, develop opportunities for the voluntary and community sector to operate as social enterprises and deliver public services.

The council is an active member of the Buckinghamshire Thames Valley Local Enterprise Partnership whose remit is to "*build conditions for sustainable economic growth in the entrepreneurial heart of Britain*". Such growth will enable more skilled job opportunities, protect the area's existing economic and environmental qualities and encourage a shift to cleaner environmental technologies and businesses.

South Bucks District Council works in partnership with voluntary and community organisations, towns and parishes, Buckinghamshire Strategic Tourism and Tourism South East, to promote the locality. Tourist information is made available from the Council's website, local and regional Tourist Information Centres such as Wycombe and Marlow but also from the village information centres in local libraries, pubs, restaurants and accommodation facilities in the district.

The protection of the distinct environment offered in South Bucks with its diverse market towns and small villages, means it is important to maintain the local economy

both in terms of local businesses and retailers.

The lack of affordable housing is a key constraint to economic growth in the district: The Council is working in partnership with a range of organisations to support a balanced housing market. The Council's Housing Strategy seeks to develop affordable housing options; return empty dwellings to use, and support older and younger people with their housing needs across all tenures.

## Future objectives

1. To improve access to learning, skills development and work experience in order to meet the needs of the local economy.
2. To promote the development and growth of local businesses by signposting them to specialist business support including advice on scaling up.
3. South Bucks District Council to act as the local energy efficiency champion for the area celebrating and promoting best practice throughout the district.
4. To support sustainable development initiatives to protect and enhance the local environment and reduce the effects of climate change and national infrastructure projects.

## Key actions for 2017 to 2020

1. Support the delivery of Chiltern and South Bucks joint Local Plan, a document that forms part of the South Bucks Development Framework that sets out the Council's broad planning policies for achieving sustainable development in the district up to 2036.
2. Support the delivery of the Chiltern and South Bucks Economic Development Strategy which has the vision of creating a District with "prosperous and diverse economies that encourage local employers and small businesses".
3. Promote local events and high street diversification that will encourage greater footfall in the district's high streets eg. Small Business Saturday / Chinese New Year / St George's Day/ pre-Christmas activities.
4. Work with Parish Councils, business associations and community groups to convert tourist day visits to overnight stays.

5. Support the development of broadband and mobile technologies as they are introduced into the District.
6. Reduce carbon emissions from South Bucks District Council's operations.
7. Actively promote the Flexible Loan scheme to householders and local traders helping support older people access low interest loans to undertake home repairs, adaptations and improve security.
8. Work with the Local Enterprise Partnership to develop joint procurement procedures which can support local employment opportunities, raise environmental standards and protect the environment.
9. Promote and support schemes to enable homeless and key workers secure housing they can afford (including the private rented sector).
10. Work to return empty homes to use, revitalise the areas of poorer housing and work wherever possible to return vacant employment sites or contaminated land sites to use.
11. Provide opportunities for local businesses to access food safety, licensing, and health and safety courses targeted to their needs.
12. Work in partnership to improve energy efficiency, identify and implement greener travel initiatives and identify ways in which we can live more sustainably within the District.
13. Work with partners and the community to reduce CO2 emissions and the impact of climate change.
14. Ensure that national infrastructure projects (HS2, Crossrail, Western Rail Link to Heathrow, Heathrow Expansion, M4 Smart Motorways etc.) are managed sustainably and enhance local economies.

## Aim 6

# Encourage collective working to promote and support the rich and diverse wealth of cultural heritage in South Bucks.

### Summary

South Bucks District has a rich heritage with its towns and villages steeped in history and tradition. This heritage is typified by the wide and varying range of distinctive festivals, fetes and fairs which contribute to defining South Bucks as both a unique and charming place to live. Examples of annual events include the Burnham Donkey Derby, the Beaconsfield Country Fayre, Gerrards Cross Fun Run, Iver Heath Apple Day and all the pre-Christmas celebrations that take place in the towns and villages.

In addition, there are one-off events that welcome the community to attend such as the "Celebration of Shri Jayanti" at the Anoopam mission as well as events at the Fulmer mosque. These local community festivals and fetes encourage and enable communities to come together, strengthening common understanding and foster a sense of pride within local towns and villages. The events also provide the council and other agencies with a perfect opportunity to promote and consult on policies and to publicise facilities and services.

Celebrating the rich heritage and cultural diversity of South Bucks not only promotes and encourages a distinct sense of place but is also a vital ingredient in helping to bring different communities together and create community cohesion. The building of trust between communities is the cornerstone of meaningful and effective community cohesion and therefore diversity in language, culture and religion needs to be celebrated and used productively to help stimulate meaningful interaction between different faiths, cultures and generations.

## Future objectives

1. Support town and parish councils, schools and community organisations to celebrate South Bucks's diverse and rich local heritage.
2. Celebrate the diverse range of faiths and cultures within the South Bucks district.
3. Support the development of community cohesion activities across South Bucks, enabling communities to develop respect and understanding of each other.

## Key actions for 2017 to 2020

1. Through the council's community grants programme support community groups to deliver festivals/ fetes that celebrate their area's local history and heritage.
2. Support community groups across South Bucks commemorate the World War I Centenary.
3. Enable communities to take ownership of their environment e.g. community managed foot paths and woodland, promoting "Walkers are welcome" routes.
4. Help to preserve the character of our landscapes and conservation areas by working in partnership with local conservation groups.
5. Assisting communities celebrate their heritage e.g. Eid and national day events as well as supporting countywide activities such as Bucks Art of Islam Festival.
6. Support "Beyond Difference" to help facilitate better understanding between the different religions in Chiltern and South Bucks.
7. Work with faith organisations to support community development.

## Conclusion

'Helping Build a Better South Bucks' recognises that local people are the most valuable resource of South Bucks District and the importance of working in partnership with a range of organisations including Thames Valley Police, Buckinghamshire County Council, Chiltern Clinical Commissioning Group, BETTER and Parish/Town Councils.

We have been able to join up central government policy and in doing so maximise the resources and initiatives available for local communities. By working with the voluntary sector, the council continues to seek additional external resources and will increasingly look for opportunities to work in partnership encouraging joint delivery to sustain or improve services to the community.

There is a clear requirement to constantly challenge how the council develops services and to be receptive to what residents are saying across the district. "Helping Build a Better South Bucks" will continue to empower communities to reflect on the services that they receive and help inform the council and its partners on ways to continually improve. Our proven track record of joint working over many years will continue to demonstrate our commitment to work with partners and residents to:

- Create sustainable communities embodying the principles of community development at a local level
- Improve both the range and quality of services available across the district
- Improve the quality of life in the district
- Ensure that cross-cutting issues are addressed in a joined up way

This plan will continue to reflect and deliver the council's vision of delivering great value, customer-focused and sustainable services. We recognise that it cannot be a static document and that it will evolve as circumstances change and dictate. Therefore, this plan will formally be reviewed in 2020 with the action plans associated with the six strategic aims reviewed annually.

# Appendix A

## Community profile

South Bucks is relatively small at 141 square kilometres and lies within the Metropolitan Green Belt area, with 87% of the land designated as green belt. There are many small towns and villages, with the largest being Beaconsfield, Burnham and Gerrards Cross. These three towns have the best infrastructure and facilities. Most of the towns and villages have historical roots which are preserved through the use of conservation areas and listed buildings. The larger towns of High Wycombe, London (Hillingdon), Maidenhead and Slough border the District. These centres provide shopping facilities and services not available within the District as well as some jobs for residents. In return, South Bucks provides the open spaces which help meet the recreational needs of these larger centres. There are good links to London via the Chiltern Railway, M40 and M4.

## Changing Demography

The population of South Bucks was recorded as 66,867 in the 2011 Census with the latest ONS estimates being 69,120. More than 19.4% were aged 65 or more, and this is projected to grow to more than 28% of the population by 2026. 15.7% of the total population in South Bucks were from a Black or Asian Ethnic Minority Population, against only 6.6% in 2001 and the 2011 England average of 14.3%. This includes the 7th highest concentration of people of Sikh religion in England at 4.7% with those of Muslim and Hindu religion each totalling 2.5% of the population. 4.5% of households are lone parent households and 0.4% of households are from the Gypsy and Traveller communities, the 7th highest in all of England.

## Our impact on the environment

South Bucks's residents are keen recyclers. The recycling rate for the district rose to nearly 54% in 16/17 from 34% in 13/14 according to figures compiled by DEFRA. It has also been named as the most improved Local Authority in England for recycling in the latest DEFRA league tables.

The 2013 carbon footprint of South Bucks (latest available from Department of Energy and Climate Change) ranks 193 out of 405 UK local authority areas (first place has the lowest emissions), the equivalent to an average of almost 45,000 kilowatts per resident. Usage is broken down to Domestic, Industrial and Transport sectors, and it is the Transport sector which has the highest emission levels, ranking 353 out of 406 UK areas. This is because South Bucks has a network of major roads with both the M25 and M40 running through it as well as being crossed by the M4.

Combined with several 'A' roads and the proximity to Greater London making it a busy part of the commuter belt, it will be a challenge to reduce the overall carbon footprint, requiring national initiatives to reduce overall emissions.

Some parts of the district, particularly around the rivers, are prone to flooding. This needs to be taken into account when planning development close to these locations.

### **South Bucks' communities**

South Bucks has cohesive communities with evidence of strong community spirit, high levels of volunteering and active community groups. Like much of Britain, statistics show South Bucks' society is becoming more diverse so it is important that we maintain cohesive communities and help people to live together.

There is a long history of conformist and non-conformist faith communities being active in South Bucks over the past 1,000 years which continues to this day. Currently there are many churches across the district, the Al Muhassin Mosque in Fulmer, the Annapam Mission for Hindus in Denham and Sikh temples in Slough and Southall used by South Bucks residents. People from all the faith communities make significant positive contributions to local life and wellbeing, often leading activities which support residents, engenders community spirit and creates a sense of personal responsibility. In particular many of them run a range of activities for young people inside and outside school, and many of the holiday schemes are church led.

Although crime levels are comparatively low in South Bucks there have been periods when acquisitive crime increases, mainly caused by offenders travelling into the district from other areas. The fear of crime in South Bucks is also disproportionate to the actual level of crime which may partly relate to a relatively larger elderly population.

South Bucks has a strong voluntary and community sector with greater than average volunteering levels. There is good local engagement and provision of local community activities. Results from the Buckinghamshire County Council Residents' Survey 2011 were that around 23% of respondents help in the community to give personal care, run or manage a youth group, or help out at a local day centre or library. 42% said they already helped out by doing a favour for a neighbour such as help with shopping, whilst 62% said they would be prepared to do so. 32% said they would consider volunteering. Things most likely to encourage volunteering were flexible hours and a low time commitment coupled with more information on what was available.

Turnout for elections is consistently higher than the national average for district, county and general elections.

## Health, Wellbeing and deprivation

South Bucks is undoubtedly a pleasant place to live and regularly ranks within the top 20 of the Halifax Quality of Life Survey. However, not everybody benefits as much as they should do, and there is much to be done to address the deprivation found in small pockets in the district.

In the overall IMD 2015 results, the three most deprived areas in the district were Wexham and Fulmer, Burnham Church and Beeches and Iver Village and Richings Park. The three least deprived areas were Beaconsfield North, Beaconsfield West and Gerrards Cross. Department of Health figures for 2012 showed 1,100 children in South Bucks living in poverty.

The 2014 Fuel Poverty figures, published in 2016 by the Department of Business, Energy and Industrial Strategy, show that South Bucks has 6.9% of households living in fuel poverty. This is measured by taking fuel costs and income into account.

Although the district's population is comparatively healthy with life expectancy significantly above the national average at 85.1 years for males and 89.8 years for females, there are differences in health between the most and least disadvantaged. The difference in life expectancy between the lowest and highest deprived areas is 6 years for females and 7.1 years for men and there is a significant burden of preventable disease. Mortality rates relating to heart disease and stroke have fallen and are better than the England average, with better than average adult 'healthy eating', smoking, alcohol-related harm and obesity rates. However, South Bucks is worse than average in relation to the incidence of malignant melanoma, increasing and higher risk drinking, winter deaths and physically active adults. South Bucks is above average for road injuries and deaths. The 2011 Census highlights that in South Bucks 6% have long-term health problems or disability that limits their day-to-day activities. Percentages vary across South Bucks from 3.4% in Gerrards Cross South Ward through to 12% in Denham North Ward. One in 10 residents provides some form of unpaid care for someone with an illness or disability.

## Wealth, economy, skills and affordability

Buckinghamshire prides itself in being the entrepreneurial heart of Britain, with a significantly higher than average level of new business start-ups. Bucks Business First (BBF) reported in 2015, that 12.6% of working residents in South Bucks were self-employed. There were 5400 businesses in the district. The most significant sector is Professional, Scientific & Technical at just under a quarter of all businesses, with the next highest being Construction at around one tenth of all businesses. Only 6% of employees work in the public sector with South Bucks ranking the lowest overall

authority in this respect. South Bucks has a high proportion of businesses with large turnovers, with almost one in five having a turnover greater than £0.5 million.

Residents are highly qualified, with 53.8% having a degree or equivalent qualification, against the national average of 37.1%. This is reflected in the 2015 gross median full-time earnings of £34,305 for South Bucks against the England average of £26,800. 28% of residents both live and work in South Bucks (BBF, 2011). The next highest percentages of workers commute to Slough, Hillingdon and Wycombe.

School performance is also strong with 75% of 15+ year olds achieving five or more GCSE results at grades A-C.

Unemployment is still relatively low but has been gradually rising since December 2015 with the Job Seekers Allowance claimant count for December 2016 being 300 people which is 17.8% up on last year.

More than 40% of homes in South Bucks are detached and rank highest in the country for numbers of rooms (6.4) and bedrooms (3.2) compared to all other local authorities. South Bucks ranks in the top 5% of authorities for the prevalence of caravans, mobile homes and other temporary structures as a proportion of all housing. In South Bucks, mean average private rents are the most expensive outside London and 11<sup>th</sup> overall, at £1,573 per month. With the average house price in the UK at £190,275 (Land Registry, March 2016), they averaged £650,659 in South Bucks, making South Bucks the most expensive area outside of Greater London. According to ONS figures South Bucks also saw the strongest growth of all areas in average house prices last year at 22.7%.

South Bucks' level of affluence, its popularity as a place to live and the limited availability of developable land, leads to the high house prices. Demand for affordable housing in the district is above what can be met in practice. At the same time the higher ongoing costs of goods and services also reflect the ability of an affluent population to pay higher prices generally. These elements, when combined, create significant problems of affordability for essential workers, young people, those in lower paid employment and those living on state benefits. The difficulty in recruiting key workers is also exacerbated by the higher wages paid in London.

### **Transport, infrastructure & accessible services**

The three main settlements in the district all have good rail and road links to London and many people commute to work in the London and city region. The bus links between the main urban areas are good but residents have expressed concern about the availability of public transport in the rural area and therefore the limited access to services. South Bucks has high car ownership and high levels of commuter flows in and out of the district. This puts pressure on the local road network and congestion

occurs, particularly during the morning and evening, on roads and junctions running close to capacity.

The most recent road traffic accident information relates to 2014, when there were 66 people Killed and Seriously Injured (KSI) in South Bucks. This reflects higher traffic levels in the South East, with South Bucks having more KSIs because of the motorways within the district.

### **Residents' priorities**

From the Buckinghamshire County Council residents' survey in 2011, the top three personal priority areas for residents of South Bucks were: 1) the condition of the roads; 2) tackling crime and anti-social behaviour; 3) parks and open spaces. This changed when asked for the top priorities for the local community, with tackling crime and anti-social behaviour becoming the number one priority, followed by the condition of the roads, creating job opportunities and economic growth' and primary, secondary and special schools.

<b>SUBJECT:</b>	Draft Air Quality Action Plan
<b>RELEVANT MEMBER</b>	Councillor Patrick Hogan – Portfolio Holder for Healthy Communities
<b>RESPONSIBLE OFFICER</b>	Martin Holt – Head of Healthy Communities Ben Coakley – Environmental Health Manager
<b>REPORT AUTHOR</b>	Cerys Williams
<b>WARD/S AFFECTED</b>	Iver Heath; Iver Village and Richings Park;

## 1. Purpose of Report

To present the draft Air Quality Action Plan that sets out, in partnership, how stakeholders will work to improve air quality in the Iver Air Quality Management Area.

The report also updates on two linked air quality projects, one with schools and one utilising innovative air quality sensors.

### RECOMMENDATIONS

- 1. That the Cabinet Member approves the draft Air Quality Action Plan for formal public consultation following consideration by the PAG.**
- 2. Following consultation and the consideration of feedback, the action plan will be finalised for approval by Cabinet and DEFRA.**
- 3. That PAG note the two air quality project updates**

## 2. Reasons for Recommendations

South Bucks District Council is legally obliged to work to reduce concentrations of Nitrogen Dioxide within the AQMA in the Ivers.

Following stakeholder engagement, it is considered that the planned measures outlined in the report provide a good range of activities that if fully implemented are likely to result in reductions in air pollution in the Parish.

It is recommended that members of the public are asked for their views on the proposed action plan as improving air quality relies on a collective effort and is dependent on their support and also that of local business and other interested parties.

### 3. The Draft Air Quality Action Plan

#### Background:

The Environment Act 1995 obligates each Local Authority (District / Unitary) to monitor its area for air pollution. Where concentrations of certain pollutants fail to meet the Air Quality Objectives set by the Government then an Air Quality Management Area must be declared.

South Bucks District Council has been monitoring Nitrogen Dioxide using passive diffusion tube at a number of locations in the district since 1995. However the percentage of HGVs travelling through Iver Village has been an increasing concern and following a review in 1996, it was decided to increase the number of monitoring locations in Iver to investigate any possible breaches of the Air Quality objectives.

In 2017 the new monitoring locations in Iver measured concentrations of Nitrogen Dioxide above the annual average of  $40\mu\text{gm}^{-3}$ . Consequently an Air Quality Management Area (AQMA) was declared on 1<sup>st</sup> August 2018. The locations of the greatest exceedance are located on Iver High Street, Thorney Lane North and South.

Following the declaration of an AQMA, the Environment Act 1995 obligates Local Authorities to develop an Air Quality Action Plan (AQAP).

#### Plan Development:

The purpose of the plan is to reduce the concentrations of Nitrogen Dioxide in the AQMA to below the annual mean objective of  $40\mu\text{gm}^{-3}$  as soon as possible. Although the AQMA covers Iver Parish, the Action Plan is initially focused on those areas which have the largest exceedances.

The measures outlined in the report should result in an improvement in Air Quality and all measures identified should not result in poorer air quality elsewhere in the area.

To develop the action plan, two steering groups were set up: an Officers Steering Group and a Members Steering Group. These were made up of key stakeholders representing all 3 tiers of local government. Meetings were held to discuss the possible measures and these were then deliberated further at one to one meetings and the Iver Members Liaison Group.

It was agreed that the Iver Relief Road would be the most ideal solution, removing HGVs from Iver High Street. However this may be considered a longer term action and will therefore continue to be raised as part of ongoing activities and will also require co-ordinated action to seek funding.

Other shorter term proposals are therefore also required. These include: increasing car parking provision, targeting HGV fleet and enhancement of bus services.

#### Contents and Summary of the Plan:

The Action Plan has been developed using the official template provided by Defra. A full copy of the Air Quality Action Plan is appended to this report. However the following is a brief outline of the document

- There is an Executive Summary with a very brief outline of the contents of the document and Introduction including that the action plan is to be delivered between 2019 and 2025.
- There is a summary outlining history of Air Quality in South Bucks District Council and its current position. This Action Plan will supersede the previous action plan that had previously been developed for the Motorway AQMA only.
- SBDC's Air Quality priorities outline how National Policies and Strategies influence the AQAP, these include:
  - Public Health
  - Planning (Local Plan)
  - Transport (LTP4)
  - National Air Quality Strategies
- The source apportionment calculation identifies the main sources of the pollution. It was evident that road traffic was the main source. The calculation has identified that the main source of NO<sub>2</sub> on Thorney Mill North and South are HGVs and HGVs and Diesel Cars have shared responsibility on the High Street.
- The calculation also informs the Key Priorities for the Action Plan (page 13) which is to reduce emissions from HGVs.

#### Key plan elements:

A short, medium and long term plan has been outlined here which summarises as follows:

- A significant number of HGVs travelling through Iver originate from 3 industrial estates within Iver. Encourage the uptake of cleaner vehicles including the investigation of introducing alternative fuels such as CNG.
- Minimise impact of National Infrastructure Projects on Iver

- Improve car parking provision in Iver and to introduce car parking restrictions on the Highway
- Carry out a feasibility study for a Clean Air Zone (CAZ) in Iver and simultaneously work with Slough Borough Council to ensure that the proposed CAZ in Slough does not have a negative impact on Iver.
- Develop a relief road that would take HGVs away from the High Street
- A chapter that outlines the consultation and engagement as part of action planning.
- The final Chapter contains the actual measures that the Steering groups have proposed with the aim of reducing concentrations of Nitrogen Dioxide within the AQMA.

Air Quality is also a material consideration for development control. The publication of an Air Quality Action Plan will give extra weight to any decisions regarding air quality in those areas. Also planning guidance is more stringent within or near AQMAs than outside of these areas.

#### Conclusion:

In addition to being a legal requirement, the development of an action plan for Iver is a key step in highlighting the tasks ahead and how in partnership they can be achieved. Following public consultation, the feedback will be considered by those developing the plan and amendments made if required. The plan will then require agreement by Cabinet and also official approval by DEFRA.

The two following projects are linked to the Iver area and demonstrate ongoing air quality action:

#### **4. Iver Update – Schools**

In June 2019 Heathrow Airport Ltd worked with South Bucks District council and 2 Iver Junior schools to hold an event at the Schools on Clean Air Day. The schools took the opportunity to learn more about air pollution, its sources and how to prevent it. Both schools produced an excellent painting of a pair of lungs by blowing paint across the paper using straws. Materials were supplied by Heathrow Airport Ltd.

## 5. Iver Update – Sensor Trial

Earlier in the year, Defra invited Local Authorities to seek funding to run projects that support innovation through trialling of low cost sensors. Projects needed to further develop the understanding of the deliverability and the value for money opportunities low cost sensors may provide. This may be demonstrated through projects that:

- Compare new sensors with the traditional monitoring and evaluation network.
- Conduct specific campaigns where existing sensors networks are not suitable
- Harness new data streams and use these to effectively communicate with key stakeholders.
- Provide agile policy analysis and evaluation.

South Bucks District Council in conjunction with Spelthorne, Heathrow Airport and Ricardo Energy and Environment were successful in receiving £124,000 to trial sensors.

The group will trial 2 types of sensors: Electronic Diffusion Tubes and Vaisala multi pollutant sensor systems. The sensors will be used to monitor the following:

- Air pollution from Heathrow Airport
- Any changes in concentration in Air Pollution as a result of measures being introduced in the area as outlined in the Air Quality Action Plan
- Analyse the efficacy of introducing certain mitigation measures at Heathrow Airport and use this information to inform Local Authorities of their effectiveness.

The funding will be used to purchase 130 Electronic Diffusion Tubes and 12 Vaisala multi pollutant sensors as well as data management from Ricardo Energy and Environment. The EDTs will be deployed in the following locations:

- the perimeter fence on Heathrow airport
- on 2 transects from the airport perimeter fence and into South Bucks and Spelthorne
- Strategic locations within the AQMAs to measure progress.

Ten of the Vaisala multi pollutant sensor systems will be utilised for fixed deployment in three concentrated campaigns at the airport perimeter and in South Bucks and Spelthorne, with the remaining two units used to fulfil two distinct functions: to perform the role of characterising standards and as hot swap spares in the result of sensor failure during the trial.

The project is still in its infancy and SBDC are currently in the process of purchasing the sensors.

## 6. Consultation

It is recommended that a consultation exercise be carried out to consult members of the public on the suggested measures in the draft plan over a 12 week period. This will be via detailed information on the website, local media and social media.

## 7. Options (if any)

The Environment Act 1995 compels Local Authorities to monitor areas for Nitrogen Dioxide and where concentrations exceed the objective an AQMA is declared. The Act also obliges Local Authorities to develop an Air Quality Action Plan. Therefore alternative options to developing the plan are not available.

## 8 Corporate Implications

Financial - A table has been included in Appendix C outlining funding opportunities for the action plan.

Legal - Local Authorities are obliged to develop action plans where AQMAs have been declared. AQMAs and their Action Plans are a material consideration in Development Management.

## 9 Links to Council Policy Objectives

The Air Quality Action plan aims to advance 2 of the three headline objectives

- Working towards safe and healthier local communities
- Striving to conserve the environment and promote sustainability

The plan also relates to the following three key themes of the Chiltern and South Bucks Sustainable Community Strategy and Corporate Plan

- Theme 2 - Sustainable Environment - protecting our heritage, protecting our future
- Theme 3 - Safer Communities - being safe, feeling safe
- Theme 4 - Health and Well-Being - healthier, happier and longer lives

<http://www.southbucks.gov.uk/prioritiesandperformance>

## 7. Next Steps

If approved for consultation, the Air Quality Action Plan will then be consulted on by members of the public. Consultation responses will then be considered, amendments made and then approval sought from Cabinet.

<b>Background Papers:</b>	South Bucks Air Quality Action Plan (September 2019)
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# SOUTH BUCKS District Council

## South Bucks District Council Air Quality Action Plan

In fulfilment of Part IV of the  
Environment Act 1995  
Local Air Quality Management

September 2019

**South Bucks District Council**

Local Authority Officer	Cerys Williams
Department	Strategic Environment
Address	Capswood, Oxford Road, Denham, UB9 4LH
Telephone	01494 732058
E-mail	envhealth@chilternandsouthbucks.gov.uk
Report Reference number	AQAP/SBDC/2019
Date	September 2019

## 4. Executive Summary

This Air Quality Action Plan (AQAP) has been produced as part of our statutory duties required by the Local Air Quality Management framework. It outlines the action we will take to improve air quality in South Bucks District Council between 2019 and 2025.

This action plan replaces the previous action plan which ran from 2007 until 2019.

Projects delivered through the past action plan include:

- Trialling electric vehicles
- Working with Local Schools
- Leaflets were produced with the aid of a DEFRA grant, and sent off to local MOT stations and also some filling stations promoting the benefit of regular car maintenance on reducing emissions

Air pollution is associated with a number of adverse health impacts. It is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. There is also often a strong correlation with equalities issues, because areas with poor air quality are also often the less affluent areas<sup>1,2</sup>.

The annual health cost to society of the impacts of particulate matter alone in the UK is estimated to be around £16 billion<sup>3</sup>. South Bucks District Council is committed to reducing the exposure of people in the district to poor air quality in order to improve health.

We have developed actions that can be considered under ten broad topics:

- Alternatives to private vehicle use
- Environmental permits
- Freight and delivery management

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<sup>1</sup> Environmental equity, air quality, socioeconomic status and respiratory health, 2010

<sup>2</sup> Air quality and social deprivation in the UK: an environmental inequalities analysis, 2006

<sup>3</sup> Defra. Abatement cost guidance for valuing changes in air quality, May 2013

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- Policy guidance and development control
- Promoting low emission transport
- Promoting travel alternatives
- Public information
- Transport planning and infrastructure
- Traffic management
- Vehicle fleet efficiency

Our priorities are in the short term to reduce emissions from HGVs by encouraging the uptake of cleaner fuels with the aim in the long term of developing a relief road to dramatically reduce the number of HGVs from the High Street and return the village environment to Iver.

In this AQAP we outline how we plan to effectively tackle air quality issues within our control. However, we recognise that there are a large number of air quality policy areas that are outside of our influence (such as vehicle emissions standards agreed in Europe), but for which we may have useful evidence, and so we will continue to work with regional and central government on policies and issues beyond South Bucks District Council's direct influence.

## **Responsibilities and Commitment**

This AQAP was prepared by the Strategic Environment Team of South Bucks District Council with the support and agreement of the following officers and departments:

- Transport Economy and Environment
- Planning policy
- Public Health
- Public Transport

This AQAP has been approved by:

This AQAP will be subject to an annual review, appraisal of progress and reporting to the Iver Members Liaison Group and Healthy Communities Policy Advisory Group.

Progress each year will be reported in the Annual Status Reports (ASRs) produced by

**South Bucks District Council**

South Bucks District Council, as part of our statutory Local Air Quality Management duties.

If you have any comments on this AQAP please send them to the Strategic Environment Team at:

Address – South Bucks District Council, Capswood, Oxford Road, Denham, UB9 4LH

Telephone - 01494 732058

Email - [envhealth@chilternandsouthbucks.gov.uk](mailto:envhealth@chilternandsouthbucks.gov.uk)

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## 1. Introduction

This report outlines the actions that South Bucks District Council will deliver between 2019 - 2025 in order to reduce concentrations of air pollutants and exposure to air pollution; thereby positively impacting on the health and quality of life of residents and visitors to the district.

It has been developed in recognition of the legal requirement on the local authority to work towards Air Quality Strategy (AQS) objectives under Part IV of the Environment Act 1995 and relevant regulations made under that part and to meet the requirements of the Local Air Quality Management (LAQM) statutory process.

This Plan will be reviewed every five years at the latest and progress on measures set out within this Plan will be reported on annually within South Bucks District Council's air quality ASR.

## 2. Summary of Current Air Quality in South Bucks District Council

Please refer to the latest ASR from South Bucks District Council

Owing to the largely rural nature of the district, the primary sources of pollution are transport related sources including the motorways (M25, M40, and M4) which pass through the district. An AQMA was declared around the motorway corridors in 2004. Modelled concentrations were modelled close to the objectives at sensitive receptors in 2004.

- Sutton End Cottage to the North of the M4
- Victoria Crescent to the west of the M25
- Wooburn Green Lane to the north of the M40
- Coldharbour Farm cottage to the west of the M25.

Therefore, an Action Plan that focuses on reducing the number of HGVs travelling through the District would probably be a more practical means by which to reduce overall emissions. For example, a 1% reduction in HGV movements on the M25 is likely to bring about a reduction approaching 5% in terms of total NO<sub>x</sub> road traffic emissions.

- In August 2018, Iver was designated an Air Quality Management Area due to exceedances of nitrogen dioxide along the High Street. Traffic levels and HGV movements surveyed were found to create noise, dust and air quality issues. Local feedback from councillors is that local GPs are seeing an increase in respiratory conditions such as asthma<sup>4</sup>. There is very little off street parking in Iver village and this compels residents and visitors to the village to park on the side of the road. This along with stationary vehicles delivering to the area narrows the high street and often prevents HGVs from travelling easily along the road resulting in congestion. Cars are also found parked on the footway making some sections completely impassable. This is a poor environment for pedestrians and discourages walking. Improving the environmental capacity of

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<sup>4</sup> Strategic Outline Business Case page 2

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the High Street will not only improve air quality. The enhanced environment should be more favourable for walking and cycling thus increasing active travel. It should also make it a more pleasant place for spending leisure time such as shopping.

Buckinghamshire County Council (BCC) commissioned a consultancy to examine existing transport and traffic conditions in and around Iver Parish and the impact of future major infrastructure project developments. These include:

- Crossrail (Elizabeth Line)
- M4 Smart Motorway
- Western Rail Link to Heathrow (WRLtH)
- HS2
- Third Runway at Heathrow

New local Developments include:

- CEMEX North Park Extraction
- Relocation of Hillingdon Outdoor Activity Centre (HOAC)
- Pinewood Studios Development Framework (PSDF)

As South Bucks is now a shared service with Chiltern District Council, there will be opportunities to work together, and also with Bucks Air Quality Management Group on county wide initiatives to address large infrastructure developments in the south-east.

The Bucks Air Quality Management Group consisting of Aylesbury Vale, Chiltern, Milton Keynes, South Bucks and Wycombe authorities has been reinvigorated in order to look at area wide air quality initiatives and to build a closer working relationship with departments within Bucks County Council (BCC) such as Transport Strategy and Public Health Departments and outside agencies such as The Environment Agency, Public Health England and Highways England.

## 3. South Bucks District Council's Air Quality Priorities

### 3.1 Public Health Context

As detailed in Policy Guidance LAQM.PG16 (Chapter 7), local authorities are expected to work towards reducing emissions and/or concentrations of PM<sub>2.5</sub> (particulate matter with an aerodynamic diameter of 2.5µm or less). There is clear evidence that PM<sub>2.5</sub> has a significant impact on human health, including premature mortality, allergic reactions, and cardiovascular diseases.

South Bucks District Council is taking the following measures to address PM<sub>2.5</sub>:

Continue to attend the Health Protection Committee meetings on behalf of BAQMG and will continue to use this platform to stress the importance of reducing PM<sub>2.5</sub> concentrations on public health and to encourage the Director of Public Health and other departments in Bucks County Council to work with the team to improve air quality.

An Air Quality and Public Health workshop was held in May 2018. The aim of the workshop was to bring together stakeholders from across the county including officers and politicians to discuss the current situation in Buckinghamshire and to identify the best way to work together in the future to reduce concentrations of PM<sub>2.5</sub> and NO<sub>2</sub> in the county. The main outcome of the workshop was the development of a Low Emission Strategy for Buckinghamshire.

Measures outlined in the action planning section above should also reduce the emissions of PM<sub>2.5</sub> in the area. However some measures to be included in the new action plan such as ensuring compliance with Permitting regulations and promoting the use of cleaner fuels for wood burning stoves may have little impact on NO<sub>2</sub> but would have a greater impact on the reduction of PM<sub>2.5</sub>. The Council will also compel applicants of NIPs and other local developments to follow good construction practice to minimise fugitive dust.

## 3.2 Planning and Policy Context

### National Planning and Policy

#### National Planning and Policy Framework

National planning policy is now set by the National Planning Policy Framework (NPPF). The NPPF places a general presumption in favour of sustainable development, stressing the importance of local development plans. One of the three overarching objectives included in the NPPF states that, "to contribute to protecting and enhancing our natural, built and historic environment; including making effective use of land, helping to improve biodiversity, using natural resources prudently, minimising waste and pollution, and mitigating and adapting to climate change, including moving to a low carbon economy." by: (paragraph 170e) "preventing new and existing development from contributing to, being put at unacceptable risk from, or being adversely affected by, unacceptable levels of soil, air, water or noise pollution or land instability. Development should, wherever possible, help to improve local environmental conditions such as air and water quality, taking into account relevant information such as river basin management plans;

The new NPPF (2018) states in paragraph 181:

Planning policies and decisions should sustain and contribute towards compliance with relevant limit values or national objectives for pollutants, taking into account the presence of Air Quality Management Areas and Clean Air Zones, and the cumulative impacts from individual sites in local areas. Opportunities to improve air quality or mitigate impacts should be identified, such as through traffic and travel management, and green infrastructure provision and enhancement. So far as possible these opportunities should be considered at the plan-making stage, to ensure a strategic approach and limit the need for issues to be reconsidered when determining individual applications. Planning decisions should ensure that any new development in Air Quality Management Areas and Clean Air Zones is consistent with the local air quality action plan.

**South Bucks District Council****Clean Air Strategy 2019**

The Clean Air Strategy 2019 focused on the reduction of National emission of pollutants that will in turn reduce background levels. It outlines the government's ambition, commitments and aims to improve air quality both nationally and locally involving public communications, behaviour change and improving consumer choices. Mentioned in the strategy is for Local Government to shift their focus towards prevention, promoting greater action to avoid exceedances, rather than tackling air pollution only when limits are exceeded.

**Local Planning and Policy****LTP4**

[Local Transport Plan 4](#) sets out how transport can play its part in Buckinghamshire County Council's vision to make Buckinghamshire a great place to live and work. It was adopted by the Council on 28 April 2016. It covers all types of transport and looks ahead to 2036. It sets out our high-level approach to transport in Buckinghamshire.

**Policy 10 - Improving our environment**

We will protect Buckinghamshire's unique countryside and other special environments, working with partners to manage air quality, take advantage of opportunities to encourage more sustainable travel choices and reduce noise pollution. We will do this through the transport investments we promote, by managing the impact of new development, by promoting the use of Travel Plans, and by working with business and researchers to develop lower emission technologies.

**Policy 12 - Encouraging walking for shorter journeys**

Walking should be the best option for more of our short journeys. We will look to develop the walking network and encourage walking, to help ensure it becomes one of the most convenient ways to make short journeys.

**Policy 13 - Encouraging cycling**

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We will look to develop the cycling network through a combination of new infrastructure, maintenance and guidance. This will help cycling to become one of the most convenient and well used forms of transport for short journeys.

**Policy 14 - Car clubs, car sharing and taxis**

We will work with partners to explore opportunities for car clubs, car sharing and taxi initiatives. This will provide an alternative to car ownership for some: encouraging people to consider other modes of transport; and helping people to access the opportunities Buckinghamshire has to offer.

**Policy 16 - Total Transport: the bus network Buckinghamshire needs**

We will work with partners to ensure public transport services best meet the county's needs – now and in the future.

**Policy 19 – Parking**

We will help to ensure that Buckinghamshire has appropriate parking in the right places. The Buckinghamshire Countywide Parking Guidance is Buckinghamshire County Council's policy on parking throughout the county in new developments. It sets out how much parking new developments should provide for bicycles, motorcycles, cars and blue badge holders. It also gives guidance on how this parking should be provided and managed. The Council will manage on-street parking, through parking restrictions and the enforcement of those restrictions, to make sure on-street parking works for Buckinghamshire.

**Local Plan**

Chiltern District Council and South Bucks District Council are preparing a new emerging joint Local Plan for Chiltern and South Bucks Districts and once it has been adopted this section will be updated accordingly. The emerging plan has aspirations to reduce private car use and increase Healthy Travel and Public Transport patronage. In the meantime the following policies are in place.

**South Bucks District Council****Adopted Local Plan (1999)****Policy TR5 - Accesses, Highway Works and Traffic Generation**

In considering proposals involving a new or altered access onto the highway, works on the highway, the creation of a new highway or the generation of additional traffic the District Council will have regard to their effect on safety, congestion and the environment. Development will only be permitted where:-

- a) the proposal complies with the standards of the relevant Highway Authority; and
- b) the operational capacity of the highway would not be exceeded, or where the proposal would not exacerbate the situation on a highway where the operational capacity had already been exceeded; and
- c) traffic movements, or the provision of transport infrastructure, would not have an adverse effect on the amenities of nearby properties on the use, quality or character of the locality in general, including rural lanes.

**Policy TR10 - Heavy Goods Vehicles**

Development which is likely to generate heavy goods vehicle trips will only be permitted where:-

- a) vehicle movements would not adversely affect the character or amenities of nearby properties or the locality in general, for example through noise, vibration, disturbance or visual intrusion, and the proposal would be in accordance with policy EP3 (Use, Design and Layout of Development); and
- b) in the case of a proposal likely to generate a significant number of heavy goods vehicle trips, the access would not be onto a residential road, rural lane or other road which is not suitable in principle for such traffic, and that vehicles would be able to conveniently access the strategic highway network without using such roads; and

## South Bucks District Council

- c) the proposal would comply with all other policies in this Plan. Particular attention is drawn to policies TR5 (Accesses, Highway Works and Traffic Generation) and TR6 (Traffic Calming).

### TR13 - Freight Facilities

Proposals for freight facilities in the Green Belt will not be permitted. Proposals for rail and water freight facilities should ensure that:

- a) any significant increase in road freight traffic would be confined to the strategic highway network and would not result in additional flows through developed areas; and
- b) the proposal would not require major highway infrastructure development or improvements; and
- c) the proposal would not be visually intrusive and would be satisfactorily integrated into the locality; and
- d) the proposal, including the use and the scale, height, layout, siting, form, design and materials would not adversely affect the character or amenities of nearby properties or the locality in general and would be in accordance with policy EP3 (Use, Design and Layout of Development).

### The Adopted Core Strategy (2011)

The Core Strategy is the key document in the South Bucks Local Development Framework. It presents the 'big picture', setting a long-term vision, objectives and broad strategy for accommodating future development in the District in the period to 2026.

### Core Policy 13: Environmental and Resource Management

The Council will seek to ensure the prudent and sustainable management of the District's environmental resources by:

- Promoting best practice in sustainable design and construction. All new development must be water efficient and incorporate

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Sustainable Drainage Systems (SuDs) where feasible. All new residential development should achieve a minimum water efficiency target of 105 litres per person per day.

- Protecting and enhancing water quality and encouraging the remediation of land affected by contamination to bring it back to beneficial use. Particular regard should be had to maintaining the integrity of Burnham Beeches SAC.
- Seeking improvements in air quality, especially in the Air Quality Management Area adjacent to the motorways and close to Burnham Beeches SAC. New development will be directed away from existing sources of noise and air pollution to avoid adverse impacts on local communities. The Council will work closely with other local authorities to minimise aircraft noise from Heathrow Airport. Vulnerable development will be steered away from areas at risk of flooding wherever possible, in accordance with PPS25.

**Core Policy 16: South of Iver (Opportunity Area)**

The District Council will generally support appropriate employment generating development or redevelopment on Court Lane, Thorney Business Park and the Ridgeway Trading Estate, with particular encouragement to be given to uses that would result in a reduction in HGV movements.

The Court Lane site is identified on the Proposals Map as a Major Developed Site in the Green Belt. Comprehensive redevelopment proposals should result in a significant reduction in HGV movements.

Any scheme should:

- Result in no greater impact on the openness of the Green Belt.
- Provide for habitat improvements and improved access to the open space and water areas in the Colne Valley Park.
- Provide improved pedestrian and cyclist access routes to Iver High Street and Iver Station, to enhance the sustainability of the site.
- Safeguard and improve the setting of the Grade II Listed Iver Court Farmhouse.

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- Recognise the context of the site, and address issues including possible land contamination and the odour and air quality issues associated with the nearby water treatment works and M25.
- Incorporate decentralised and renewable or low carbon technologies (for example, combined heat and power), unless it is clearly demonstrated that this is not viable or feasible. This should ensure that at least 10% of the energy needs for the development are secured from these sources, in accordance with Core Policy 12.

The Court Lane site is wholly inappropriate for residential development.

A Development Brief must be produced for the site by the landowners / developers, in conjunction with the Council, prior to a planning application being submitted. The Development Brief will be adopted as a 89 For example, in relation to proposals for significant new transport infrastructure in the area, or in the future, through the preparation of a Community Infrastructure Levy or Development Management.

### **3.3 Source Apportionment**

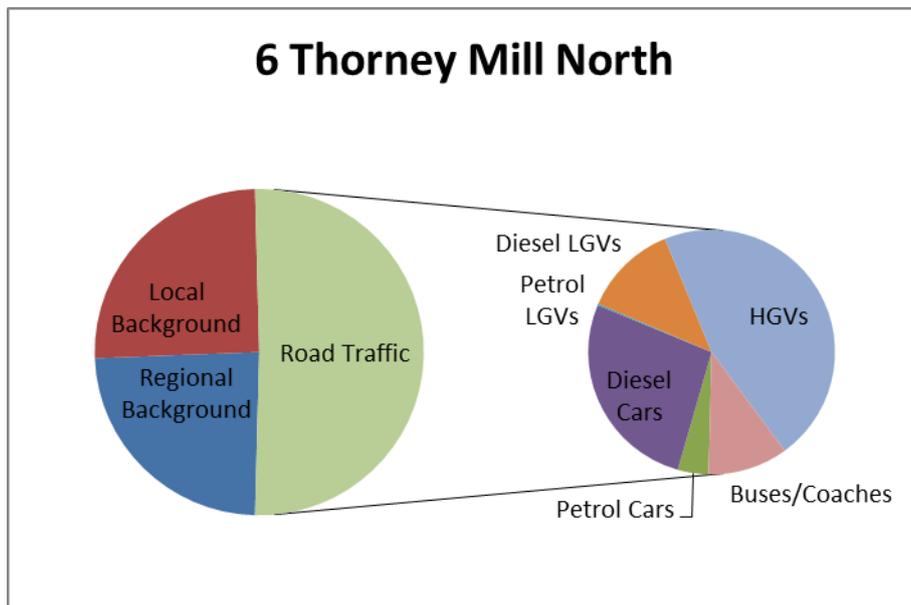
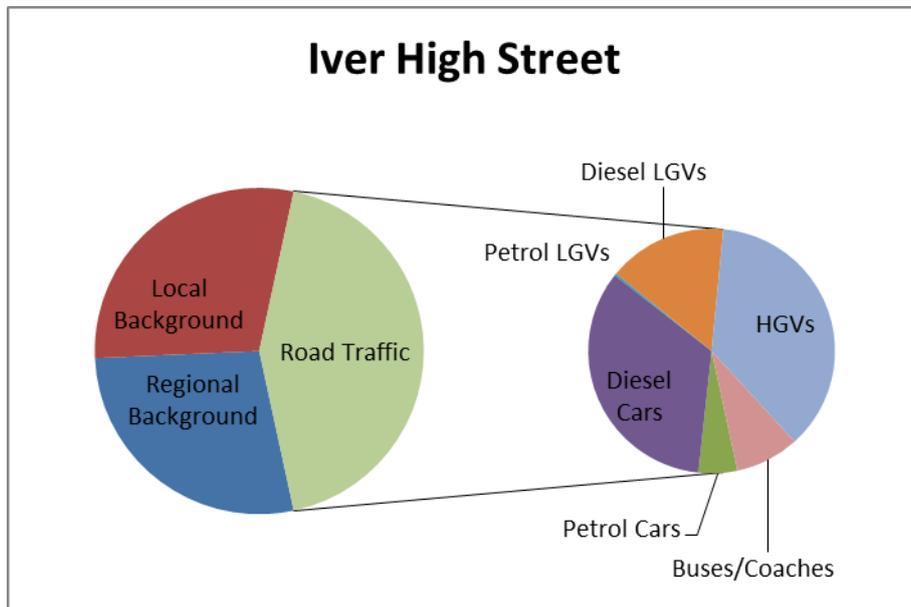
The AQAP measures presented in this report are intended to be targeted towards the predominant sources of emissions within South Bucks District Council's area.

The further assessment carried out for the motorway AQMAs revealed that on the M40 approximately 61-64% of the total emissions are related to the HGVs. On the M25 these figures rise to 74-76%, while on the M4 the figures are 65-70%. The remaining emissions are attributable to the LGVs, which although contribute larger numbers in terms of vehicle numbers, contribute less in terms of overall emissions.

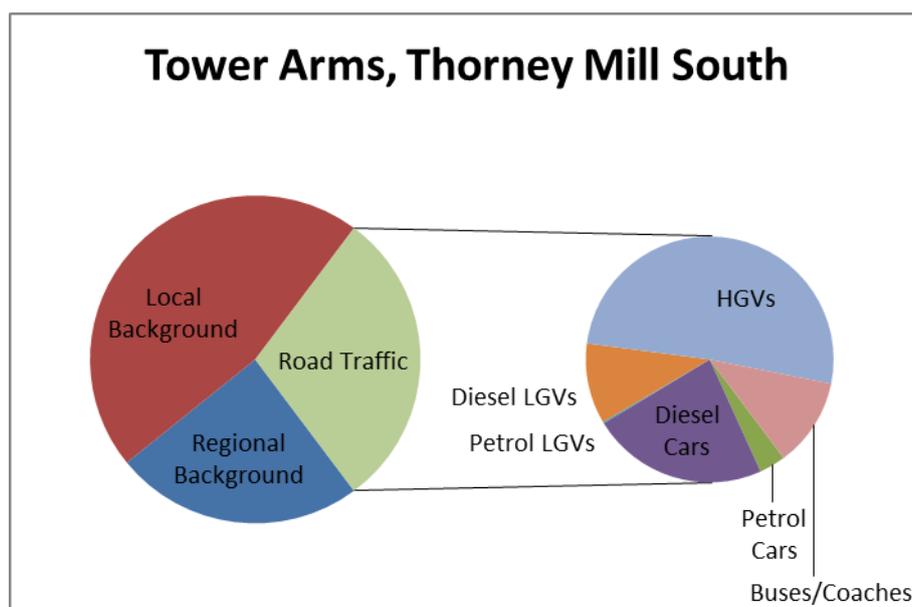
A source apportionment exercise was carried out by South Bucks District Council in 2018. The calculation was carried out using 2017 monitoring data and 2016 traffic data. This is because the monitoring data was insufficient for 2016 and traffic data was not adequately classified in 2017. This identified that within the AQMA, the

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main source contributor were HGVs especially in Thorney Lane North and South. The results are summarised in the following charts



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### 3.4 Required Reduction in Emissions

The required reduction in Emissions has been calculated as NO<sub>x</sub> according to LAQM TG16 Box 7.6. The reduction in NO<sub>x</sub> was then converted back to NO<sub>2</sub> using the NO<sub>x</sub> to NO<sub>2</sub> calculator available on the Defra website.

Site	Reduction in NO <sub>2</sub> required in $\mu\text{gm}^{-3}$ to achieve annual mean objective of $40\mu\text{gm}^{-3}$
6 Thorney Lane North	6.38
Tower Arms	2.74

### 3.5 Key Priorities

In Summary based on the conclusions of the above an Action Plan that focuses on reducing emissions from HGVs should reduce concentrations of NO<sub>2</sub> as quickly as possible. For example, a 1% reduction in HGV movements on the M25 is likely to

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bring about a reduction approaching 5% in terms of total NO<sub>x</sub> road traffic emissions on the M25.

Whilst South Bucks has very little control on the traffic travelling through the district on the motorway it can influence the fleet of HGVs which originate within its area, travel on local roads and ultimately move on to the motorway. The action plan will outline a short to long term vision for Iver.

- Priority 1 – (Short Term). The Traffic and Transport study also identified that a significant number of the HGVs travelling on Iver High Street and Thorney Mill North and South originate from the 3 industrial estates located within Iver Parish. An improvement in emissions from HGVs can be fulfilled by both encouraging uptake of cleaner vehicles and reducing the number of vehicles where possible.
- Priority 2 – (Short Term) Minimise impacts from Nationally Significant Infrastructure Projects (NSIP) and Local Developments such as Heathrow third runway, Western Rail Link to Heathrow and Pinewood Studios Development Framework.
- Priority 3 (Medium Term). To improve the environmental capacity – place and movement along the B470 Iver High Street and the northern end of Thorney Mill North and to carry out public realm improvements, enhancing the urban environment and creating a much more pleasant place. Car Park provision should remove parked cars from the side of the road and allow traffic to move freely through the village as well as allowing Pedestrians and possibly cyclists to travel around the village.
- Priority 4 – (Long Term) Undertake a feasibility study to ascertain whether a charging or non-charging Clean Air Zone (CAZ) will reduce concentrations of Nitrogen Dioxide in the Air Quality Management Area as quickly as possible. Develop a relief road that will take HGVs away from Iver High Street and Thorney Mill North.

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The priorities outlined above should not only reduce air pollution in Iver but will allow the development of further measures such as improving infrastructure to allow greater uptake of cycling and walking in the area.

## 4. Development and Implementation of South Bucks District Council AQAP

### 4.1 Consultation and Stakeholder Engagement

In developing/updating this AQAP, we have worked with other local authorities, agencies, businesses and the local community to improve local air quality. Schedule 11 of the Environment Act 1995 requires local authorities to consult the bodies listed in Table 4.1. In addition, we have undertaken the following stakeholder engagement:

- A questionnaire is to be posted on the Council's website once the Action Plan has been approved by the Healthy Communities PAG. Invitations for comment will be sent to key stakeholders mentioned below.

The response to our consultation stakeholder engagement will be given in Appendix A.

**Table 4.1 – Consultation to be undertaken**

Yes/No	Consultee
Yes	the Secretary of State
Yes	the Environment Agency
Yes	the highways authority
Yes	all neighbouring local authorities
Yes	other public authorities as appropriate, such as Public Health officials
Yes	bodies representing local business interests and other organisations such as Bucks Business First



## 4.2 Steering Group

Two steering groups were set up for the development of the Air Quality Action Plan. Meetings were set up for both groups as well as consulting officers individually.

### **Officers Steering Group**

Various representatives from Transport Economy and Environment – Bucks County Council

Planning Policy - South Bucks District Council

Strategic Environment Team – South Bucks District Council

### **Members Steering Group**

Members who represent the Ivers at the following Councils

- Iver Parish Council
- South Bucks District Council
- Buckinghamshire County Council

## 5.AQAP Measures

Table 5.1 shows the South Bucks District Council AQAP measures. It contains:

- a list of the actions that form part of the plan
- the responsible individual and departments/organisations who will deliver this action
- estimated cost of implementing each action (overall cost and cost to the local authority)
- expected benefit in terms of pollutant emission and/or concentration reduction
- the timescale for implementation
- how progress will be monitored

**NB:** Please see future ASRs for regular annual updates on implementation of these measures

Table 5.1 – Air Quality Action Plan Measures

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
1	Develop a business case to obtain funding to deliver a Relief Road for Iver Village	Traffic Management	Other	Bucks CC	Currently underway	Summer 2019	Funding Obtained	N/A	Draft Business Case	Summer 2019	Once the business case will be accepted and adequate funding received the Iver Relief Road will be developed
2	Implement Freight Strategy	Freight and Delivery Management	Other	Bucks CC/ SBDC	Active	Freight Strategy Action Plan under development to include some actions mentioned below.	See points 6, 7 and 8	See Note 1	Freight Strategy completed		
		Promoting Low Emission Transport	Company Vehicle Procurement – prioritising uptake of low emission vehicles								

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
3	Carry out a feasibility study to ascertain whether a Clean Air Zone is the best method for reducing NO <sub>x</sub> in Iver	Promoting Low Emission Transport	Low Emission Zone or Clean Air Zone	SBDC	31/12/2019	Dependant on the conclusion of the feasibility study	Feasibility Study Completed	See Note 1	Air Quality Grant Funding applied for	Dec2019	Defra Air Quality Funding applied for. Rejected as cannot demonstrate reduction in emissions within the next 2 years.
4	Set up a working group to explore options to provide off road parking on Iver High Street to enable parking restrictions to be placed on Iver High Street.	Traffic Management	Workplace Parking Levy, Parking Enforcement on highway	SBDC/BCC	Autumn 2019	Summer 2020	Reduction in On Street parking	See Note 1	Initiation Stage		This project is dependent on there being land available to provide car parking.

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
5	The same working group in point 4 to identify locations to Install EV Charging points in on road car parking bays	Promoting Low Emission Transport	Priority Parking for LEVs	SBDC	Autumn 2019	Summer 2020	EV chargers in place	See Note 1	Initiation Stage		
6	Promote Vehicle retrofitting programmes	Vehicle Fleet Efficiency	Vehicle Retrofitting programmes	SBDC/Bucks CC	Development of promotional material Winter 2019	Spring 2020	Number of vehicles retrofitted to Euro VI standard	See Note 1	Initiation Stage		
7	Promote driver training and ECO aids	Vehicle Fleet Efficiency	Driver training and ECO driving aids	SBDC/Bucks CC/BAQM G	Development of promotional material Winter 2019	Spring 2020	Number of Drivers undertaken Eco Driver training	See Note 1	Initiation Stage		

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
8	Work with Local Industrial Estates and explore the provision of alternative Fuel Infrastructure to promote Low Emission HGVs	Promoting Low Emission Transport	Procuring alternative Refuelling infrastructure to promote Low Emission Vehicles, EV recharging, Gas fuel recharging	SBDC/Bucks CC	Application for Defra Grant Autumn/Winter 2019	Dependant on receipt of Defra Grant and cooperation from Industrial Estates	Refuelling infrastructure installed in 1 industrial estate	See Note 1	Initiation Stage		
9	Develop and Implement Bucks Wide Low Emission Strategy	Policy Guidance and Development Control	Low Emissions Strategy	BAQMG	Active	If accepted LES to be published in April 2020	LES published	See Note 1	A Project Initiation Document developed outlining the purpose of the Strategy. The document is currently awaiting approval.	April 2020	

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
11	Improve cycling infrastructure	Transport Planning and Infrastructure	Cycle network	BCC	Active	Difficult to implement safely with High percentage of HGVs and car parking on the High Street	Cycle Route developed	See Note 1	BCC has identified a possible Cycle/footway Iver Village to Iver Station (see appendix T Iver Traffic and Transport Study)		
12	Work with Heathrow airport to set up a bus service for employees	Transport Planning and Infrastructure	Public transport improvements- interchanges stations and services	BCC	Approach Heathrow Airport Ltd	Dependant on bus service being a viable option	Bus Route established	See Note 1	Initiation Phase		
13	Promote Healthy Travel on Social Media platforms including twitter and Facebook	Public Information	Other	SBDC	active	ongoing	Number of impressions on Twitter. Number of people reached on Facebook and LinkedIn	See Note 1	ongoing		The Council promotes Clean Air Day and other campaigns on Social Media

Measure No.	Measure	EU Category	EU Classification	Lead Authority	Planning Phase	Implementation Phase	Key Performance Indicator	Target Pollution Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments
14	Work with Iver Village Infant and Junior Schools to increase awareness and encourage Healthy Travel to School	Promoting Travel Alternatives	School Travel Plans	IVJS/SBDC/BCC	Active	ongoing	Mode shift Stars Category	See Note 1	IVJS Travel Plan Published	Ongoing project	Explore funding to provide schemes to incentivise uptake of Health Travel
<p>NOTE 1 - It is not possible to specifically quantify the impact of these projects that the Council are working on with partners without the use of detailed modelling. However individual &amp; cumulative AQ measures which reduce emissions are beneficial to improving pollutant levels both with the AQMAs and the District generally</p>											

# Appendix A: Response to Consultation

Table A.1 – Summary of Responses to Consultation and Stakeholder Engagement on the AQAP

Consultee	Category	Response
e.g. Chamber of Commerce	Business	E.g. Disagree with plan to remove parking on High Street in favour of buses and cycles; consider it will harm business of members.

## Appendix B: Reasons for Not Pursuing Action Plan Measures

Table B.1 – Action Plan Measures Not Pursued and the Reasons for that Decision

Action category	Action description	Reason action is not being pursued (including Stakeholder views)
	Complete table for all measures that will not be pursued.	Add a 2-3 sentence summary for each action

## Appendix C: Funding Opportunities

Source	Who is it for?	Availability
Community Infrastructure Levy (CIL)		
S106 (including from infrastructure projects)		
Heathrow Community Fund <a href="https://www.heathrowcommunityfund.com/need-funding">https://www.heathrowcommunityfund.com/need-funding</a> .	Environment and Sustainability Grants: for projects focused on the environment and sustainability	
Heathrow Sustainable Travel Fund (HSTF)		
Air Quality Grant	Local Authorities with AQMAs	Autumn/Winter 2019
Department for Transport grants? TBC but possible for Iver Relief Road?		
OLEV grants <a href="https://www.gov.uk/government/organisations/office-for-low-emission-vehicles">https://www.gov.uk/government/organisations/office-for-low-emission-vehicles</a>	Homeowners Businesses Local Authorities	Ongoing

## 6. Glossary of Terms

Abbreviation	Description
AQAP	Air Quality Action Plan - A detailed description of measures, outcomes, achievement dates and implementation methods, showing how the local authority intends to achieve air quality limit values'
AQMA	Air Quality Management Area – An area where air pollutant concentrations exceed / are likely to exceed the relevant air quality objectives. AQMAs are declared for specific pollutants and objectives
AQS	Air Quality Strategy
ASR	Air quality Annual Status Report
Defra	Department for Environment, Food and Rural Affairs
EU	European Union
LAQM	Local Air Quality Management
NO <sub>2</sub>	Nitrogen Dioxide
NO <sub>x</sub>	Nitrogen Oxides
PM <sub>10</sub>	Airborne particulate matter with an aerodynamic diameter of 10µm (micrometres or microns) or less
PM <sub>2.5</sub>	Airborne particulate matter with an aerodynamic diameter of 2.5µm or less

## 7. References

- South Bucks 2018 Air Quality Annual Status Report  
[www.southbucks.gov.uk/review-and-assessment](http://www.southbucks.gov.uk/review-and-assessment)
- Relevant Policy and Technical Guidance documents:
  - Technical Guidance LAQM.TG (16)  
<https://laqm.defra.gov.uk/documents/LAQM-TG16-February-18-v1.pdf>
  - Policy Guidance LAQM.PG (16)  
<https://laqm.defra.gov.uk/documents/LAQM-PG16-April-16-v1.pdf>
- South Buckinghamshire District Council Local Air Quality Management Review & assessment – Detailed Assessment April 2004  
[www.southbucks.gov.uk/review-and-assessment](http://www.southbucks.gov.uk/review-and-assessment)
- Detailed Assessment of Air Quality in Iver for South Bucks District Council December 2016 [www.southbucks.gov.uk/review-and-assessment](http://www.southbucks.gov.uk/review-and-assessment)
- National Planning and Policy Framework  
<https://www.gov.uk/government/publications/national-planning-policy-framework--2>
- Clean Air Strategy 2019 <https://www.gov.uk/government/publications/clean-air-strategy-2019>
- Buckinghamshire District Council Local Transport Plan 4  
<https://www.buckscc.gov.uk/services/council-and-democracy/our-plans/local-transport-plan-4/>
- Adopted Local Plan 1999  
<https://www.southbucks.gov.uk/planning/localplan1999>
- The Adopted Core Strategy 2011  
<https://www.southbucks.gov.uk/planning/corestrategy>
- Iver Traffic and Transport Study  
<https://www.buckscc.gov.uk/services/transport-and-roads/improvement-schemes-and-projects/iver-traffic-and-transport-study/>

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<b>SUBJECT:</b>	FOOD AND HEALTH AND SAFETY BUSINESS PLANS
<b>REPORT OF:</b>	<i>Healthy Communities – Councillor Patrick Hogan</i>
<b>RESPONSIBLE OFFICER</b>	<i>Steve Bambrick, Acting Chief Executive Martin Holt, Head of Healthy Communities</i>
<b>REPORT AUTHOR</b>	<i>Ian Snudden, 01494 732057, isnudden@chilternandsouthbucks.gov.uk</i>
<b>WARD/S AFFECTED</b>	<i>All</i>

### 1. Purpose of Report

To obtain Members' approval for the adoption of the joint Food and Health and Safety Service Plan and Food and Health and Safety Enforcement Policies for the year 2019/2020.

The Policy Advisory Group is requested to advise the Portfolio Holder on the following recommendations to Cabinet:

#### RECOMMENDATIONS

- To approve the joint Food and Health and Safety Service Plan
- To approve the Food and Health and Safety Enforcement Policies

### 2. Reasons for Recommendations

The Food Standards Agency's (FSA) Code of Practice and the Health and Safety Executive (HSE) require local authorities to produce and publish an annual service plan that demonstrates how the authorities are working to deliver its food safety and health and safety services. The Office for Product Safety and Standards also requires local authorities to produce and publish their enforcement policies and to ensure that they comply with The Regulator's Code.

### 3. Report

The Food and Health and Safety Service Business Plan details how the food and health and safety enforcement services are to be delivered within both Chiltern District Council and South Bucks District Council areas for the year 2019/20.

The Service Plan is divided into the issues covered by the Food Standards Agency (FSA) Framework Agreement and the key priorities identified by the Health and Safety Executive's (HSE) Strategy Document. The Service Plan and Enforcement Policies are appended.

#### Food Safety Service 2019/20

Since the introduction of the national Food Hygiene Rating Scheme, the percentage of all eligible rated food premises (rating of 3 or better) continues to increase and is currently 96% for Chiltern and 97% for South Bucks District Councils, higher than the national average of 95.3%. Whilst the main approach to inspections is supportive, where businesses persistently fail to engage or improve standards, then more formal enforcement action will continue to be taken. Officers will continue to focus on the highest risk businesses and those that have a

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rating of 0-2. In 2018/19, significant enforcement activity took place and four food businesses were successfully prosecuted with fines being issued in the Crown Court of up to £33,000 and substantial costs being awarded.

Specific areas of work have been identified in relation to continual service improvement and flexible mobile working and increased commercialisation of the service. The Food Standards Agency is still examining how regulatory interventions are delivered and is continuing to consult on its model 'Regulating Our Future'. The Agency is also issuing guidance to both local authorities and businesses in relation to preparation for the UK to depart the EU. Officers are also monitoring the impact that the UK's exit from the EU will have on food safety delivery and how services will be delivered in the future following the decision to move to unitary authority status. These are reflected in the service plan action plan.

### **Health and Safety Service 2018/19**

Whilst health and safety remains a key priority for the Government, it aims to reduce the inspection burden on businesses. The consequence of this is that officers will only inspect businesses where there is a specific need, either due to local or national intelligence and the national strategic priorities. These priorities cover a range of sector specific interventions and cross-cutting themes. In 2018/19 enforcement action was taken against a number of animal petting establishments for poor hygiene and safety arrangements.

### **Food Policy and Health and Safety Enforcement Policy**

Both policies reflect the principles set out in the Regulators' Code issued by the Better Regulation Delivery Office (now the Office of Product Safety and Standards). The key principles are to supporting growth, engaging with businesses, having a transparent and risk based approach to activities, sharing information between regulators and providing clear information and advice to businesses. The Regulators' Code applies to local authority regulatory services such as: environmental health, licensing, housing standards, planning enforcement, building control and revenues and benefits. A corporate enforcement policy has been developed and the policies have been drafted in accordance with this overarching policy.

#### **4. Consultation**

Not Applicable

#### **5. Options**

Not Applicable

#### **6. Corporate Implications**

- 6.1 Financial – the service plan will be delivered within existing budgets
- 6.2 Legal – The Food Standards Agency requires local authorities to produce and publish a food service plan, as does the Health and Safety Executive for health and safety and local authorities are audited by these Government bodies for compliance against the statutory guidance. The FSA audit reports are public documents and published on the FSA website.

**7. Links to Council Policy Objectives**

The plan stems from the Healthy Communities Service Plan and makes a positive contribution towards the Chiltern District and South Bucks Councils' *Joint Business Plan 2015 – 2020* and *Sustainable Community Strategy 2009 – 2026*. The plan links into the Councils' Performance Management Framework.

**8. Next Step**

The approved action plan for the service plan will be implemented across both local authorities.

<b>Background Papers:</b>	It is a legal requirement that we make available any background papers relied on to prepare the report and should be listed at the end of the report (copies of Part 1 background papers for executive decisions must be provided to Democratic Services )
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**CHILTERN DISTRICT COUNCIL  
and  
SOUTH BUCKS DISTRICT COUNCIL**

**Environmental Health Section**

**FOOD POLICY**

**2019-2020**



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1.0	Aims and Objectives
2.0	Standards for food related work
3.0	Food Hygiene Interventions
4.0	Enforcement Policy
5.0	Policy with respect to Complaints
6.0	Policy with respect to Sampling
Appendix 1	Risk Rating Categories and Interventions
Appendix 2	Service Standards

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## **BACKGROUND**

The Healthy Communities Division has a key role in working with businesses and consumers to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within the districts, is without risk to the health or safety of the consumer.

Whilst many incidents of food borne illness arise from visits abroad and poor hygiene awareness in the home, the need for high standards of hygiene within food businesses remains paramount particularly to engender public confidence and meet consumer expectations.

The Councils' approach to the enforcement of food safety reflects the responsibilities placed upon them by the Food Safety Act 1990, Food Safety and Hygiene (England) Regulations 2013, General Food Regulations 2004 (as amended), the Official Feed and Food Control (England) Regulations 2009 (as amended) and other regulations.

We aim to protect the public by delivering a complementary programme of education and enforcement which endeavours to ensure that food businesses within the districts are operated and maintained at a standard that complies with relevant legislation. We also ensure that our service fulfils the statutory duty imposed on the Councils as "food authorities" and to ensure the effective implementation of Government strategy on food safety issues.

Our enforcement policy reflects the Principles of Good Regulation set out in the Legislative and Regulatory Reform Act 2006, namely that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent; and that regulatory activities should be targeted only at cases in which action is needed. In drafting this policy, we have taken account of the Regulator's Code and the Councils' overarching enforcement policy.

It should be noted that during the life of this policy, Chiltern and South Bucks District Councils will form part of a new Buckinghamshire Unitary Authority. Therefore, any reference to either of the district councils or the county council after 1<sup>st</sup> April 2020 should be construed as being that of the new unitary authority.

## **1.0 AIMS AND OBJECTIVES**

### **1.1 Aims**

It is the Councils' aims for food safety to:

- protect public health and ensure that food intended for human consumption is safe
- support and assist businesses to **comply with legal obligations**
- provide consistent, accurate and up-to-date information aimed at providing protection to consumers
- provide effective and efficient regulatory services that meets customer needs

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## 1.2 Objectives

The Councils will achieve these aims in the following ways:

- Targeted, current and relevant information to businesses and consumers
- Ensure officers are equipped with tools to effectively support businesses to help them achieve good levels of compliance
- Target our enforcement activity on those areas which give rise to the most serious risks and concerns. Ensure that poor performing businesses are proportionately targeted with support or enforcement action where appropriate
- Adopt a "light touch" approach to compliant businesses and organisations
- Proactive campaigns to promote food hygiene ratings

## 1.3 Service Delivery

The service will be delivered through:

- i) routine programmed inspections of food businesses, with a frequency determined by a risk assessment, with appropriate follow-up action;
- ii) assessment of relevant food hygiene practices to determine a food hygiene rating, in line with the national Food Hygiene Rating Scheme (FHRS). Premises are given a rating of between 0-5 and results are posted onto the Food Standards Agency website to provide clear, accountable evidence of visits;
- iii) routine self-assessment questionnaires to low risk premises;
- iv) investigation of complaints and incidents with appropriate follow-up action;
- v) participation in national and local sampling programmes;
- vi) appropriate training, development and monitoring of Council officers in accordance with Chapter 4 of the FSA Food Law Code of Practice;
- vii) provision of information and advice to businesses about legal requirements, good practices and what to expect of the inspecting officer/authority;
- viii) provision of relevant food safety courses for food handlers;
- ix) promotional activities to inform and encourage high standards;
- x) promotional activities to educate the consumer in food hygiene and safety.

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#### 1.4 Priorities

Priority will be given to targeting those activities that pose the greatest risk to the consumer arising from the consumption of food. This will be by:

- the correct and uniform identification of high-risk processes during programmed inspections and other interventions, including complaint investigation and to concentrate efforts to reduce significant risks;
- focussing enforcement efforts on those businesses that pose the greatest risks e.g. those that are not broadly compliant;
- ensuring efforts are focussed on persistent offenders;
- ensuring compliance with the law and;
- engaging in those promotional activities for businesses and consumers which are most likely to foster improved safety.

## 2.0 STANDARDS FOR FOOD RELATED WORK

### 2.1 Authorisations

The Councils will set standards for the qualifications, experience and competence of its officers.

In the context of the Food Safety Act 1990 and Regulations under the European Communities Act 1972, an authorised officer's powers include the inspection of food premises, the inspection, detention and seizure of food, the service of notices and taking emergency action. Authorised officers will be authorised in accordance with the Food Safety Law Code of Practice.

Under the Chiltern District Council Constitution reviewed on 12 February 2008, the Head of Healthy Communities has the following delegated authority:

- i) to appoint Inspectors for all purposes in connection with the Food Safety Act 1990 and any statutory instruments made under the European Communities Act 1972 relating to food safety and/or food hygiene and all subordinate and/or related enactments thereto including (without prejudice to the generality of the foregoing);
- ii) to exercise or to authorise appointed Inspectors to exercise any of the powers specified within the enactments referred to above, including powers of:
  - Entry and inspection of premises, equipment and articles;
  - Approval or refusal of licences;

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- Registration of premises;
- Service of improvement and emergency prohibition notices;
- Seizure and detention and remedial action notices;
- Taking of samples
- Certifying that food has not been produced and distributed in accordance with Food Hygiene Regulations., and
- To institute prosecution proceedings or issue simple cautions in connection with any offences created by the enactments above.

Under the South Bucks District Council Constitution adopted on 25<sup>th</sup> February 2015, the Director of Services has the following delegated authority:

- i) to appoint authorised officers and inspectors for functions Director of Services and issue new authorisations and powers of entry under all Acts of Parliament and Regulations within the terms of reference of the Executive, subject to any exercise of the powers being reported to the next meeting.
- ii) The seizure of food which fails to comply with food safety requirements or appears likely to cause food poisoning or any disease communicable to human beings.
- iii) The service of Improvement Notices.
- iv) The service of Emergency Prohibition Notices (in consultation with Head of Legal Services)
- v) The issue of approvals under ‘Product Specific’ Regulations.
- vi) Authority to make a departure from the approved Food Safety Enforcement Policy; (in consultation with the Health & Housing Portfolio Holder.
- vii) Authority to revise the policy to take account of staff and legal changes, as necessary from time to time; and
- viii) Authority to issue a formal caution as an alternative to pursuing a prosecution, in appropriate circumstances, offences in relation to Food Safety (Environmental Health Officer in consultation with the Head of Legal Services and the Head of Health and Housing/Director of Services in accordance with considerations set out in the Policy.

The Director of Services and Head of Healthy Communities, in exercising their authority to appoint authorised officers, will apply the standards contained in this policy.

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### 2.1.1 Inspections

The inspection of food premises will only be undertaken by officers who are suitably qualified, experienced and competent in accordance with the requirements of the Food Law Code of Practice pertinent to their duties. This will equally apply to those employed on a contract basis. Inspectors will be authorised in accordance with the '*Authorisation and Training Procedure*'.

Newly appointed officers or currently employed officers who are extending their duties will not be authorised unless they are qualified as above, that they possess the appropriate competencies, skills, qualifications and experience to undertake their duties and that they have undergone a period of structured training in accordance with the Code of Practice. The assessment of competency etc. will be undertaken by the Senior Specialist Environmental Health Officer (Business Support) in consultation with the Principal Environmental Health Officer.

### 2.1.2 Enforcement Notices

Service of Hygiene Improvement Notices will only be undertaken by qualified officers with experience in food law enforcement, in accordance with the Food Law Code of Practice and after consultation with the Senior Specialist Environmental Health Officer (Business Support) or Principal Environmental Health Officer.

The service of notices by hand will be by any person who is capable of explaining the meaning and legal status of the notice. Notices served by other methods will be in accordance with current legal guidance.

The Environmental Health Officers will be authorised to serve Hygiene Emergency Prohibition Notices in accordance with the standards within the policy. Where practicable, he/she will be accompanied by another EHO to corroborate the proceedings and will consult with the Senior Specialist Environmental Health Officer (Business Support) or Principal Environmental Health Officer.

### 2.1.3 Seizure and Detention of Food

Environmental Health Officers will be authorised to inspect, detain and seize foodstuffs subject to experience and competence.

All officers will be assessed for the necessary practical skills, experience and competency by the Senior Specialist Environmental Health Officer (Business Support).

### 2.1.4 Competency

The Principal Environmental Health Officer has been given specific responsibility for food hygiene and food safety matters and managing the food safety service. This will be in accordance with the documented '*Food Safety Monitoring Procedure*'.

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Environmental Health Officers and Environmental Health Technical Officers will carry out inspections and exercise their powers in accordance with the relevant legislation, Food Law Code of Practice and within the restrictions of their authorisation.

The Senior Specialist Environmental Health Officer (Business Support) (or in his/her absence, the Principal Environmental Health Officer) will be responsible for the supervision and training of officers and for the maintenance of auditable records. The FSA Competency Framework will be used to establish current qualifications and competencies and to identify future training needs in order that officers can effectively carry out their duties.

Recommendations will be made by the Principal Environmental Health Officer or Senior Specialist Environmental Health Officer (Business Support), to the Head of Healthy Communities in respect of the powers to be given to officers and the category of premises to be inspected.

A list of the officers, their powers and the category of premises which the officer may inspect, will be maintained and regularly updated in an *'Authorisations Manual'*. Records of training will also be kept.

Other officers may be appointed to assist in carrying out inspections.

## 2.2 Guidance

The authorities will have regard to the Food Law Code of Practice and Guidance issued by the Food Standards Agency, other advice issued by the Government, advice issued by the Office of Product Safety and Standards, information and guidance issued by a Primary Authority and any approved Industry Guides.

## 2.3 Approvals

Some specific food premises are required to be formally approved by the local authority. They are then given an approval number that specifically relates to their premises and products and can then use the "health mark" required by EC Directives.

The Head of Healthy Communities, in consultation with the Principal Environmental Health Officer, has the authority to issue or revoke such approvals.

Other suitably qualified and experienced officers will be designated as being able to approve premises which will be assessed and recorded as in 2.1, above. The ability to revoke approvals will remain solely within the authority of any of the two officers named above.

## 2.4 Licences and Registrations

Under the Chiltern District Council Constitution, the Head of Healthy Communities

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has delegated power to issue licences and registrations pursuant to Section 19 of the Food Safety Act 1990 and to refuse or revoke licences in accordance with Regulations and any guidance issued. This function is delegated to the Director of Services in South Bucks District Council. This will be in consultation with the Principal Environmental Health Officer.

## 2.5 Uniformity

The Authorities acknowledge the need to act in a consistent and uniform manner and advocate a common-sense approach to the selection of enforcement action and activities.

The following areas are all considered important in achieving uniformity. These are detailed in the *'Inspection Monitoring Management System'*:

- i) the awareness, adherence to and review of the food policy document and further development of office procedures;
- ii) training, qualifications, supervision of staff. Regular practical training and update sessions will be essential to ensure uniformity;
- iii) cross monitoring visits of staff;
- iv) use of the Primary Authority Partnership Scheme, specified by the Office of Product Safety and Standards;
- v) liaison with local food groups/adjoining authorities. Use of joint training initiatives. Co-operation and joint working on uniformity issues;
- vi) compliance with the Code of Practice and guidance.

## 2.6 Advice to Businesses

The Authorities are committed to ensuring that food businesses are aware of their legal obligations and to supporting businesses in achieving best practice by providing coaching, training and appropriate advice.

In responding to requests, the advice given should support compliance and be reliable. On a quarterly basis, the information on the Councils' website will be reviewed in light of changes in legislation and government guidance. Requests for advice should not necessarily trigger enforcement action but should be a means to forge positive relationships with businesses.

Where opportunities arise to provide advice and guidance to businesses over and above that required to ensure legal compliance, e.g. to increase a business' food hygiene rating or to establish 'best practise' for supplier auditing purposes, then a charge may be made.

Where a charged advisory service is provided to a business and significant risks are identified which pose a serious and imminent risk to health, these will be brought to the attention of the business for immediate action to rectify. Officers will be expected to ensure that action is taken by the business and if not, appropriate enforcement

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action will be taken. Steps will be taken to ensure that there is no conflict of interest between officers providing the advice and those undertaking routine enforcement work.

Where advice is provided by another agency, e.g. Trading Standards at the County Council, then the business will be appropriately signposted. In relation to allergens in food, officers will provide advice in respect of non-pre packed food. All other requests for guidance and information will be referred to Buckinghamshire County Council Trading Standards. Officers will not make direct referrals.

In particular:

- i) businesses will be encouraged to acquire food hygiene training. To assist in this, Level 2 Food Hygiene courses will be run by or in partnership with, the authorities for as long as demanded, on a cost recovery basis in order to encourage attendance. In addition, a range of online courses are also available. A charitable organisation will be able to benefit from 2 discounted group courses per year, after which they will be charged at the going rate for group bookings. At all times it will be made clear that there is no legal requirement to attend the course run by the Councils;
- ii) the Councils' websites will be the primary source of information to assist businesses with interpretation of legislation or good practice. The Councils also provide services for ethnic minority groups through 'Language Line' translation services and courses in languages other than English. Where the Councils do not provide the service themselves, information will be given to businesses about other providers.
- iii) a chargeable advice service may be available to new and existing food businesses to support them in achieving high standards of safety and compliance.
- iv) businesses will be supported and encouraged to participate in the Primary Authority Partnership Scheme where applicable.
- v) coaching and mentoring visits will be made to businesses in order to raise standards of hygiene by focussing on issues identified during primary inspections. Appropriate toolkits will be used to assist effective delivery of information.
- vi) where there is sufficient demand occasional talks will be given to businesses. Charges to cover costs may be made for out of hour's sessions.

## 2.7 Advice to Consumers

The authorities are committed to assisting consumers to understand basic hygiene in

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the home and to providing consumer confidence in local food businesses. The Councils' website will provide access to advice and information on food safety issues and will be reviewed on a quarterly basis. The authorities will participate in national food safety activities and local events and promote the national Food Hygiene Rating Scheme. Talks to voluntary organisations and groups will be given free of charge where resources permit.

## 2.8 Conduct

Inspecting officers will at all times act and dress in a professional manner. Protective clothing will be worn that is appropriate to the premises being inspected and equipment will be maintained and calibrated where appropriate.

Officers will ensure the highest standards of personal hygiene and will not act in such a way as to pose a risk of cross contamination or to health.

## 2.9 Information Sharing

Where the legislation permits, the authorities will share information via agreed secure mechanisms with other regulatory agencies and local authorities about businesses to help target resources and activities and to minimise duplication.

The authorities will share information about businesses with the primary authority as appropriate and with other authorities when acting as a Primary Authority.

The authorities will, where feasible, follow the principle of 'collect once, use many times' when requesting information from businesses.

## 3.0 FOOD HYGIENE INTERVENTIONS

### 3.1 Premises

An up to date record will be kept and maintained on a computer database of all known food premises, together with the food register required by law. All known food businesses will be assessed for the need to be included on the planned programme of inspection based on information obtained from the food business operator or following inspection.

Newly registered high risk food businesses will be inspected within 28 days following receipt of the application for registration. Any longer period should take account of the nature of the business and prior knowledge of the level of managerial competence.

### 3.2 Frequency and type of inspections

Over the last few years there have been a series of regulatory reforms, which aim to

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reduce red tape and regulatory burdens upon business. In light of the regulatory reviews it has been recognised that "a key element of their activity will be to allow, or even encourage, economic progress and only to intervene when there is a clear case for protection." The reviews also stated that "The few businesses that persistently break regulations should be identified quickly and face proportionate and meaningful sanctions."

Article 2 of EC Regulation 882/2004, states that, it is possible to undertake Official Controls by means other than the traditional food hygiene inspection. It goes on to recognise five other activities (classed as interventions) which are deemed to meet the requirements of an official control at a food business. They are; Inspections, Audit, Sampling, Monitoring, Surveillance and Verification. The Food Standards Agency also identifies other ways of assessing and encouraging low risk businesses to be compliant such as by coaching, advice and training.

Article 2 of Regulation 882/2004 provides the following definitions of official controls:

**'Inspection'** means the examination of any aspect of feed, food, animal health and welfare in order to verify that such aspect(s) comply with the legal requirements of feed and food law and animal health and welfare rules.

**'Monitoring'** means conducting a planned sequence of observations or measurements with a view to obtaining an overview of the state of compliance with feed or food law, animal health and animal welfare rules.

**'Surveillance'** means a careful observation of one or more food businesses, or food business operators or their activities.

**'Verification'** means the checking, by examination and the consideration of objective evidence, whether specified requirements have been fulfilled.

**'Audit'** means a systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

**'Sampling for analysis'** means taking feed or food or any other substance (including from the environment) relevant to the production, processing and distribution of feed or food or to the health of animals, in order to verify through analysis compliance with feed or food law or animal health rules.

In light of this, the Food Safety Code of Practice, to which officers must have regard when inspecting food businesses, allows authorised officers and food authorities to use a range of interventions, using strategy and officers' professional judgement to determine the most suitable level of intervention, proportionate to the activities of the food business. The range and scope of interventions is detailed in *Appendix 1*. In determining the inspection approach, officers will take into account the compliance record of the business and any other earned recognition and third party verification

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in place. Officers have been given training and regular reviews are in place to ensure consistency in this approach. Interventions are defined as activities that are designed to monitor, support and increase food law compliance within a food establishment. More intensive regulation will be directed at those food businesses that pose the greatest risk.

Systems will be maintained to monitor inspection frequency against the planned programme. All visits will be recorded on the computer-based system and documents scanned to the corporate Electronic Document Management System.

### 3.3 Inspection Procedure

#### 3.3.1 Approach

The authorities will work to the standards in the Food Law Code of Practice and Guidance and the internal inspections procedure documents.

The main purpose of inspection is to identify potential risks to food safety or which are likely to give rise to food poisoning and to ensure that the business understands the risks and has put the necessary measures in place to minimise them. When undertaking an intervention, officers will pay particular emphasis to HACCP based management systems. However it is recognised that the seven HACCP principles are a model towards compliance and that the legislative requirement can be achieved by other simplified, effective equivalent means.

A systematic approach to risk assessment will be adopted based on The Food Safety and Hygiene (England) Regulations 2013. Where businesses have identified their own critical points for food safety and have introduced controls, the intervention will focus on the accuracy of the critical points assessment and on the effectiveness of the controls. Written assessments will normally be expected in high risk or complex businesses. Low risk or simple businesses will not be expected to have written or elaborate assessments although the use of Safer Food, Better Business will be promoted where appropriate.

Where no assessment by the business can be demonstrated the inspection will focus on the officer's own critical points assessment and examination of controls. In accordance with government advice on enforcement, formal action will be considered where an informal approach has been unsuccessful in achieving compliance with the food safety management requirements.

The whole of a premise may not necessarily be inspected at each inspection; those areas of greatest risk will be given priority. Where the inspection varies from government guidance or departmental procedures, this will be recorded.

Computer records will be updated following every visit.

A Memorandum of Understanding exists between the County and District Councils

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where they jointly have powers to enforce a particular piece of legislation e.g. with Trading Standards, then officers will liaise with the County Council to discuss the most appropriate course of action. In relation to enforcement of allergen information (Food Information Regulations 2013), officers will check for compliance when undertaking programmed official food controls and issue advice and guidance where there is non-compliance. Officers may seek formal compliance by taking enforcement where regulatory action for other food safety matters is being carried out.

### 3.3.2 Communication

Every intervention (including those where no defects are identified) will result in a written report to the proprietor. Copies of the report will be sent to the Manager or other relevant persons. The report will comply with the requirements of the Code of Practice and advice will be in line with guidance and relevant Industry Guides to Good Hygiene Practice issued by central government.

A standard format will be used. The report will cover the important issues noted during the inspection and will clearly distinguish between legal requirements and recommendations. It will give details of the person carrying out the inspection, date, time, the areas inspected, the FHRs rating where possible and the procedure if the proprietor disagrees with the issues raised in the report.

Good communication between inspector and proprietor/manager is essential wherever possible, including ensuring that the purpose and scope of an inspection is understood and the "works" needed following the inspection with an agreed time limit. The impact of the advice should be considered so that it does not impose unnecessary burdens upon businesses.

### 3.3.3 Timing of Inspections

Programmed inspections will be carried out at all reasonable hours. It is recognised that food businesses operate outside normal office hours of work and so the inspection programme will take this into account. Food businesses operating outside of 'normal' office hours will, on occasions, be inspected at times when different activities occur to that in the day time.

Programmed inspections will normally be unannounced with the following exceptions:

- i) where officers are unlikely to gain access without notifying the proprietor e.g. sports clubs, small home caterers, church halls etc.;
- ii) where security measures are in existence;
- iii) if full information is not able to be gained at the unannounced visit, an appointment may then be made to discuss the issues further, e.g. specific HACCP documentation, advice from a technical manager at a large manufacturer.

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Notice will not be given where complaints are being investigated.

Revisit dates may be notified in advance as an aid to ensuring that works are completed and to facilitate further discussions with the proprietor.

Where alternative dates for visits are requested by a business the inspector may agree, if suitable justification is given, and the inspector is satisfied that the purpose behind the request is not to conceal a major risk. Where the officer suspects that the intention is to hide a serious offence he/she should agree to have a quick inspection and then agree a full visit at a later date.

### 3.3.4 Revisits

Revisit inspections will be arranged to check on matters raised during an inspection (and any obvious extra defects) where there are *significant* contraventions and/or serious risks to public health and to check on compliance with statutory notices. They will not turn into a further full inspection except where a major risk is identified. Where significant breaches of hygiene regulations have been identified, the revisit should whenever practicable be undertaken by the same officer who undertook the initial visit. After initial inspections, employers must be made aware that a revisit will be made and appropriate dates discussed.

Revisits will not always result in a written report (unless further work is required) to the proprietor/manager although the proprietor/manager will always be advised of the outcome verbally, and in writing if requested. However, detailed records of revisits will be made and kept on the computer property database. Records will be maintained of formal and informal notices which have been complied with.

For premises with a FHRS score of 0, 1, or 2, a 2 phase revisit process will be implemented. This will apply to those businesses who have contraventions that are likely to affect the safety of the food being served, producing an 'unsafe contravention'. Where necessary, enforcement action will be taken in accordance with the Enforcement Policy. After the inspection, the business will receive a 1st revisit that will involve a coaching session in the areas that they have scored poorly on. A range of tools have been developed to aid officers when coaching these businesses. The business will then, if necessary, be given time to implement the changes before another revisit is made. Dependant upon the nature of the outstanding requirements, and the past history of the Food Business Operator, for the 2<sup>nd</sup> revisit, this may be able to be achieved over the phone. This process will only be implemented for non-compliant businesses that have not received any coaching or mentoring in the past. Should businesses fail to maintain their compliance during subsequent inspections, then enforcement action will be taken in accordance with the Enforcement Policy.

Where a re-inspection under the FHRS is requested, this will be in writing and supplemented with supporting evidence in order to establish whether adequate measures have been put in place to warrant a re-inspection. Re-inspections will

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generally be un-announced and will take place within 3 months of the request for re-inspection and the business re-rated according to the hygiene standards found at the time. Distinction will be made between those *re-visits* necessary to ensure compliance and to address food safety issues and those *re-inspections* at the request of the Food Business Operator to re-rate the business under the FHRS.

#### 4.0 ENFORCEMENT POLICY

This section sets out the policy relating to the general principles of enforcement in relation to food safety and is drafted in accordance with the overarching Corporate Enforcement Policy. It embraces the principles set out in the 'Regulators' Code' issued by the Better Regulation Delivery Office (now the Office for Product Safety and Standards).

More specific procedures concerned with statutory notices, emergency action, formal cautions and prosecutions are detailed in enforcement procedures. These procedures take account of all Codes of Practice and 'The Code for Crown Prosecutors'

Enforcement officers by necessity as professional officers have considerable discretion in decision making and initiating enforcement action. Such action can range from informal advice, information and support through to formal enforcement mechanisms, including the use of statutory notices and prosecution.

This part applies to all dealings, formal and informal, between officers and businesses, all of which contribute to securing compliance with the law. It will provide policy standards, aid professional judgements and decision making and ensure both consistent and effective enforcement.

##### 4.1 Principles of Enforcement

The core expectation for those we deal with, quite reasonably, is for us to be professional, fair, co-operative and consistent in our approaches. Businesses and the public also expect local authority actions to result in the remedying of potentially risky situations and for those guilty of serious offences to be adequately punished.

We will adopt a positive and proactive approach towards ensuring compliance by:

- i) helping and encouraging businesses to understand and meet regulatory requirements more easily without imposing unnecessary additional cost;
- ii) assess whether other social, environmental and economic outcomes can be achieved by less burdensome measures, and
- iii) responding proportionately to regulatory breaches.

Enforcement should be informed by the principles of **proportionality** in applying the law and securing compliance; **consistency** of approach; **targeting** of enforcement action, **openness** about how we operate and what businesses may expect and

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**helpfulness** in providing advice and assisting with compliance.

*Appendix 2* sets out the standards of service businesses should expect to receive.

It will be expected that enforcement officers, when making decisions and communicating with businesses will follow these principles, together with relevant codes of practice and guidance. The Primary Authority partnership scheme will be used where appropriate.

Any departure from this must only occur when the following criteria are complied with:

- i) in exceptional circumstances;
- ii) where actions are capable of justification;
- iii) where there has been full consultation with the Principal Environmental Health Officer or Environmental Health Manager.

Any sanctions or penalties being considered should:

- aim to change the behaviour of the offender;
- aim to eliminate any financial gain or benefit from non-compliance;
- be responsive and appropriate for the particular offender and regulatory issue
- be proportionate to the nature of the offence and the harm caused;
- aim to restore the harm caused by regulatory non-compliance, where appropriate; and
- aim to deter future non-compliance

This policy will be reviewed periodically in response to new legislation and guidance issued by central government departments.

#### 4.1.1 Proportionality

All enforcement actions and advice must be proportional to the risks posed to the public and the seriousness of any breach of legislation.

When considering enforcement action, consideration should be given to the cost of measures required to reduce the risk weighed against the benefit to be gained by reducing the risk. Consideration should be given as to the impact upon small businesses.

In addition, there should be a staged approach to enforcement action with increasing degrees of enforcement as management of businesses fail to respond to previous requests. Officers should provide an opportunity for dialogue in relation to the advice, requirements and decisions.

The only exceptions to the above approach would be where a serious and/or

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imminent risk to public safety or health exists.

The staged approach to enforcement is further detailed in the enforcement procedures.

#### 4.1.2 Consistency

Consistency of approach does not mean uniformity. It means taking a similar approach in similar circumstances to achieve similar ends.

Businesses expect consistency from enforcing authorities in advice given, the use of statutory notices, decisions on prosecution and responses to complaints. It is recognised however, that in practice it is not simply due to the wide range of variables faced. Therefore it is expected that officers will use their professional judgement and exercise discretion, in conjunction with this policy, when coming to a decision on appropriate action.

Enforcement officers will however have the following arrangements in place in order to promote consistency of approach: -

- i) Officers will perform validation exercises relating to joint inspections on an annual basis;
- ii) The Senior Specialist Environmental Health Officer (Business Support) will accompany all officers on a minimum of one initial inspection per year to assess the consistency of approach between officers;
- iii) Officers openly discuss cases at team meetings and/or with the Senior Specialist Environmental Health Officer (Business Support) to provide a consensus of opinion;
- iv) Formal action will be 'signed off' by the Principal Environmental Health Officer
- v) Where there is a need for clarification, approaches will be made to the Bucks Food Liaison Group;
- vi) Officers will participate in inter-authority consistency exercises and change working practices, if necessary, to achieve consistency;
- vii) Chiltern and South Bucks District Councils will take an active role in the Bucks Food Liaison Group;
- viii) Reference will be made to appropriate central government guidance;
- ix) Reference will be made to appropriate guidance issued by a Primary Authority;
- x) Where inconsistencies arise, appropriate training will be given by the Senior Specialist Environmental Health Officer (Business Support).

#### 4.1.3 Targeting

Inspections and enforcement action will be targeted primarily on those activities giving rise to the most serious risks or where hazards are least controlled and that action is focussed on those responsible for the risk and who are best placed to control it.

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The prioritisation of inspections will be based on guidance issued by the Food Standards Agency, primarily the Code of Practice and the Regulators' Code.

#### 4.1.4 Openness

Enforcement officers will help businesses to understand what is expected of them (and what would not be expected) and what they should expect from the enforcing authorities.

Confirmation of all work (initial inspections, revisits and complaints) will be given in writing to business managers and as appropriate to head offices. Information will clearly explain what the non-compliant item or activity is, the advice being given, actions required or decisions taken and the reasons for these.

There will be a clear distinction between legal requirements and good practice recommendations (either verbally or written).

The Food Standards Agency's leaflet 'Food Law Inspections and Your Business' will be brought to the attention of Food Business Operators (or their Representatives) via the Councils' website after initial inspections and after other visits if formal action is proposed.

Where notices have been served and are on a Public Register, this will be available for viewing free of charge.

If formal requests for information are received from a third party, advice will be sought from the Data Protection Monitoring Officer or the Legal Department prior to replying.

Businesses will be made aware of the Corporate Complaints Procedure when appropriate and the appeals procedure to the Principal Environmental Health Officer in the first instance. This is to be included in correspondence to businesses following inspections.

#### 4.1.5 Helpfulness

The principle is to actively work with businesses to advise on and assist with compliance wherever possible. To this end, officers will identify themselves by name and provide a contact point and telephone number for further dealings. Businesses will be encouraged to seek advice/information; information will be freely available on the Councils' website with links to those produced by central government. When appropriate, training courses/seminars will be provided for businesses on specific issues.

#### 4.2 Procedures Based on HACCP Principles

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Article 5 of EC Regulation 852/2004 is flexible and requires food businesses to establish procedures that control food safety hazards and integrate these with documentation and record keeping appropriate to the size and nature of the business. Whilst larger, more complex businesses and those with a high level of understanding of food safety management may choose to demonstrate compliance by having a traditional HACCP system, others may do so with simpler approaches that take account of this flexibility as long as the same outcome is achieved; safe food being produced.

#### 4.2.1 Appropriateness of the Food Safety Management System (FSMS)

Although the Food Standards Agency has produced the SFBB packs to help a variety of businesses within the food industry e.g. catering, retail and childminders, it is recognised that it does have limitations and may not be the most appropriate FSMS to use. Therefore if inspectors identify that the scope of the food operation exceeds that of the SFBB toolkit, then the food business will be required to produce a fully documented food management system in accordance with HACCP principles.

In certain circumstances, in particular in food businesses where there is no preparation, manufacturing or processing of food, it may be the case that the relevant hazards can be controlled through the implementation of prerequisite requirements. For example, where a business is especially low risk, e.g. sweet shop, greengrocer, market stalls etc. presenting only basic hygiene hazards; it may be sufficient that the business has a guide to good hygiene practice and understands and applies it. In these circumstances, documentation and record keeping may not be necessary.

#### 4.2.2 Enforcement

The Food Standards Agency has produced guidance and toolkits; Safer Food, Better Business (SFBB) for a variety of businesses and funded local authorities to deliver coaching during the initial introduction of SFBB. Therefore unless a new business, all established food businesses have been given a great deal of advice and guidance to meet their legal obligations.

This policy will secure compliance with Article 5 of EC Regulation 852/2004 through a staged approach where appropriate but otherwise, where non-compliance is established, appropriate enforcement action will be taken. This will normally take the form of Hygiene Improvement Notices but where significant risks exist, more immediate action will be taken.

Where there is a partly developed system, and controls are in place and there are no significant risks to health, a more informal approach may be more appropriate.

Some of the HACCP principles are on-going, for example monitoring, so notices can not be served. It is therefore likely that notices may only be served for the implementation or review of a documented FSMS.

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#### 4.2.3 New Premises

From time to time new businesses will be established and existing premises will change ownership. The following options should be considered:

- i. New owners should be made aware of their responsibilities in respect of Article 5 (if possible before the premises are open for business);
- ii. Establish at the initial inspection that the business does not present a significant risk to public health. This inspection should be performed at the earliest opportunity following the local authority being notified;
- iii. Provided that no significant risk to public health exists, agree with the proprietor a programme of compliance with Article 5;
- iv. Where a significant risk to public health exists, action is to be taken in line with the general enforcement policy.

## 5.0 POLICY WITH RESPECT TO COMPLAINTS

### 5.1 Background

Complaints in respect of food either relate to:-

- i) hygiene issues and hence involve local businesses;
- ii) complaints relating to the actual food itself, either appearance, taste, contamination, (whether physical, chemical or allergenic where an imminent risk to health), or microbiological quality or;
- iii) Food Alerts issued by the Food Standards Agency in relation to national or international food safety issues.

The purpose of investigating such complaints is:

- i) to identify possible causes for and to resolve any problems which pose a risk to public health;
- ii) to substantiate complaints and to provide a service to the public;
- iii) to provide information to the food industry in order to raise and maintain standards;
- iv) to perform a duty of enforcement and;
- v) to prevent further complaints.

### 5.2 Food Hygiene

These types of complaint generally involve a local business, either relating to the standard of hygiene seen/experienced or a complaint following illness.

Complaints that relate to issues that may pose a risk to health are considered of utmost importance and therefore require an immediate response upon notification in

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order to investigate as thoroughly as possible and to ensure that food continues to be prepared safely. In cases involving issues that do not pose a risk to health, these will be investigated within the departmental response time of 3 days.

Officers will conduct their investigations and visits in accordance with previously detailed policies and guidance. Where appropriate, samples will be taken in accordance with the Sampling Policy.

### 5.3 Food Complaints

These types of complaint relate to food that has been purchased or eaten within the District and does not meet certain health standards as defined by EC Regulation 178/2002. This could include issues such as mould growth, physical contamination or chemical contamination posing an imminent risk to health. Where the complaint is concerned with composition, adulteration, chemical contamination where no imminent risk to health or misleading claims (labelling), the complaint will be transferred to the Trading Standards Service at the County Council. Likewise, where the complaint originated outside Chiltern and South Bucks areas, the complaint shall be referred to the relevant local authority.

In relation to complaints associated with allergens, officers, will investigate complaints where there has been an alleged reaction by a member of the public. All other complaints relating to labelling and provision of information to consumers will be referred to Trading Standards if the business is not due an official food control intervention.

All investigations shall be performed in accordance with the FSA Code of Practice and Practice Guidance and the 'Primary Authority Scheme' shall prevail throughout the investigation.

Enforcement action will be in accordance with the Enforcement Policy.

### 5.4 Food Alerts

The Food Standards Agency operates a system to alert the public and local authorities of serious problems concerning food that does not meet food safety requirements, food that is inadequately labelled or food that may be allergenic. Where a problem has occurred, food is normally withdrawn on a voluntary basis. However in some cases the withdrawal of food involves the food companies working with central and local Government.

When a Food Alert is issued, local authorities are informed of the action that they should take at a local level e.g. local publicity, contact with local food businesses or just to be aware of potential problems during visits to businesses.

Officers will carry out action specified in the Food Alert as instructed and in the most appropriate, expeditious and cost effective manner possible to safeguard public

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health. Action will be taken in accordance with guidance issued by central government.

If, following complaints, a Food Alert needs to be issued, the guidance in the Code of Practice will be followed.

When necessary, the Consultant in Communicable Disease Control and/or Public Analyst will be consulted and advice sought as to the public health significance of particular issues.

## 6.0 POLICY WITH RESPECT TO SAMPLING

It is recognised that food sampling provides a valuable contribution to the protection of the public and the food law enforcement functions of the authority and that the food and water sampling programme is a valuable tool to assist in determining food safety standards.

### 6.1 Objectives

The following are the key objectives for sampling recognised by the authorities:

- To protect the consumer through the enforcement of food legislation.
- To obtain recognised and usable microbiological standards for foods, via a nationally co-ordinated sampling programme.
- To assist in the assessment of food safety and to help in the evaluation of hazard analysis (or HACCP) management systems.
- To check that foods comply with statutory microbiological standards, where available.
- To assess the microbiological quality of food manufactured, distributed or retailed in the authority's area.
- To identify specific foodstuffs that could pose a hazard to the consumer because they may contain significant levels of pathogenic bacteria.
- To facilitate the issue of an export certificate.

When sampling, officers will have regard to the Code of Practice and comply with additional guidance issued by the Food Standards Agency. Officers will also undertake appropriate training in sampling techniques.

### 6.2 Co-ordination

It is recognised that good co-operation and co-ordination at a national and local level is necessary to achieve some objectives and therefore the authorities are committed to:

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- i) participating in and co-operating with the Food Standards Agency's national sampling schemes and EU co-ordinated control programmes.
- ii) participating in and co-operating with Public Health England national schemes.
- iii) co-ordinating with adjoining local authorities and local PHE to agree locally co-ordinated sampling.
- iv) undertaking final product and critical control point monitoring as part of the authorities' own primary authority responsibilities and to avoid duplication with other Port Health or Primary Authorities.

### 6.3 Sampling Programme

An annual sampling programme will be drawn up based on the objectives above to cover:

- private water supplies, locally bottled water
- PHE and FSA co-ordinated sampling
- locally co-ordinated sampling including locally manufactured products and approved premises
- identified high risk businesses
- poor performing businesses
- lower risk businesses as part of an alternative intervention strategy

The sampling programme will take account of the number, type and risk ratings of food businesses within the Chiltern and South Bucks areas, the authorities' own Primary Authority responsibilities and the need to ensure that the provisions of food law are adequately enforced.

Adequate resources will be available to fulfil the annual sampling programme. However, in the event of food poisoning outbreaks and other emergency incidences, additional resources will be made available as necessary. A reciprocal agreement has been made between the Buckinghamshire authorities to share resources in the event of an emergency.

When deciding to sample, the following should be considered:

- i) Whether further processing of the food will reduce or eliminate micro-organisms prior to consumption;
- ii) The role played by hazard analysis or HACCP in the production of safe food;
- iii) The statistical confidence in the sampling technique.

All businesses will be notified at the time of sampling of the purpose of taking the sample and will be sent the results. In circumstances where results are unsatisfactory, businesses will be notified of the result and given advice and guidance to remedy the specific problem. Officers will follow up unsatisfactory results with visits and further

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sampling.

As part of informal monitoring, the company concerned generally will volunteer the sample to the sampling officer. However, if the company requests payment or the quantity or frequency of sampling is likely to give rise to significant financial consequences for the owner of the food, then the food will be purchased.

If enforcement action is anticipated under Section 14 of the Act following microbiological examination, the sampling officer should purchase the sample. Otherwise, in other circumstances, powers under the Food Safety Act 1990 will be used. Enforcement action will be in accordance with the Enforcement Policy. In relation to nationally co-ordinated sampling programmes, the protocol concerning obtaining the sample will be followed.

#### 6.4 Water

All private water supplies will be monitored and risk assessed in accordance with the Private Water Supplies Regulations.

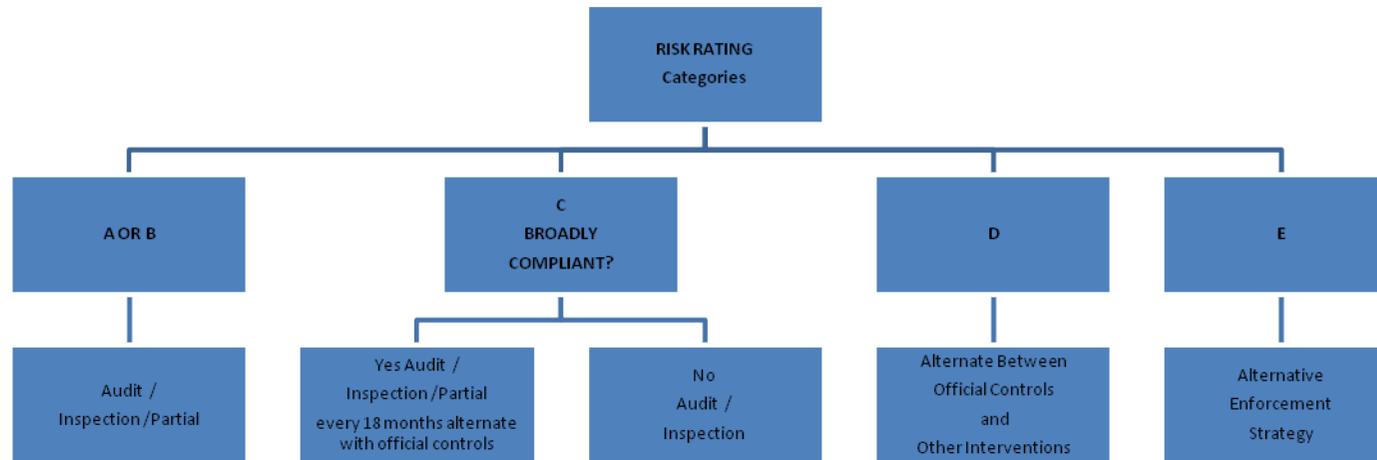
Swimming pool waters will not be routinely sampled, on the grounds that such samples are of limited snapshot value, do not necessarily fall to the authorities for enforcement purposes and should be maintained and monitored by the operator on a daily basis. However, this would not preclude the need for one-off sampling exercises particularly targeted at high risk pools such as jacuzzis' and spa pools or where incidents have been associated with a facility.

#### 6.5 Suspect Food Poisoning

Where a food poisoning outbreak is suspected, faecal specimens will be taken together with any remaining foodstuffs, as a matter of priority and as directed by Public Health England.

Individual cases of suspect food poisoning will be referred initially to their General Practitioner unless officers feel other action is merited or requested by PHE. Foodstuffs will be sampled where evidence supports this action.

**APPENDIX 1 - RISK RATING CATEGORIES AND INTERVENTIONS**



NB. A broadly compliant premise is one which has a risk rating score of not more than 10 points under each of the following three parts of Annex A i.e. level of compliance relating to hygiene, structure and confidence in management. The types of intervention allowed will therefore vary depending upon the category. The following explains the types of interventions allowed for each category.

**1a. Types of intervention for Category A, B & C which are not Broadly Compliant**

For Categories A and B, and those category C premises that are not broadly compliant, these are considered to be the high risk premises, and therefore most of our focus will be targeted to these premises. The appropriate planned intervention should be;

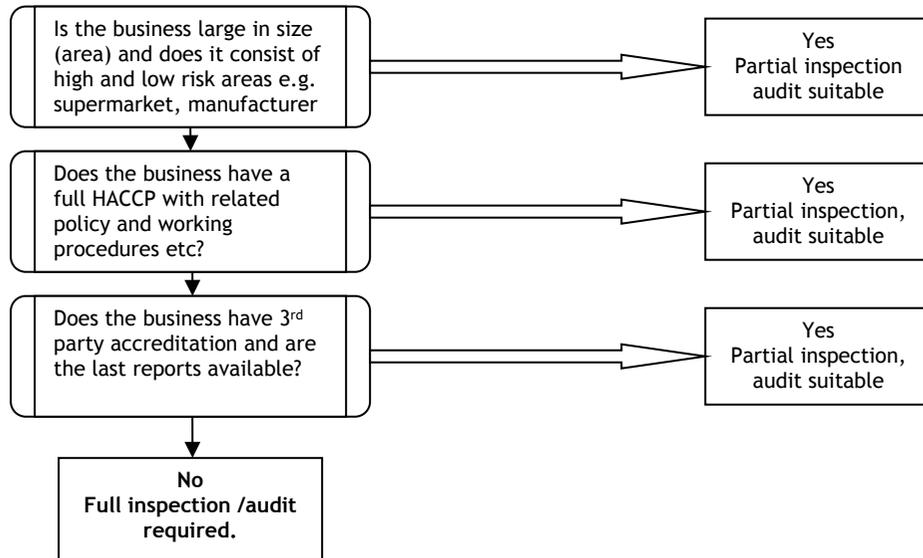
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- an inspection
- a partial inspection; or
- an audit

Other interventions such as sampling, or education and training can also take place alongside the above interventions. Sampling of high risk premises is encouraged where poor practices at a high risk food business are identified, or where they do not have confidence in the method of production of a particular foodstuff.

To decide whether to conduct an Inspection, Partial Inspection or Audit the following flow chart will be considered.

**For Category A & B and Broadly Compliant C, Choosing Full or Partial inspections**



### **1b. Types of intervention for Category A & B which are not Broadly Compliant and have persistent non compliance**

At the start of each financial year the Principal Environmental Health Officer or Senior Specialist Environmental Health Officer (Business Support) will assess those premises within those categories that have **persistent** non compliance i.e. those food businesses that have been rated at Category A or B and that have not been broadly compliant on more than two occasions. Each persistent non-compliant business will be allocated to an officer and will be inspected on the due date. Case reviews of these premises will be carried out between the inspecting officer and either the Principal Environmental Health Officer or the Senior Specialist Environmental Health Officer (Business Support).

### **1c Food Hygiene Inspections Full and Partial**

During partial or other inspections the following information as a minimum will still be ascertained;

- Confirmation of the operations carried out
- Confirmation of the Products Produced
- An assessment of the effectiveness of the critical control points
- The examination of the CCP records

Partial areas officers can choose to cover; Drainage, Personal Hygiene, Sickness Policies, Ventilation, Pest Control Records, Detailed water plans, Waste Contracts, Detailed Cleaning Schedules etc

## **2. Types of Intervention for Premises that are Category C and Broadly Compliant**

For Category C Premises that are broadly compliant; on an 18 month alternative basis, official control interventions, other than inspections, can be used for example;

- Sampling visit
- Surveillance / alternative enforcement visit
- Monitoring and Verifications visits – risk based visit, focus on most critical points;

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- Cleaning
- Temperature Control (chilling, cooking, hot holding, cold displays)
- Cross contamination etc

### **3. Types of Interventions for Category D Premises**

These are premises that are considered to be lower risk and therefore interventions can alternate on a 2 year alternating basis between official control interventions and non-official control interventions such as;

- Sampling visit (sampling visits will not currently be used with this type of premises unless high risk contraventions are found.)
- Surveillance / Alternative Enforcement Visit
- Monitoring and Verifications visits – risk based visit, focus on most critical points;
- Cleaning
- Temperature Control (chilling, cooking, hot holding, cold displays)
- Cross contamination etc
- Coaching Visit
- Advice, Education, Information,

However, where a business has scored 30 or 40 for 'type of food and method of handling' the official control must be an inspection, partial inspection or audit.

### **4. Types of interventions for Category E Premises– Alternative Enforcement Visits**

Alternative food hygiene inspections are carried out in 'low risk' establishments. These are establishments which score less than 31 points overall as dictated by the Food Law Code of Practice – Food Hygiene Inspection Rating Scheme. Category E food businesses form part of the inspection programme and are monitored accordingly. The approach will be through the use of self-assessment questionnaires which are completed and returned by the food business operator and assessed by authorised officers who would also determine any necessary follow up action.

The use of an alternative enforcement strategy does not preclude the use of an official control intervention when considered necessary or appropriate

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and would not be used for those businesses that are approved under Regulation 853/2004.

**Summary of Interventions relating to risk category**

<b>Premises Category</b>	<b>Interventions that can be undertaken</b>
A	Inspection, Audit (Full or Partial)
B	Inspection, Audit (Full or Partial)
C (not broadly compliant)	Inspection, Audit (Full or Partial)
C (broadly compliant)	Inspection, Audit (Full or Partial) alternating (18 monthly) with Monitoring, Surveillance or Verification, Sampling
D	Inspection, Audit (Full or Partial), Monitoring, Surveillance or Verification, Sampling alternating (every 2 years) with Advice, Coaching, Information, Intelligence Gathering
E	Alternative Enforcement

The risk assessment will be reviewed at every general inspection, but not at revisits. Businesses will be encouraged to be aware of this risk assessment scheme and be encouraged to reduce their score thereby reducing the frequency of inspection. When requested, each officer will advise the food business operator/manager of their rating and be prepared to discuss how it was arrived at and how the business can reduce it.

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## **Appendix 2 Service Standards**

### **Our Commitment**

- We will give you verbal feedback at the end of each inspection and aim to give you written confirmation either at the time of the inspection or within 5 working days.
- We will update the FSA Food Hygiene Rating Scheme website fortnightly
- We will respond to FHRS safeguarding requests within 10 working days
- If we receive a request for service we will investigate and respond within 10 working days.
- We will answer letters within 10 working days of receiving them and if we cannot give a full reply within that time, we will let you know when you can expect one and why there is a delay.
- We will answer emails within 10 working days of receiving them.
- We will answer the telephone within 20 seconds (6 rings).
- If we cannot give you a satisfactory reply when you telephone, we will call back at an agreed time.
- We will provide you with a contact name and number.

### **What to do if you are unhappy with the service?**

The Council has a Corporate Complaints Procedure which can be found at:

<http://www.chiltern.gov.uk/complaints>

<http://www.southbucks.gov.uk/complaints>

These pages explain how to make a complaint against any Council Service.

If you disagree with the nature of your food hygiene inspection, the FHRS outcome or wish to add a comment to your website entry, then you can use the safeguarding measures published at:

<http://www.southbucks.gov.uk/fhrssafeguards>

<http://www.chiltern.gov.uk/fhrssafeguards>

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**CHILTERN DISTRICT COUNCIL  
and  
SOUTH BUCKS DISTRICT COUNCIL**

**Environmental Health Section**

**HEALTH AND SAFETY ENFORCEMENT POLICY**

**April 2019 - 20**

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- 1.0 Aims and Objectives
- 2.0 Standards for health and safety related work
- 3.0 Health and Safety Interventions
- 4.0 Enforcement Policy
- 5.0 Policy with respect to Complaints
- 6.0 Policy with respect to Accident Investigation
- 7.0 Policy with Disclosure of Information

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## **BACKGROUND**

The Healthy Communities Division has a key role in ensuring that everyone who works, resides or visits Chiltern and South Bucks Districts, are protected from unsafe work practices.

The Health and Safety Executive (HSE) specifies the following elements as essential for a local authority to adequately discharge its duty as an enforcing authority:

- i. A clear published statement of enforcement policy and practice;
- ii. A system for prioritised planned inspection activity according to hazard and risk, and consistent with any advice given by the Health and Safety Executive (HSE) and Local Authority Unit (LAU);
- iii. A service plan detailing the local authority's priorities and its aims and objectives for the enforcement of health and safety;
- iv. The capacity to investigate workplace accidents and to respond to complaints by employees and others against allegations of health and safety failures;
- v. Arrangements for benchmarking performance with peer local authorities
- vi. Provision of trained and competent inspectorate;
- vii. Arrangements for liaison and co-operation in respect of the Primary Authority scheme.

This policy sets out the ways in which the Healthy Communities Division will achieve Central Government aims and objectives, and policies in relation to ensuring that standards required by the Health and Safety at Work etc Act are met, advise businesses and employees on safety issues and ensuring that preventative health measures are adopted by businesses.

Our enforcement policy reflects the Principles of Good Regulation set out in the Legislative and Regulatory Reform Act 2006, namely that regulatory activities should be carried out in a way which is transparent, accountable, proportionate and consistent; and that regulatory activities should be targeted only at cases in which action is needed.

In drafting this policy, we have taken account of the Regulator's Code and the Councils' overarching enforcement policy.

It should be noted that during the life of this policy, Chiltern and South Bucks District Councils will form part of a new Buckinghamshire Unitary Authority. Therefore, any reference to either of the district councils or the county council after 1<sup>st</sup> April 2020 should be construed as being that of the new unitary authority.

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## 1.0 AIMS AND OBJECTIVES

### 1.1 Aim

It is the Councils' aim to:

- support and assist businesses to comply with legislation
- provide consistent, accurate and up-to-date information aimed at providing protection to employees and customers
- provide effective and efficient regulatory services that meets customer needs

### 1.2 Objectives

The Councils will aim to achieve these aims in the following ways:

- To protect people by providing information, training and advice, promoting a goal-setting system of regulation and undertaking enforcement in accordance with this policy and Government guidance
- Develop partnerships and approaches to service delivery to enhance services, increase impact and reduce costs through innovation;
- To support businesses to adopt best practice and to recognise their contribution towards economic growth and social benefits;
- Develop new ways to establish and maintain an effective health and safety culture in a changing economy, so that all employers take their responsibilities seriously, the workforce is fully involved and risks are properly managed;

### 1.3 Service Delivery

The service will be delivered through:

- i) risk-based targeting of inspections of high risk businesses based on national and local intelligence, with appropriate follow-up action;
- ii) project based intervention programmes based on the HSE's key priority areas;
- iii) investigation of complaints with appropriate follow-up action;
- iv) investigation of accidents with appropriate follow-up action;

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- v) suitably trained and experienced officers who are effectively monitored;
- vi) provision of information to businesses about legal requirements, good practices and what to expect of the inspecting officer/authority;
- vii) promotional activities to inform and encourage high standards in businesses.

#### 1.4 Priorities

It is recognised that resources are finite. Therefore it is particularly important that resources for health and safety are targeted at activities that pose the greatest risk and that will allow for the most effective and efficient use of resources in delivering outcomes.

Priority will be given to targeting those activities that pose the greatest risk to employees and members of the public. In particular, priority will be given to those issues within the HSE Strategy identified as the greatest causes of accidents within the local authority enforced sector. In setting priorities and the local authorities' work plan, due regard will be given to the National Local Authority Enforcement Code published by the HSE. This will consist of having regard to national priorities and sector specific strategies set by the HSE; local priorities informed by local intelligence, workplace accidents and complaints, Matters of Evident Concern and Matters of Potential Major Concern and Primary Authority inspection plans.

These key priorities will determine the approach taken towards individual inspections and the overall intervention programme itself. Officers will focus on these key priorities during interventions in the following way:

- the correct and uniform identification of high-risk areas with particular attention being given to the key priorities during inspections and as a result of complaint and accident investigation and to concentrate efforts to reduce these risks;
- ensuring compliance with the law and;
- engaging in those promotional activities for businesses and employees, which are most likely to foster improved health and safety;
- working with other agencies to improve health and safety standards

## 2.0 STANDARDS FOR HEALTH AND SAFETY RELATED WORK

### 2.1 Authorisations

The Councils will set standards for the qualifications, experience and competence of its officers.

In the context of the Health and Safety at Work Act 1974, an authorised officer's

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powers include the inspection of premises, the examination, sampling and seizure of substances, articles and equipment, the service of notices and taking emergency action. Authorised officers will be authorised in accordance with Section 18 guidance issued by the HSE.

Under the Chiltern District Council Constitution reviewed on 12 February 2008, the Head of Healthy Communities has the following delegated authority:

- i) to appoint Inspectors for all purposes in connection with the Health and Safety at Work etc Act 1974 and subordinate and related enactments;
- ii) to exercise or to authorise appointed Inspectors to exercise any of the powers specified within the enactments referred to above, including powers of:
  - a) Entry and inspection of premises, equipment and articles;
  - b) Service of improvement and prohibition notices;
  - c) Seizure and detention;
  - d) Taking of samples and;
  - e) Waiver of notification periods for control of asbestos at work.
- iii) to authorise appointed Inspectors to institute prosecution proceedings or issue formal cautions in connection with any offences created by the enactments above;
- iv) To agree the transfer or assignment of enforcement responsibilities under the Health and Safety Enforcing Authority Regulations.

Under the South Bucks District Council Constitution adopted on 25<sup>th</sup> February 2015, the Director of Services has the following delegated authority:

- i) to appoint authorised officers and inspectors for functions Director of Services and issue new authorisations and powers of entry under all Acts of Parliament and Regulations within the terms of reference of the Executive, subject to any exercise of the powers being reported to the next meeting.
- ii) The authority for enforcement of the Health and Safety at Work etc. Act 1974 in premises and activities listed in Schedule 1 of the Regulations.
- iii) Authority to sign transfer documents (Regulations 5 and 6). (and Head of Healthy Communities
- iv) Health & Safety Enforcement — Shared Functions - authority to undertake enforcement work in the South Bucks District, with specific reference to the Local Government Act 1972 and the Health and Safety (Enforcing Authority) Regulations 1998 (Authorised Officers /Appointed Inspectors of: Aylesbury Vale DC, Wycombe DC, Milton Keynes C and Health & Safety Executive.
- v) Prosecutions: Food Safety Act 1990; Health and Safety at Work Act 1974; Control of Pollution Act 1974; Environmental Protection Act 1990; Building Act 1984 and similar Public Health Legislation - Authority to prosecute or take proceedings where a notice has been served and not complied with or where there is an immediate risk to public health and safety (Services Director of Services in consultation with the Head of Legal)

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The Director of Services and Head of Healthy Communities in exercising his/her authority to appoint authorised officers will apply the standards contained in this Policy.

### 2.1.1 Inspections

Inspection of premises will only be undertaken by officers who are suitably qualified, experienced and competent in accordance with the requirements of Section 18 Guidance. This will equally apply to those employed on a contract basis.

Newly appointed officers or currently employed officers who are extending their duties will not be authorised unless they possess the appropriate competencies, skills, qualifications and experience to undertake their duties and that they have undergone a period of structured training in accordance with Section 18 Guidance. The assessment of competency etc. will be undertaken by the Senior Specialist Environmental Health Officer (Business Support) or the Principal Environmental Health Officer.

### 2.1.2 Enforcement Notices

Service of Improvement Notices will only be undertaken by qualified officers with experience in health and safety law enforcement, and after consultation with the Senior Specialist Environmental Health Officer (Business Support) or Principal Environmental Health Officer.

The service of notices by hand will be by any person who is capable of explaining the meaning and legal status of the notice. Notices served by other methods will be in accordance with current legal guidance.

Officers will be authorised to serve Prohibition Notices in accordance with the standards within the Policy. Where practicable, he/she will be accompanied by another authorised EHO to corroborate the proceedings and consult with the Senior Specialist Environmental Health Officer (Business Support) or Principal Environmental Health Officer. If this is not possible, then the Environmental Health Manager is to be notified as soon as possible after service.

### 2.1.3 Seizure and Detention

Officers will be authorised to inspect, detain and seize articles and equipment subject to experience and competence.

All officers will be assessed for the necessary practical skills, experience and competency by the Senior Specialist Environmental Health Officer (Business Support) or Principal Environmental Health Officer.

### 2.1.4 Competency

The Principal Environmental Health Officer has been given specific responsibility for

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health and safety matters and managing the health and safety service. This will be in accordance with the documented 'Inspection Monitoring Management System'.

Environmental Health Officers and Technical Officers will carry out inspections and exercise their powers in accordance with the Health and Safety at Work etc. Act, associated Regulations and Codes of Practice and within the restrictions of their authorisation.

The Senior Specialist Environmental Health Officer (Business Support), (or in his/her absence, the Principal Environmental Health Officer) will be responsible for the supervision and training of officers and for the maintenance of auditable records. A training and development plan will be used to establish current qualifications and competencies and to identify future training needs in order that officers can effectively carry out their duties.

Recommendations will be made by the Principal Environmental Health Officer to the Head of Healthy Communities in respect of the powers to be given to officers and the nature of premises to be inspected.

A list of the officers, their powers and the nature of premises which the officer may inspect, will be maintained and regularly updated together with records of training.

#### 2.1.5 Authorisation of Persons with Expert Knowledge.

Under Section 20(2)(c)(i) of the Health and Safety at Work etc. Act 1974 an authorised officer may take another person with them on the inspection e.g. a person with an expert knowledge of the type of activity being inspected. Authorisation of such persons is necessary to ensure the right of entry to the premises concerned. Where it is necessary to be accompanied by another person, an officer will ensure they are duly authorised in writing and empowered under Section 19 to perform such activities as are necessary under Section 20 of the Act. Such authorisation is given under the authority of the Head of Healthy Communities.

### 2.2 Guidance

The authorities will have regard to Codes of Practice and guidance issued by the Health and Safety Executive, other advice issued by the Government and advice issued by Health and Safety Executive/Local Authority Enforcement Liaison Committee (HELA).

### 2.3 Uniformity

The Authorities acknowledge the need to act in a consistent and uniform manner and advocates a common-sense approach to the selection of enforcement action and activities.

The following areas are all considered important in achieving uniformity. These are detailed in the 'Inspection Monitoring Management System':

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- i) the awareness, adherence to and review of the health and safety policy document and further development of office procedures;
- ii) training, qualifications, supervision of staff. Regular practical training and update sessions will be essential to ensure uniformity;
- iii) cross monitoring visits of staff and monitoring of letters, inspection records and notices by senior officers;
- iv) use of the Primary Authority Partnership Scheme, specified in HELA Guidance and by the Office of Product Safety and Standards;
- v) liaison with local health and safety groups/adjoining authorities. Use of joint training initiatives. Co-operation and joint working on uniformity issues;
- vi) compliance with relevant Codes of Practice and guidance from LAU;
- vii) Consistent application of the Enforcement Management Model (EMM) when making enforcement decisions.

#### 2.4 Advice to Businesses

The authorities are committed to ensuring that businesses are aware of their legal obligations and to supporting businesses in achieving best practice by providing information and guidance to assist businesses. In particular, it is recognised that small businesses do not have access to specialist health and safety knowledge or information and so initiatives will be developed to target information for these businesses within the districts. The authorities will be committed to helping small businesses.

Where opportunities arise to provide advice and guidance to businesses over and above that required to ensure legal compliance, then a charge may be made.

In particular:

- i) the Councils' websites will be the primary source of information to assist businesses with interpretation of legislation or good practice. The Councils also provide services for ethnic minority groups through 'Language Line', translation services and courses in languages other than English. Where the Councils do not provide the service itself, information will be given to businesses about other providers.
- ii) a chargeable advice service may be available to new and existing businesses to support them in achieving high standards of safety and compliance.
- iii) businesses will be supported and encouraged to participate in the Primary Authority Partnership Scheme where applicable.
- iv) where there is sufficient demand occasional talks will be given to businesses. Charges to cover costs will be made for out of hour's sessions.

#### 2.5 Advice to Members of the Public

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The Councils' websites will be the primary source of advice and information on safety issues and will be reviewed on a quarterly basis. The authorities will participate in national health and safety activities and local events. Talks to voluntary organisations and groups will be given free of charge where resources permit.

## 2.6 Conduct

Inspecting officers will at all times act and dress in a professional manner. Protective clothing will be worn that is appropriate to the premises being inspected and equipment will be maintained and calibrated where appropriate.

Officers will not act in such a way as to pose a risk to safety or health either to themselves, employers and employees and members of the public.

## 2.7 Information Sharing

Where the legislation permits, the authority will share information via agreed secure mechanisms with other regulatory agencies and local authorities about businesses to help target resources and activities and to minimise duplication.

The authorities will share information about businesses with the Primary Authority as appropriate and with other authorities when acting as a Primary Authority.

The authorities will, where feasible, follow the principle of 'collect once, use many times' when requesting information from businesses.

## 3.0 HEALTH AND SAFETY INTERVENTIONS

### 3.1 Premises

Efforts will be made to keep an up to date record maintained on a computer database of all known premises. As necessary, businesses will be assessed for the need to be included within an intervention programme based on information obtained from the proprietor or following inspection.

### 3.2 Frequency of inspections

The National Local Authority Enforcement Code and HELA guidance note LAC 67/2 'Setting Local Authority Priorities and Targeting Interventions' provide advice as to the prioritisation of inspections. Proactive inspection will be used only for the activities identified within the HSE's published list of higher risk activities or where there is local intelligence that risks are not being effectively managed. It is recognised that 'inspection' may not necessarily be the most effective means of dealing with a particular situation and that other types of interventions may be more suitable. The current guidance is that *'there should be no inspection without a reason'*.

Risk ratings alone will not be used to determine the use of a particular intervention or to decide an intervention frequency. However, whilst it is likely that premises rated

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Category A have been rated such because they have been judged as not managing their risks effectively, sufficient evidence will be required to justify the risk rating; confidence in management considered in isolation is not sufficient to justify an A rating.

In recognition of the HSC/HELA Strategy priorities, inspections will be programmed on a project based basis. Each project will be identified in relation to the impact it will have in addressing the key priorities and will either be a cross-cutting project targeting a single priority e.g. slips and trips across a wide range of businesses or will be sector specific targeted at those activities that have been identified as being high risk e.g. warehousing, or those sectors where inspections will address a number of the key priorities at the same time e.g. residential care homes.

This project based approach will provide for a more efficient use of resources and be more effective in targeting the priorities that have been identified as giving rise to the highest number of accidents. Statistical data, both nationally and locally, will be used to identify those activities which require the most attention.

Category B1, B2 and C premises will not form part of the inspection programme and so will not be subject to any proactive interventions unless they come within one of the priority subject areas.

Revisits to check on outstanding issues will be made where necessary. Where health and safety interventions coincide with food hygiene inspections, a joint inspection will be undertaken. All visits will be recorded on the computer-based system and documents scanned to the corporate Electronic Document Management System.

### 3.3 Inspection Procedure

#### 3.3.1 Approach

The authorities will work to standards set within HELA Guidance and internal inspections procedure documents.

The main purpose of inspections is to identify potential risks to employee's and the public's safety or health and to ensure that the business understands the risks and has put the necessary measures in place to minimise them. When undertaking an inspection, officers will pay particular emphasis to risk assessment based management systems and the HSE key priorities.

A systematic approach to risk assessment will be adopted. Where businesses have identified their significant risks and have introduced controls, the inspection will focus on the accuracy of the assessment and on the effectiveness of the controls. Written assessments will normally be expected in high risk or complex businesses and where they employ 5 or more employees. Businesses with less than 5 employees will not be expected to have written assessments.

Where no assessment by the business can be demonstrated the inspection will focus

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on the officer's own assessment and examination of controls.

The whole of a premise may not necessarily be inspected at each inspection; those areas of greatest risk will be given priority. Officers will have regard to the key priorities and the focus will be on those which are significantly pertinent to the activities of the business being inspected.

Computer records will be updated following every visit.

### 3.3.2 Communication

Every inspection (including those where no defects are identified) will result in a written report to the employer. Copies of the report will be sent to the Manager or other relevant persons, including employee and safety representatives.

A standard format will be used. The report will cover the important issues noted during the inspection in priority order and will clearly distinguish between legal requirements and recommendations. It will give details of the person carrying out the inspection, date, time, the areas inspected and the procedure if the proprietor disagrees with the issues raised in the report.

Good communication between inspector and employer is essential wherever possible, including ensuring that the purpose and scope of an inspection is understood and the "works" needed following the inspection with an agreed time limit. The impact of the advice should be considered so that it does not impose unnecessary burdens upon businesses.

The role of Safety Representatives in preventing injuries and ill health at work and promoting good standards of health and safety in the workplace is recognised. Therefore their role will be promoted and officers will effectively consult and communicate with them where appropriate.

Section 28(8) of the Health and Safety at Work etc. Act places a duty on inspectors to provide factual information where it is necessary to do so for the purposes of assisting in keeping employees or their representatives informed about matters that affect their health and safety. This factual information will also be provided to employers. This will include correspondence, enforcement notices, results of sampling and monitoring and intentions to prosecute.

### 3.3.3 Timing of Inspections

Programmed inspections will be carried out at all reasonable hours. It is recognised that some businesses operate outside normal office hours of work and so the timing of interventions will take this into account. Interventions may be by appointment to facilitate better communication with the most appropriate person at the business. However, when circumstances dictate the use of contract staff, appointments may not be possible. Notice will not be given where poor standards are likely to be found, the nature of the project work dictates an alternative approach or where complaints or

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accidents are being investigated.

Revisit dates may be notified in advance as an aid to ensuring that works are completed and to facilitate further discussions with the employer. Appointments may also be made when there is a need to discuss specific issues.

Where alternative dates for visits are requested by a business the inspector may agree, if suitable justification is given, and the inspector is satisfied that the purpose behind the request is not to conceal a major risk. Where the officer suspects that the intention is to hide a serious offence he/she should agree to have a quick look around and then agree a full visit at a later date.

#### 3.3.4 Revisits

Revisit inspections will be arranged to check on matters raised in an inspection (and any obvious extra defects) where there are **significant** contraventions and/or serious risks to public health and to check on compliance with statutory notices. They will not turn into a further full inspection except where a major risk is identified. Where significant breaches of regulations have been identified, the revisit should whenever practicable be undertaken by the same officer who undertook the initial visit particularly where formal notices have been served. After initial inspections, employers must be made aware that a revisit will be made and appropriate dates discussed.

Revisits will not always result in a written report (unless further work is required) to the employer although the employer will always be advised of the outcome verbally, and in writing if requested. However, detailed records of revisits will be made and kept on the property database. Clear records will be maintained of formal and informal notices which have been complied with.

### 4.0 ENFORCEMENT POLICY

This section sets out the policy relating to the general principles of enforcement in relation to health and safety and is drafted in accordance with the overarching Corporate Enforcement Policy. It details the general principles of enforcement and embraces those set out in the 'Regulators' Code' issued by the Better Regulation Delivery Office (now the Office for Product Safety and Standards) and Section 18 Guidance issued by the HSC.

More specific procedures concerned with statutory notices, emergency action, formal cautions and prosecutions are detailed in enforcement procedures. These procedures take account of all Codes of Practice and guidance issued by HSE and 'The Code for Crown Prosecutors'.

Enforcement officers by necessity as professional officers have considerable discretion in decision making and initiating enforcement action. Such action can range from informal advice, information and support through to formal enforcement mechanisms, including the use of statutory notices and prosecution.

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This part applies to all dealings, formal and informal, between officers and businesses – all of which contribute to securing compliance with the law. It will provide policy standards, aid professional judgements and decision making and ensure both consistent and effective enforcement.

#### 4.1 Principles of Enforcement

The core expectation for those we deal with, quite reasonably, is for us to be professional, fair, co-operative and consistent in our approaches. Businesses and the public also expect local authority actions to result in the remedying of potentially risky situations and for those guilty of serious offences to be adequately punished.

We will adopt a positive and proactive approach towards ensuring compliance by:

- helping and encouraging businesses to understand and meet regulatory requirements more easily; without imposing unnecessary additional cost;
- assess whether other social, environmental and economic outcomes can be achieved by less burdensome measures, and
- responding proportionately to regulatory breaches.

Enforcement should be informed by the principles of **proportionality** in applying the law and securing compliance; **consistency** of approach; **targeting** of enforcement action, **openness** about how we operate and what businesses may expect and **helpfulness** in providing advice and assisting with compliance.

*Appendix 1* sets out the standards of service you should expect to receive.

It will be expected that enforcement officers, when making decisions and communicating with businesses will follow these principles, together with relevant codes of practice and guidance. The Primary Authority partnership scheme will be used where applicable.

When considering formal action, officers will perform an assessment in accordance with the Health and Safety Executive's Enforcement Management Model (EMM). Where the proposed enforcement action deviates from the EMM, a management review will be undertaken by the Principal Environmental Health Officer.

Any departure from this must only occur when the following criteria are complied with:

- i) in exceptional circumstances;
- ii) where actions are capable of justification;
- iii) where there has been full consultation with the Principal Environmental Health Officer or Environmental Health Manager

In circumstances when officers become aware that they are considering measures which may be inconsistent with those adopted by other local authorities, formal action may be delayed to allow the matter to be discussed at the local liaison group.

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Reference will also be made to the Primary Authority where appropriate. However this would not be applicable in cases where there is a serious risk to public health.

Any sanctions or penalties considered should:

- aim to change the behaviour of the offender;
- aim to eliminate any financial gain or benefit from non-compliance;
- be responsive and appropriate for the particular offender and regulatory issue
- be proportionate to the nature of the offence and the harm caused;
- aim to restore the harm caused by regulatory non-compliance, where appropriate; and
- aim to deter future non-compliance

This policy will be reviewed periodically in response to new legislation and guidance issued by central government and HELA.

#### 4.1.1 Proportionality

All enforcement actions and advice must be proportional to the risks posed to the public/employees and the seriousness of any breach of legislation. When considering enforcement action, consideration should be given to the cost of measures required to reduce the risk weighed against the benefit to be gained by reducing the risk.

In addition, there should be a staged approach to enforcement action with increasing degrees of enforcement as management of businesses fail to respond to previous requests. Officers should provide an opportunity for dialogue in relation to the advice, requirements and decisions.

The only exceptions to the above approach would be where a serious and/or imminent risk to safety or health exists.

The staged approach to enforcement is further detailed in the enforcement procedures.

#### 4.1.2 Consistency

Consistency of approach does not mean uniformity. It means taking a similar approach in similar circumstances to achieve similar ends.

Businesses expect consistency from enforcing authorities in advice given, the use of statutory notices, decisions on prosecution and responses to complaints.

It is recognised however, that in practice it is not simple, due to the wide range of variables faced. Therefore it is expected that officers will use their professional judgement and exercise discretion, in conjunction with this policy, when coming to a decision on appropriate action.

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The following arrangements will be in place in order to promote consistency of approach:

- i) Officers will perform validation exercises relating to joint inspections;
- ii) The Senior Specialist Environmental Health Officer (Business Support) will accompany officers to assess the consistency of approach between officers;
- iii) Officers openly discuss cases at team meetings and/or with the Principal Environmental Health Officer or Senior Specialist Environmental Health Officer (Business Support) to provide a consensus of opinion;
- iv) All formal action will be 'signed off' by the Principal Environmental Health Officer
- v) Correspondence, file records and enforcement notices will be checked and monitored on a regular basis;
- vi) Where inconsistencies arise, appropriate training/coaching will be given by the Senior Specialist Environmental Health Officer (Business Support);
- vii) Where there is a need for clarification, approaches will be made to the Bucks Health and Safety Liaison Group;
- viii) Officers will participate in inter-authority consistency exercises and change working practices, if necessary, to achieve consistency;
- ix) Chiltern and South Bucks District Councils will take an active role in the Bucks Health and Safety Liaison Group;
- x) Reference will be made to appropriate central government guidance;
- xi) Reference will be made to appropriate guidance issued by a Primary Authority.

#### 4.1.3 Targeting

Inspections and enforcement action will be targeted primarily at those activities giving rise to the most serious risks or where hazards are least controlled and that action is focussed on those responsible for the risk and who are best placed to control it.

The prioritisation of inspections will be based on guidance issued by the HSE and informed by the HSE Strategy.

#### 4.1.4 Openness

Enforcement officers will help businesses to understand what is expected of them (and what would not be expected) and what they should expect from the enforcing authorities.

Confirmation of all work (initial inspections, revisits and complaints) will be given in writing to business managers and as appropriate to head offices. Information will

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clearly explain what the non-compliant item or activity is, the advice being given, actions required or decisions taken and the reasons for these.

There will be a clear distinction between legal requirements and good practice recommendations (either verbally or written).

Where notices have been served and are on a Public Register, this will be available for viewing free of charge.

If formal requests for information are received from a third party, advice will be sought from the Data Protection Monitoring Officer or the Legal Department prior to replying.

Businesses will be made aware of how to access copies of procedures, the Corporate Complaints Procedure when appropriate, the informal appeals procedure to the Principal Environmental Health Officer in the first instance and any statutory appeals procedure against enforcement. This is to be included in correspondence to businesses following inspections.

#### 4.1.5 Helpfulness

The principle is to actively work with businesses to advise on and assist with compliance wherever possible. To this end, officers will identify themselves by name and provide a contact point and telephone number for further dealings. Businesses will be encouraged to seek advice/information; information will be freely available on the Councils' website with links to those produced by central government. When appropriate, training courses/seminars will be provided for businesses on specific issues.

#### 4.2 Prosecution of Individuals

Subject to the general provisions of this Enforcement Policy, recommendations for prosecutions of individuals will be made if warranted. The role played by individual directors, managers and other employees will be taken into account when an investigation reveals that the offence was committed with their consent or connivance or was attributable to neglect on their part.

#### 4.3 Death at Work

Any authorised officer called upon to investigate a fatality should ensure that early contact with the bereaved family is made and/or arrangements made to meet the bereaved as soon as they wish in order to explain the local authorities' roles and responsibilities and to provide them with relevant information. The Principal Environmental Health Officer will normally take responsibility for conducting the meeting with the bereaved family and act as the Family Liaison Officer, supported if necessary, by another officer but not necessarily the investigating officer. This should take place as soon as possible, bearing in mind the convenience and wishes of the family. Officers should also keep relatives informed of the progress and outcome of

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the investigation. The policy on the disclosure of information to bereaved relatives will be in accordance with HELA LAC 45/19 'Contact With, and Disclosure of Information to, the Relatives of People Killed Through Work Activities'.

Where there has been a breach of the law leading to a work related death, consideration will be given whether the circumstances of the case might justify a charge of manslaughter. To this end, the investigating officer will liaise with the Police, Coroner and the Crown Prosecution Service (CPS) in accordance with 'Work-Related Deaths – A Protocol for Liaison'. If they find evidence suggesting manslaughter, this will be passed to the Police or where appropriate, the CPS. If the Police or CPS decides not to pursue a manslaughter case, the local authority should consider prosecution under health and safety legislation.

## 5.0 POLICY WITH RESPECT TO COMPLAINTS

### 5.1 Background

Requests for service in respect of health and safety relate to:

- i) complaints received from employees or safety representatives concerning workplace issues;
- ii) complaints received from members of the public or visitors to businesses concerning the impact of a business' activity on others;
- iii) requests for advice and information.

The purpose of investigating complaints is:

- i) to identify possible causes for and to resolve any problems which pose a risk to health and safety;
- ii) to substantiate complaints and to provide a service to the public;
- iii) to provide information to the industry in order to raise and maintain standards;
- iv) to perform a duty of enforcement and;
- v) to prevent further complaints.

Complaints that relate to issues that may pose a serious and/or imminent risk to health and/or safety are considered of utmost importance and therefore require an immediate response upon notification in order to investigate as thoroughly as possible. In cases involving issues that do not pose a serious and/or imminent risk to health and/or safety, these will be investigated within the departmental response time of 3 working days. Officers will conduct their investigations and visits in accordance with previously detailed policies and guidance.

All investigations shall be performed in accordance with HELA guidance and Codes of Practice and the Primary Authority principles shall prevail throughout the investigation.

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Where it is determined that the HSE is the responsible enforcing authority, then appropriate liaison and transfer of the complaint will take place.

Enforcement action will be in accordance with the Enforcement Policy.

## 6.0 POLICY WITH RESPECT TO ACCIDENT INVESTIGATION

Local authorities are under a duty to investigate accidents that are notified to them under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

The purposes of investigating an accident are:

- i) to identify the cause of the accident, to make the situation safe and to prevent further accidents occurring;
- ii) to identify whether there have been any breaches of legislation;
- iii) to provide information to the industry in order to raise and maintain standards;
- iv) to inform local and national statistics and hence the planned inspection priorities.

### 6.1 Decision to Investigate

All accidents which occur at premises enforced by the local authority and involve one or more of the following shall be investigated by an authorised officer:

- i) The accident results in a fatality, except when the circumstances indicate that an investigation is inappropriate i.e. death from natural causes unrelated to a work activity;
- ii) The accident results in a serious injury or a case of ill health or a dangerous occurrence;
- iii) The accident results in a serious injury or a case of ill health to a member of the public except accidents when it is clearly unrelated to a work activity;
- iv) There is a degree of public concern. This will often be linked to an actual or perceived risk of injury or ill health;
- v) The accident is related to local special surveys or campaigns or to the HSE key priority areas;
- vi) A complaint has been made regarding an accident that has occurred;
- vii) A serious breach of the law is involved;
- viii) An accident is a recurrence or is likely to recur;
- ix) A young person or child is involved (under the age of 18);
- x) The accident indicates a more general management failure.

The initial decision whether to investigate an accident or not and how far to carry that investigation will depend upon a number of factors. The following will be taken into consideration when deciding to investigate:

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- i) severity and nature of the accident;
- ii) seriousness of the breach;
- iii) track record of the duty holder;
- iv) the relevance of event to a wider range of premises;
- v) practicality of achieving a satisfactory outcome;
- vi) legal considerations;
- vii) resource constraints.

In addition to informing the decision for the initial investigation, these factors will also determine the approach to be adopted and the extent of the investigation itself. This approach will ensure that resources are effectively targeted at the most serious accidents and which will result in the greatest effect on improving standards of health and safety.

## 7.0 POLICY WITH DISCLOSURE OF HEALTH AND SAFETY INFORMATION

### 7.1 Introduction

The purpose of this policy is to describe practices in dealing with the disclosure of information under legislation and good practice note 'Open Government: a Good Practice Note on Access to Local Authority Information'. The policy is intended to ensure consistency with the policy and practices of the Health and Safety Executive (HSE).

The good practice note requires local authorities to draw up and follow their own policy statements. This policy document seeks to fulfil that aim. It does not seek to replace any statutory requirements on disclosure where the law requires the local authority either to withhold or to disclose. Local authorities and the HSE must follow the same legislation on disclosure of health and safety information namely:

- i) Section 28 of the Health and Safety at Work etc Act 1974;
- ii) Environmental Information Regulations 2004;
- iii) Environment and Safety Information Act 1988;
- iv) Freedom of Information Act 2000.

This policy is fully retrospective, i.e. it applies to information acquired by both Chiltern District Council and South Bucks District Council before it came into effect.

### 7.2 Freedom of Information Act 2000

On 1<sup>st</sup> January 2005 the Freedom of Information Act 2000 (FOI Act) created two important rights of access for any person making a request for information to a public authority:

- To be informed by the public authority whether it holds the **information** of the description specified in the request; and
- If that is the case, to have the **information** communicated to them.

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The Councils have published a Freedom of Information Act Publication Scheme that will be followed should requests for information be made. These will be registered and responses monitored by the Councils' Data Protection Officer.

### 7.3 Section 28 of the Health and Safety at Work etc Act 1974

Section 28 of the Health and Safety at Work Act has been amended to bring restrictions on giving information into line with FOI Act.

HSWA Section 28 deals with how we manage information that we have obtained using statutory powers. Until 1 January 2005, there were only limited circumstances in which this information could be disclosed.

The Section 28 restrictions have now been removed and requests for this type of information can now be considered under the FOI Act.

Subject to the exemptions in the FOI Act (or EIR exemptions), the local authority can release information:

- proactively - because it is in the public interest for us to put that information into the public domain, or
- in response to a request under the FOI Act or the Environmental Information Regulations 2004

The local authority is not required to disclose information when the public interest for making the information available is outweighed by a greater public interest in protecting it. However, applying the public interest requires us to exercise our skill and judgement and document our reasoning and decision making.

### 7.4 Environmental Information Regulations 2004

Chiltern District Council and South Bucks District Council recognise that these Regulations impose responsibilities in respect of the environment, environmental information held and the release of such information, subject to exempted classes of information.

Chiltern District Council and South Bucks District Council further recognise that the Regulations disapply all other statutory provisions on disclosure where those other provisions conflict with the Regulations. Section 28 in accordance with this will not normally apply to requests made for environmental information as defined in the Regulations.

For the purposes of the policy, environmental information is regarded as information relating to:

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- i) the state of any water, air, flora, fauna, soil, natural site or other land;
- ii) any activities or measures (including activities that give rise to noise or other nuisance) which adversely affect or are likely to adversely affect anything in i);
- iii) any activities or other measure (including environmental management programmes) which are designed to protect anything in i).

This policy will not require the release of information about human health and safety except where human health and safety have been, or could be, affected through environmental media (e.g. air, water or soil). For example, information that workers were directly harmed in the manufacture of a substance is not releasable under the Regulations as environmental media are not involved. However, if fish were harmed, or could have been harmed, because a substance got into the food chain, such information would have to be released on request as environmental media are involved.

Local Authorities are within scope of the Regulations as they have environmental responsibilities and hold environmental information. The local authority may obtain environmental information in carrying out any of its functions or in any area of their responsibilities and such information is subject to the requirements of the Regulations. For example, information could be obtained on noise, Legionnaires' disease, ionising or non-ionising radiations and may be disclosable to the extent that it relates to the environment.

## 7.5 Environment and Safety Information Act 1988

In order to comply with the provisions of the Act Chiltern District Council and South Bucks District Council will maintain public registers of information on improvement or prohibition notices having public safety or environmental implications.

The register entries will include brief details of the breach of legislation and action required and will consist of the first page of the notices.

No charge will be raised for the inspection of the register.

## 7.6 Enforcement Notices, Inspection Reports and Convictions

### 7.6.1 Enforcement Notices

Information on only some notices is on the public registers kept under the Environment and Safety Information Act 1988. Under this policy Chiltern and South Bucks District Councils will also provide enquirers with information on any other health and safety notice it has served. The information provided will include the name and address of the premises, the date of the notice, the statutory breach and the date by which the breach must be remedied.

### 7.6.2 Inspection Reports

Requests for inspection reports will be considered in accordance with the Councils'

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FOI Publication Scheme and the Environmental Information Regulations 2004.

### 7.6.3 Convictions

Chiltern District Council and South Bucks District Council may hold on public registers the names and addresses of firms/individuals convicted of breaches of health and safety legislation.

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## **Appendix 1. Service Standards**

### **Our Commitment**

- We will give you verbal feedback at the end of each inspection and aim to give you written confirmation either at the time of the inspection or within 5 working days.
- If we receive a request for service we will investigate and respond within 10 working days.
- We will answer letters within 10 working days of receiving them and if we cannot give a full reply within that time, we will let you know when you can expect one and why there is a delay.
- We will answer emails within 10 working days of receiving them.
- We will answer the telephone within 20 seconds (6 rings).
- If we cannot give you a satisfactory reply when you telephone, we will call back at an agreed time.
- We will provide you with a contact name and number.

### **What to do if you are unhappy with the service?**

The Council has a Corporate Complaints Procedure which can be found at:

<http://www.chiltern.gov.uk/complaints>

<http://www.southbucks.gov.uk/complaints>

These pages explain how to make a complaint against any Council Service.

**CHILTERN DISTRICT COUNCIL  
and  
SOUTH BUCKS DISTRICT COUNCIL**

**Environmental Health Section**

**Joint Food and Health and Safety Service  
Business Plan**

**2019-2020**



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## 1.0 INTRODUCTION

The joint Food and Health and Safety Service Business Plan outlines the nature, objectives and influences on the services and the statutory and policy framework within which the services are delivered. It sets out the key service priorities and objectives for 2019/20 and identifies the main issues planned to be addressed during the period. It also fulfils the requirements set down by the Food Standards Agency (FSA) in its 'Framework Agreement on Local Authority Food Law Enforcement' and the Health and Safety Executive (HSE) in its 'Section 18 Guidance to Local Authorities'.

## 2.0 SERVICE AIMS AND OBJECTIVES

### 2.1 Links to Corporate Objectives and Plans

The service contributes towards the Chiltern District and South Bucks Councils' *Joint Business Plan 2015 – 2020 and Sustainable Community Strategy, 2016-2026*, performance measures and key objectives:

- Delivering cost-effective, customer-focused services;
- Working towards safe and healthier local communities ; and
- Striving to conserve the environment and promote sustainability.

### 2.2 Healthy Communities Service Plan

The key objectives within the Healthy Communities Service Plan that specifically relate to the food and health and safety service for 2019/20 are:

- Working to improve the worst performing food businesses

The Division has found substantial cost savings over the past few years, achieved by:

- reducing costs through innovative use of technology;
- reducing back office handling costs;
- transferring avoidable costs of delivery along the supply chain;
- raising income through charging for discretionary services;
- developing the new shared service and employing lean thinking principles to review processes;
- developing systems that will improve the ability of business to manage regulatory compliance whilst reducing the frequency of inspection.

## 2.3 Service Aims and Objectives

The Environmental Health Section has a significant role to play in improving quality of life, predominantly through providing a proactive, accessible and efficient service that protects and promotes the health of those who work, live and visit the area. This role directly supports the Councils' Key Objective 2 (*Working towards safe and healthier local communities*).

Our aim is to:

- support and assist businesses to become food safety compliant
- provide consistent accurate up-to-date information aimed at providing protection to customers
- support and assist businesses to comply with legal obligations to ensure that food is safe

We will achieve this by:

- targeted current relevant information to businesses
- ensuring officers are equipped with tools to effectively support businesses
- ensuring that poor performing businesses are proportionately targeted with enforcement action
- adopting a "light touch" approach to compliant businesses, organisations and customers
- campaigns to promote food hygiene ratings
- innovative opportunities and approaches to working with other regulatory stakeholders to improve businesses contact with local authorities.

## 2.4 Key Service Standards and Performance

As part of the authorities' key objectives, service standards and performance measures have been set.

Services are prioritised and resources targeted at issues of greatest concern in terms of food and health and safety. The service covers inspections of businesses, complaint and accident investigation and developing schemes to assist and motivate businesses to achieve compliance and good practice. The key corporate performance measures used are: *'Percentage of food hygiene inspections of food businesses category A – D*

*achieved against inspections due' and 'Percentage of food premises improving their food hygiene rating from 0-2 rating to achieve a rating of 3 and above'.*

Performance monitoring has been established with reports to relevant Committees, in addition to departmental monitoring meetings and to Management Team.

Food safety carries a high priority for the authorities and the targets set for 2019/20 (96% broadly compliant businesses within both Chiltern District and South Bucks District) reflect that priority and ensures that the authorities comply with current government guidance in measuring outcomes rather than inputs.

The Food Standards Agency will continue to collect data on broadly compliant businesses and as part of our continual service improvement; the intention is to collect data in respect of customer satisfaction following inspections.

As a consequence of Government's aims for health and safety reform including reducing the inspection burden on business and focussing on better health and safety outcomes, proactive inspections will be targeted at high risk premises where the national priorities identifies them as being an at-risk group or local intelligence identifies businesses with poor compliance records.

### **3.0 BACKGROUND**

#### **3.1 Profile**

The Chiltern District is located in the centre of the Chiltern Hills, approximately 25 miles North West of London. The District covers an area of 19,635 hectares and has a population of approximately 93,980. It is predominantly a rural area with towns and villages set in countryside which is part of the greenbelt around London. A large part of the District forms part of the Chilterns Area of Outstanding Natural Beauty.

The South Bucks District covers an area of 14,150 hectares immediately to the west of Greater London with a population of approx. 68,560. The district is mainly rural in nature and large areas are within the Greater London Green Belt. The main towns in the district are Beaconsfield, Gerrards Cross Denham, Iver and Burnham.

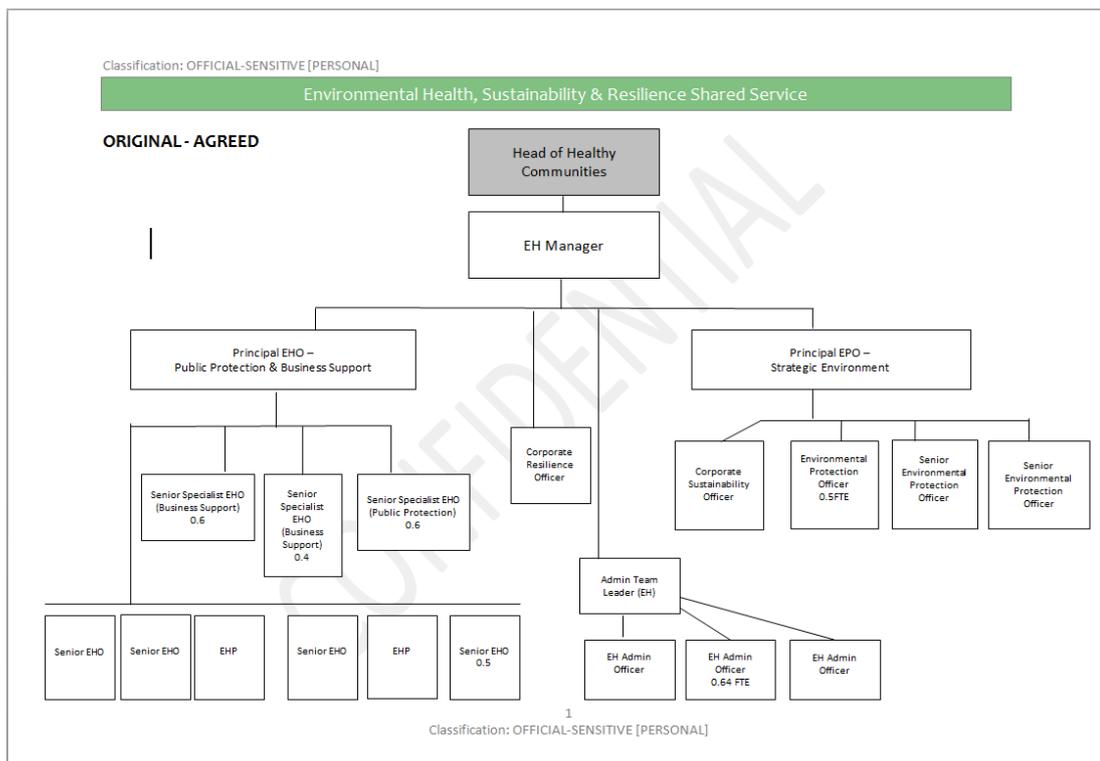
Both Districts have good transport links with adjoining areas. Both areas are served by good national and motorway networks. Direct rail-links to central London or Northwest to Aylesbury or High Wycombe and the Midlands are provided by Chiltern Railways, Great Western Railways and London Underground Ltd.

During 2019/20, Buckinghamshire local authorities will undergo both political and structural changes following the Government's decision to create a unitary authority for Buckinghamshire. This will have significant implications on the way in which all services will be delivered and the incorporation of District and County functions into a single service. This will take effect from 1<sup>st</sup> April 2020.

### 3.2 Organisational Structure

Since April 2014, a shared senior management structure has been in place between Chiltern District Council and South Bucks District Council, comprising a Chief Executive, directors and heads of service. The Head of Healthy Communities is the head of service for environmental health across both authorities and reports to the Director of Services. The shared environmental health service came into effect on 1<sup>st</sup> December 2015 with the service being delivered from both Council offices. The food and health and safety service is delivered by specialist Environmental Health Officers within a single Business Support Team. Health promotion is delivered by the Community Team who provide links to community development, adult learning and Learning and Skills although the Business Support Team will have an increasing role in delivering promotional activities.

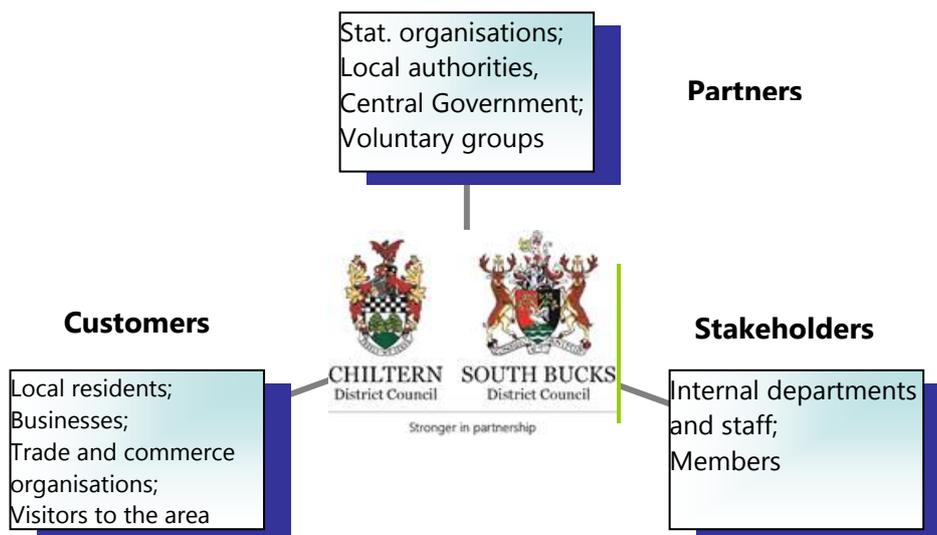
As of the March 2019, the Healthy Communities Division (inclusive of housing and licensing) comprised of 35.1 full time equivalents. The Division also employs specialist officers for Housing, Environmental Protection, Licensing, Emergency Planning and Business Continuity and Corporate Health and Safety, supported by a central administration team. In addition, the pest control service is provided on a contracted basis.



Dr Jill Morris is the appointed Consultant in Communicable Disease Control at Thames Valley Public Health England and is the 'Proper Officer' for the Authority.

The specialist officer for food safety as required by the Code of Practice is shared between the Principal Environmental Health Officer and a job shared Senior Specialist EHO post, and the Public Analyst is Anne Scarett at Hampshire Scientific Services.

### 3.3 Customers, Stakeholders and Partners



### 3.4 Scope of the Service

3.4.1 The scope of the service is:

- i) the enforcement of legislation relating to safety, welfare and hygiene;
- ii) routine auditing of businesses in accordance with current Government requirements;
- iii) providing support, training and advice for food handlers and businesses, either free of charge or as part of a paid-for advice service;
- iv) investigation of consumer complaints relating to food safety and hygiene;

- v) investigation of employee and public complaints and requests for information relating to working environments and standards;
- vi) investigation of reportable accidents;
- vii) health education and promotional activities to educate the consumer.

3.4.2 The scope of infectious disease control aspects of the service are:

- i) investigation of sporadic cases and outbreaks of infectious disease within the District, in consultation with the Consultant in Communicable Disease Control;
- ii) health education/promotion activities;
- iii) drawing up and implementing appropriate contingency outbreak control plans;

In addition, officers also enforce the smoke-free provisions, undertake inspections of businesses registered for skin piercing and contribute to the Safety Advisory Group.

### 3.5 Demands on the Food Service

As at 1st April 2019 there are 856 food premises requiring inspection in the Chiltern District and 630 in the South Bucks District. The premises profile is given in Table 1, whilst the number of premises falling into each risk category is given in Table 2. Classification of premises is in compliance with Food Standards Agency Code of Practice. Category A businesses, either because of the nature of their operation or poor standards of hygiene, pose a greater risk than category E. Those premises within category E are subject to an alternative enforcement strategy which takes the form of a self-assessment questionnaire. Similarly, a category D premise will alternate every 24 months between an inspection and self-assessment questionnaire. Category C premises that are broadly compliant will have a monitoring visit every other visit. Non-rated businesses are those whose risk rating has not yet been assessed.

Table 1 Number of establishments by premise type

Premises Type	Primary producers	Manufacturers and packers	Importer Exporter	Distributor	Retailer	Caterers
Number (Chiltern DC)	2	18	2	25	145	623
Number (South Bucks DC)	1	11	1	7	127	467

Table 2 Number of premises falling into risk categories

	A	B	C	D	E	Non - rated	Outside programme	Total

Number of premises (Chiltern DC)	1	25	157	197	380	38	17	815
Number of premises (South Bucks DC)	1	20	126	225	219	13	10	614
Interval between inspections (months)	6	12	18	24	AES			

- AES – Alternative Enforcement Strategy

Within the premises profile, there are four food businesses that are approved.

One of the strengths of the service is that of promoting and educating food businesses. This tends to be targeted at new businesses and those businesses that have got a history of poor hygiene standards and has proved effective in raising and maintaining standards. Those with a food hygiene rating of 0-2 are particularly targeted.

### 3.6 Demands on the Health and Safety Service

As at 1st April 2019 there were 2359 premises within the Chiltern District and South Bucks District areas which are eligible for health and safety enforcement. Classification of premises is in compliance with Health and Safety Executive/Local Authorities Enforcement Liaison Committee (HELA) Local Authority circular (LAC) 67/2 (rev8).

The assessment of the risk rating is dependent upon the identified health and safety hazards and their associated risks and the ability and confidence in the management to control them.

The service is delivered from both the Council offices in Amersham and Denham during normal office hours of 9.00 – 17.30. It is recognised that businesses operate outside normal office hours of work and so the inspection programme will take this into account. Officers are therefore expected to work outside these hours when circumstances require, for example, for food poisoning investigations and accident investigations, where the nature of the business dictates evening or early morning visits and upon request by businesses.

### 3.7 Enforcement Policy

A generic enforcement policy covers the majority of the work performed by the Division. However a more specific enforcement policy has been adopted and is detailed within the Food and Health and Safety Enforcement Policies, together with enforcement procedures that set out the actions to be taken when formal action is required.

Regard is given to the Regulator's Code published by the Department for Business Enterprise and Regulatory Reform (now the Office for Product Safety and Standards), the Primary Authority Scheme and the Councils' overarching enforcement policy.

#### **4.0 SERVICE DELIVERY and REVIEW**

##### **4.1 Delivery and Priorities – 2019/20**

The service will be delivered through:

- i) routine programmed inspection of food businesses, with a frequency determined by a risk assessment, with appropriate follow-up action;
- ii) proactive targeted inspections of businesses and service sectors where there is likely to be a greater risk of injury from those activities identified by national accident statistics and local intelligence with appropriate follow-up action.
- iii) assessment of relevant food hygiene premises to determine their food hygiene score in terms of the national Food Hygiene Rating Scheme and which will be published on the Food Standards Agency website;
- iv) routine self-assessment questionnaires to low risk premises;
- v) investigation of complaints with appropriate follow-up action;
- vi) investigation of accidents with appropriate follow-up action
- vii) participation in national and local sampling programmes;
- viii) appropriate training, development and monitoring of officers;
- ix) provision of information, coaching and advice to businesses about legal requirements and good practices;
- x) provision of relevant food safety courses for food handlers and a chargeable advice service to businesses;
- xi) promotional activities to inform and encourage high standards in businesses;
- xii) promotional activities to educate the consumer in food hygiene and safety.

Priority will be given to targeting those activities that pose the greatest risk to members of the public and employees by:

- i) the correct and uniform identification of high-risk areas during programmed inspections and as a result of complaint and accident investigation and to concentrate efforts to reduce these risks;
- ii) focussing enforcement efforts on those businesses who pose the greatest risks e.g. those that are not broadly compliant;
- iii) ensuring efforts are focussed on persistent offenders;
- iv) ensuring compliance with the law and;
- v) engaging in those promotional activities for businesses and consumers, which are most likely to foster improved safety.

Revisits to businesses will be undertaken in accordance with the relevant policy.

##### **4.2 Food Safety Interventions**

The policy relating to the inspection of food premises is detailed in the Food Policy.

The number of premises programmed for inspection in 2019/20 has the following profile:

Risk category	A	B	C	D	E (AES)	Unrated	TOTAL
Number (Chiltern DC)	1	25	103	98	82	38	347
Number (South Bucks DC)	1	21	92	113	52	30	309

Currently 96% (Chiltern DC) and 97% (South Bucks DC) are broadly compliant with legislation. Those that are not broadly compliant will be subject to full inspections and included within the food sampling programme.

A self-assessment scheme is undertaken for the lower risk premises whereby a questionnaire is sent to the business and on return an assessment is made as to its continued business use and risk. Dependent upon the outcome, the business will either be inspected or re-assessed when due another inspection. In creating more efficient, customer focused services, these questionnaires are sent out by email and an online form has been produced which enables easy completion and submission.

The revised Code of Practice introduced the opportunity to carry out alternative interventions where it is found that standards of food safety are generally good and do not warrant a full or partial inspection. Category A, B and C businesses which are rated as being not broadly compliant will be subject to a full or partial inspection or audit whilst category C and D food businesses that are broadly compliant could be subject to alternative interventions alternating with full or partial inspections every 18 months and 2 years respectively.

During 2018/19, the focus has been on the continued implementation of the shared service. To this end, policies and procedures of both authorities continue to be reviewed and developed, taking the best practice from each.

As part of an ongoing programme of service transformation, improved and more efficient and effective ways of working and delivering the service have been explored. Officers use iPads during inspections and produce much improved electronic reports for food businesses. These reports are designed to show a traffic light system of compliance and incorporate photographs thus making it clear to businesses what the issues are that need addressing.

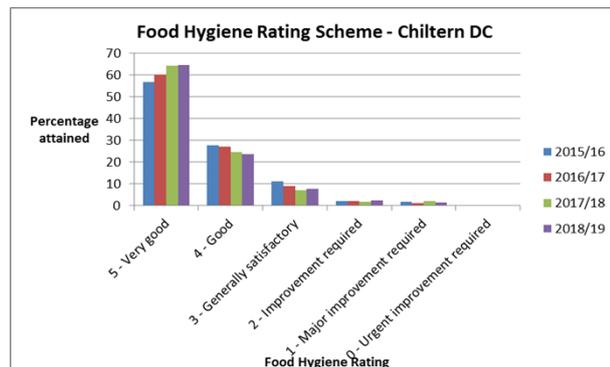
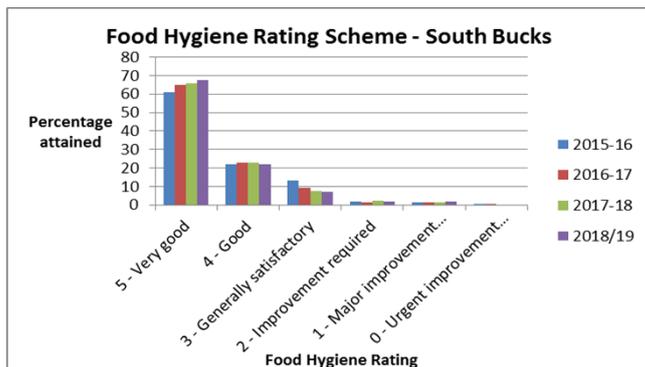
Adequate separation between raw and ready-to-eat food being stored?	Yes	
Food protected from contamination in storage?	N/A	
Adequate stock rotation of food being stored?	No	<p>A number of items found past their useby date on display for sale:</p> <p>2 packets of pepperoni useby 30.04.18.          6 chicken in roast gravy pies useby 02 May 2018.          1 chicken samosa useby 30 April 2018.          1 beef salami best before 21.04.18.          These were taken off sale by staff.</p>
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Photograph 1</p> </div> <div style="text-align: center;">  <p>Photograph 2</p> </div> <div style="text-align: center;">  <p>Photograph 3</p> </div> <div style="text-align: center;">  <p>Photograph 4</p> </div> </div>		

Officers trialed an app that connected with our back-office IT systems so that they would be able to view records and documents remotely. Unfortunately, due to various software issues, the trials did not demonstrate any additional benefits and so this aspect of our work has been put on hold. As part of the corporate customer experience strategy, work has been undertaken in developing a suite of online forms to improve access to our services.

The national Food Hygiene Rating Scheme (FHRS) continues to be well received by both the public and businesses. Businesses wishing to improve their rating following an inspection can apply for a re-inspection. From the 1<sup>st</sup> April 2017, local authorities have been able to charge for re-inspection requests to cover their costs; this is currently set at £150. Just Eat have recently changed the criteria by which food businesses can be on their database and as a consequence, we have seen an increase in the number of applications for re-inspections.

The graphs below show the percentage breakdown of food hygiene rating distribution across all rated food businesses within each authority. The aim is to

increase those businesses that achieve a 5 rating to above the national average, currently at 70.81%. Both authorities have a greater overall percentage of broadly compliant food businesses than the national average of 95.31%.



Whilst improvements in hygiene standards continue to be made, officers are still seeing the impact of financial pressures on businesses and this is reflected in some businesses continuing to exhibit poor standards and a lack of investment in terms of staff training, maintenance and cleaning. Where there is found to be persistent problems over time, it is in the public interest to ensure hygiene standards are maintained and so officers will take a strong enforcement line in the form of the service of Hygiene Improvement Notices and prosecutions.

Where businesses attain a 0-2 rating, a revisit is always undertaken to gain compliance. If at this visit it is found that the business would improve their rating, they are encouraged to apply for a re-inspection. Whilst our performance indicator is to move businesses to be broadly compliant, this is reliant on them applying for a re-inspection which doesn't always happen, although, as mentioned previously, this is improving. Therefore a survey will be carried out this year of those poorer performing businesses to identify what blocks there are to applying. We will then endeavour to remove these blocks so that more businesses will apply and subsequently improve ratings.

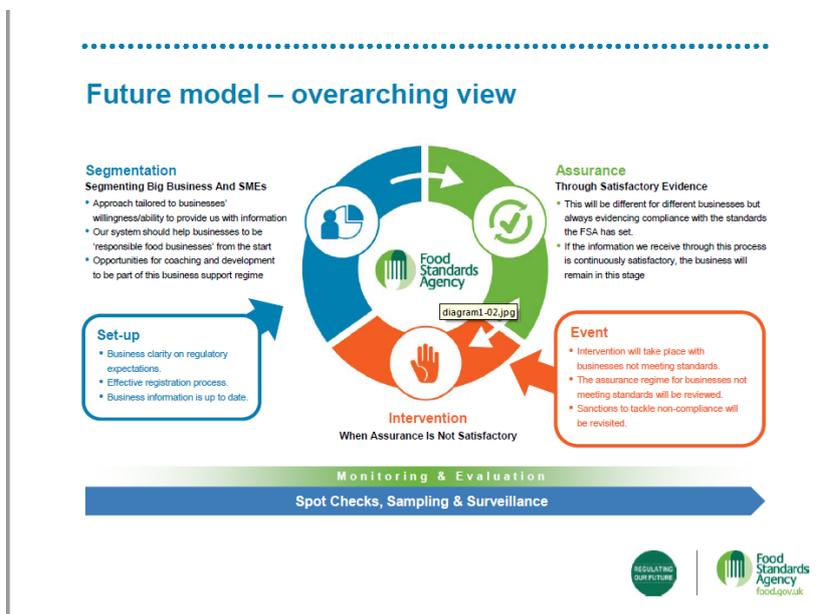
Officers inspected 100% of food businesses category A-D that were due an inspection during 2018/19. In addition, four businesses were successfully prosecuted for an infestation of rats, poor food hygiene practices and management. In all cases enforcement action was taken including, in two cases, the emergency closure of the business and in another, the food business operator being prohibited from running

any food business. In another case, a significant quantity of apple juice was seized and condemned by a Magistrate and disposed of.

The Food Standards Agency has embarked on a four year programme 'Regulating Our Future' to introduce a more effective system for food regulation. The two overriding priorities currently are preparing for the UK leaving the European Union and regulatory reform. With increasing pressure on resources and complexity of food supply, the FSA are currently consulting on how food businesses are regulated in the future so that consumers continue to have confidence in the food that is produced. This includes the mandatory display of the food Hygiene Rating Scheme scores in England, 'Permit to Trade' arrangements for new food business registrations, examining the role of third party audits and assurance schemes to inform the regulatory process and a greater use of the primary authority scheme.

As mentioned previously, there are four food businesses that are approved, two of which could particularly be impacted by the UK leaving the EU and so officers have been in communication with them in relation to their preparedness. We will also be assessing the implications for the service in relation to imported foods and regulation. No doubt all businesses will be effected in one way or another.

The FSA has proposed a new regulatory model which will move away from a 'one-size-fits all' inspection approach to regulation and the development of a regulatory framework that can be adapted according to different types of food businesses. Officers, through the Bucks Food Liaison Group, will continue to engage with the FSA in the new developments.



### 4.3 Health and Safety Interventions

The HSE Strategy 'Helping Great Britain Work Well' sets out 6 key themes:



**Helping Great Britain work well**

**A new strategy for health and safety**  
**The six key areas**



**Acting together**  
Promoting broader ownership of health and safety in Great Britain



**Supporting small employers**  
Giving SMEs simple advice so they know what they have to do



**Managing risk well**  
Simplifying risk management and helping business to grow



**Sharing our success**  
Promoting the benefits of Great Britain's world-class health and safety system



**Tackling ill health**  
Highlighting and tackling the costs of work-related ill health



**Keeping pace with change**  
Anticipating and tackling new health and safety challenges

To support the strategy, guidance has been published for local authorities (LAC 67/2 (rev 8)) to aid the prioritisation of health and safety interventions. This identifies the national priorities based upon accident statistics and the associated high risk activities and business sectors. These will form the focus of our work during 2019/20. The guidance is clear however, that there should not be an inspection without a reason and that other alternative interventions may be more suitable, for example advisory visits, publicity campaigns and seminars.

List of activities/sectors for proactive inspection by LAs <sup>1</sup> – only these activities falling within these sectors or types of organisation should be subject to proactive inspection			
No	Hazards	High Risk Sectors	High Risk Activities
1	Legionella infection	Premises with cooling towers/evaporative condensers	Lack of suitable legionella control measures, including premises that have: <ul style="list-style-type: none"> <li>• Not yet demonstrated the ability to manage their legionella risk in a sustained manner, includes new cooling towers/evaporative condensers, or</li> <li>• Relevant enforcement action in the last 5 years and have not yet demonstrated sustained control of legionella risk.</li> </ul>
2	Explosion caused by leaking LPG	Communal/amenity buildings on caravan/camping parks with buried metal LPG pipework	Caravan/camping parks with poor infrastructure risk control/management of maintenance
3	E.coli/ Cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions <sup>2</sup>	Lack of suitable micro-organism control measures
4	Fatalities/injuries resulting from being struck by vehicles	High volume Warehousing/Distribution <sup>3</sup>	Poorly managed workplace transport
5	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries	Industrial retail/wholesale premises <sup>4</sup>	Poorly managed workplace transport/ work at height/cutting machinery /lifting equipment
6	Industrial diseases (occupational deafness/ occupational lung disease - silicosis)	Industrial retail/wholesale premises <sup>4</sup>	Exposure to excessive noise (steel stockholders).  Exposure to respirable crystalline silica (Retail outlets cutting/shaping their own stone or high silica content 'manufactured stone' e.g. gravestones or kitchen resin/stone worktops)
7	Occupational lung disease (asthma)	In-store bakeries <sup>5</sup> and retail craft bakeries where loose flour is used and inhalation exposure to flour dust is likely to frequently occur i.e. not baking pre-made products.	Tasks where inhalation exposure to flour dust and/or associated enzymes may occur e.g. tipping ingredients into mixers, bag disposal, weighing and dispensing, mixing, dusting with flour by hand or using a sieve, using flour on dough brakes and roll machines, maintenance activities or workplace cleaning.
8	Musculoskeletal Disorders (MSDs)	Residential care	Lack of effective management of MSD risks arising from moving and handling of persons
9	Falls from height	High volume Warehousing/Distribution <sup>3</sup>	Work at height

10	Manual Handling	High volume Warehousing/Distribution <sup>3</sup>	Lack of effective management of manual handling risks
11	Unstable loads	High volume Warehousing/Distribution <sup>3</sup> Industrial retail/wholesale premises <sup>4</sup>	Vehicle loading and unloading
12	Crowd management & injuries/fatalities to the public	Large scale public gatherings e.g. cultural events, sports, festivals & live music	Lack of suitable planning, management and monitoring of the risks arising from crowd movement and behaviour as they arrive, leave and move around a venue
13	Carbon monoxide poisoning	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances
14	Violence at work	Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting shops/off-licences/hospitality <sup>6</sup> ) and where intelligence indicates that risks are not being effectively managed	Lack of suitable security measures/procedures. Operating where police/licensing authorities advise there are local factors increasing the risk of violence at work e.g. located in a high crime area, or similar local establishments have been recently targeted as part of a criminal campaign
15	Fires and explosions caused by the initiation of explosives, including fireworks	Professional Firework Display Operators <sup>7</sup>	Poorly managed fuzing of fireworks

Category B and C premises will not form part of the inspection programme and so will not be subject to any proactive interventions unless they come within one of the

priority subject areas or local intelligence suggests the need for targeted interventions.

#### 4.4 Service Requests

The Food and Health and Safety Enforcement Policies detail the policy relating to the investigation of complaints, whether they are about hygiene standards at premises, complaints about food purchased within the Districts, safety standards at premises or welfare issues. In 2018/19 across both authorities, 48 food related service requests were received, 34 concerning the hygiene of premises and 14 in relation to food itself. Of the 34 health and safety related service requests, 10 were requesting advice whilst 14 concerned standards at premises. Both Chiltern and South Bucks Councils have established Safety Advisory Groups, the purpose of which is to collate information about an event to enable the emergency services to gauge its potential impact upon the local community, to identify beforehand any issues or concerns which may potentially arise and to give advice to event organisers. In 2018/19 111 consultations were held for a variety of events.

#### 4.5 Accident Notifications

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, employers and self-employed are required to notify the enforcing authority of any notifiable injury etc. The table below indicates the level of accident notifications for 2018/19. The policy for the investigation of accidents is detailed in the Health and Safety Enforcement Policy and accidents are investigated according to the criteria within it.

Number of accidents 2018/19

Type of Accident	2018/19 Chiltern DC	2018/19 South Bucks DC
Fatal Injuries	0	0
Non-fatal major injuries	0	0
Over 7 day injuries	25	16
Public injuries	30	23
Dangerous Occurrence	1	0
Total	45	35

#### 4.6 Primary Authority Scheme

In July 2009, the Regulatory Enforcement and Sanctions Act introduced the concept of a 'Primary Authority' for the majority of regulatory functions. At the request of a business, a local authority is compelled to act as that company's Primary Authority. The role of the Primary Authority is to act as a point of contact for other local authorities on policy issues, inspection programmes and when considering taking any enforcement action. The Primary Authority is able to prohibit that local authority from taking their enforcement action subject to an appeal process to the Office for

Product Safety and Standards against the decision of the Primary Authority. The Business Support Team will actively pursue primary authority partnerships with local businesses and trade associations.

#### 4.7 Advice to Businesses

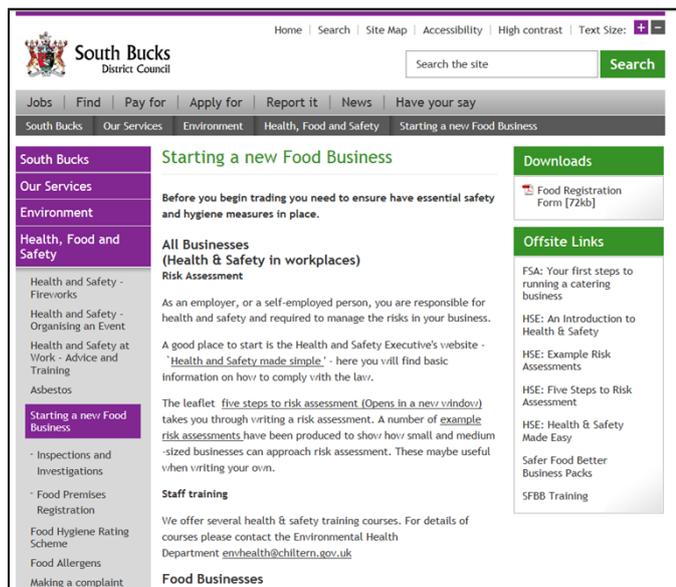
The authorities are committed to ensuring that businesses are aware of the requirements of the law and good practice, and will wherever resources permit, provide advice to assist businesses. Information fact sheets have been developed for businesses which have received positive attention from other authorities.

Greater links with local Chambers of Commerce and the Buckinghamshire Thames Valley Local Enterprise Partnership will be forged to support existing and new businesses and to improve awareness of the services Environmental Health can provide. For businesses, and in particular new start-ups, a 'one-stop' approach to regulatory services and compliance will be established in a bid to minimise the number of hand-ons a business may experience.



A chargeable advice service has been established aimed at new and existing businesses to support them in achieving higher standards of safety and compliance. A charge is made for those businesses who wish to have a re-inspection under the Food Hygiene Rating Scheme.

Eight Level 2 'Award in Food Safety in Catering' courses are planned each year delivered by an external tutor alternating between the Chiltern DC and South Bucks DC offices. Administration staff administer the course provision and manage the bookings and payment. The authorities retain the net income. Unfortunately, as in previous years, there has been little uptake of these types of courses, with businesses preferring to use online training. Not only is this



Highfield Awarding Body for Compliance Ltd. These courses can also be run for organisations at their premises upon request. The Section is also able to provide a range of Institute of Occupational Health and Safety (IOSH) courses and in particular, Leading Safely, Managing Safely and Working Safely.

In addition to advice being given to businesses, information is also provided for the public in the form of information on the website and participation in National campaigns.

#### **4.8 Food Sampling**

The policy in relation to sampling is detailed in the Food Policy and covers sampling of food, water and faecal and food samples as part of food poisoning investigations.

An annual sampling programme has been drawn up to cover:

- i) Water – private supplies;
- ii) Food products manufactured locally;
- iii) National and regional co-ordinated sampling;
- iv) Imported foods;
- v) Locally co-ordinated sampling.

The sampling programme is based on the following objectives and an assessment of the potential risks associated with the particular activity:

- i) To obtain recognised and usable microbiological standards for foods, via a nationally co-ordinated sampling programme;
- ii) To fulfil legal and government driven obligations;
- iii) To monitor those businesses whose standards of hygiene are less than satisfactory;
- iv) To check that foods comply with statutory microbiological standards, where available;
- v) To check that locally manufactured and handled foods are microbiologically safe;
- vi) To identify specific foodstuffs which are more likely to be microbiologically unsound.
- vii) To form part of the non-inspection official control programme for broadly compliant food businesses.

It is recognised that good co-operation and co-ordination at a national and local level is necessary to achieve such objectives and the authorities are committed to:

- i) participating in and co-operating with the Public Health England and Food Standards Agency's national sampling schemes;
- ii) co-ordinating with adjoining local authorities and local PHE to agree locally co-ordinated sampling;
- iii) ensuring 10% of samples come from third country imported foodstuffs, in line with the Food Standards Agency requirements.

Sampling forms an important part of the inspection programme with lower risk, broadly compliant businesses being sampled rather than having a full inspection. This approach provides an efficient and effective use of officer's time, enabling greater focus on those businesses which continue to be non-compliant. Sampling is also performed on an adhoc basis as necessary, generally in response to a complaint from a member of the public, as part of a food poisoning outbreak or during a routine inspection.

As part of the revised inspection processes the use of ATP analysis of hand and food contact surfaces provides rapid assessments of cleanliness and cross contamination. As well as demonstrating potential failures in hygiene arrangements, the visual nature of these tests also aids the educational aspect of the inspection.

Samples for microbiological analysis continue to be taken to the PHE laboratory at Colindale, London. Routine private water supply samples for chemical analysis are sent to Chiltern Water and Environmental Ltd. and samples for examination will go to the Public Analyst.

#### 4.9 Control and Investigation of Outbreaks and Food Related Infectious Disease

The policy for dealing with food related diseases is to:

*“Prevent the spread of notifiable infectious disease in the community and particularly reduce outbreaks of food poisoning.”*

a) To investigate all outbreaks of notifiable disease within the Districts in co-operation with Public Health England.

- i) to identify the cause of infection;
- ii) to prevent the spread of infection;
- iii) to educate and prevent re-occurrence.

b) Promote the training of food handlers.

Procedures have been developed in consultation with the Consultant in Communicable Disease Control and Thames Valley PHE Centre. These, together with the appropriate outbreak control plans are reviewed on a regular basis.

For 2018/19 149 sporadic cases of food related infectious disease were investigated across both authorities, a reduction on the previous year. All notified cases are followed up to identify the source and cause, and to establish whether the case is within a high-risk group. The number of food poisoning outbreaks investigated during the past year remains low. Such outbreaks involve a considerable amount of

time and effort to investigate and control and as a consequence, other proactive work tends to be held in abeyance until the outbreak is concluded.

#### 4.10 Food Safety Incidents

Food Alerts are the Food Standards Agency's way of informing local authorities and consumers about problems associated with food and, in some cases, provide details of specific action to be taken. They are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor. Officers will carry out action specified in the Food Alert as instructed and in the most appropriate, expeditious and cost effective manner possible to safeguard public health. Action will be taken in accordance with guidance issued by central government. Action taken in relation to food alerts associated with chemical contamination will be in consultation with Buckinghamshire and Surrey Trading Standards.

Rapid Alert System for Food and Feed (RASFF) is primarily a tool to exchange information between competent authorities on consignments of imported food and feed in cases where a risk to human health has been identified and measures have been taken. As with the food alert officers will carry out any action specified in the RASFF.

If a Food Alert or RASFF needs to be issued following complaints or issues arise as part of the routine inspection programme, the guidance in the Code of Practice will be followed.

When necessary, the Consultant in Communicable Disease Control and Public Analyst will be consulted and advice sought as to the public health significance of particular issues. Specialist experts will also be called upon as necessary. Appropriate resources will be allocated to resolving any food safety incident and alternative measures taken to deal with other work.

#### 4.11 Liaison with other Organisations

The Authorities have a number of formalised liaison arrangements with various public bodies and neighbouring local authorities. These include:

- i) Buckinghamshire Food and Health and Safety Liaison Groups – bi-monthly meetings to discuss current enforcement issues and to develop action plans to progress food and health and safety promotion and enforcement. Also in attendance are representatives

Fabricake Sugarcraft Ltd recalls Rolkem's Special Rose Gold and Super Gold



**Communications**  
Food Alert  
11.05.2018

**PRODUCT RECALL - FSA-PRIN-27-2018 - Fabricake Sugarcraft Ltd recalls Rolkem's Special Rose Gold and Super Gold**  
Fabricake Sugarcraft Limited is recalling Rolkem Special Rose Gold and Rolkem Super Gold which are food colours used to decorate food items (such as cakes) due to high concentration. Distribution to Wales, Scotland and Northern Ireland

**FSA Alert:**  
Issued by the Incidents Team,  
Incidents & Resilience Unit, Food Standards Agency  
Floors 6 & 7, Clive House, 70 Petty France, London, SW1H 9EX  
[foodincidents@food.gov.uk](mailto:foodincidents@food.gov.uk)

020 7276 8448    FoodStandardsAgency    @foodgov    www.food.gov.uk

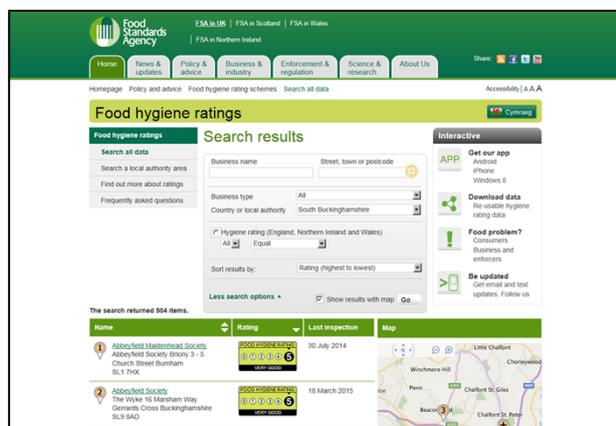
from Trading Standards to discuss joint initiatives and the Quality Manager from the PHE, Colindale to discuss sampling results and programmes and the Health and Safety Executive.

- ii) Thames Valley PHE Centre – meetings to discuss current infectious disease issues and to progress initiatives in outbreak control.
- iii) Chiltern District Council and South Bucks District Council Safety Advisory Group – meetings with event organisers to discuss event safety management and to highlight issues of particular concern.
- iv) Thames Water Utilities and Affinity Water – 6 monthly meetings to discuss current developments in water quality and monitoring and to develop closer links between organisations.
- v) The Division also has links with other Council services e.g. Planning, Building Control and Waste Management.
- vi) Officers will also work and exchange information with other enforcement agencies such as HMRC and Thames Valley Police.
- vii) Participate in and contribute towards public health initiatives such as childhood obesity, smoking cessation and alcohol control.

#### 4.12 Promotion

The value of safety promotions is recognised as an effective way of conveying safety information to both public and businesses and as a means of raising standards. Therefore when resources permit, officers actively participate in a number of promotions. These include Food Safety Week, Health and Safety Week and other local promotions organised on an adhoc basis through the Buckinghamshire Liaison Groups.

The national Food Hygiene Rating Scheme shows how well food businesses are complying with food hygiene law. The scheme applies to all caterers and retailers handling and preparing open food to the public. The food business is given a sticker to display that shows their food hygiene rating out of 5. The ratings are made publicly available on a national website so that customers can make informed choices about the places where they eat out and purchase food, and through this, to encourage businesses to improve hygiene standards. Businesses are encouraged to display their rating.



## **5.0 RESOURCES**

### **5.1 Staffing allocation**

The food and health and safety service is delivered by a specialised Business Support Team who are responsible for undertaking food safety and health and safety interventions, investigations of accidents and hygiene complaints, food poisoning outbreaks and sporadic infectious disease cases and provide support and advice to businesses and the primary authority partnership scheme. The Team is comprised of Principal Environmental Health Officer, a job shared Senior Specialist Environmental Health Officer post, who, with the Principal EHO jointly act as the Lead officers for food and health and safety and 3.5 Environmental Health Officers, supported by 0.1 FTE Administrative Officers. Additional Environmental Health Officer resources will be deployed from the Public Protection team as required.

All officers are authorised in accordance with an assessment of their individual competencies and qualifications and in accordance with the FSA Code of Practice and Section 18. A record of authorisation for each individual is kept and any training and competency issues are dealt with throughout the year.

Contractors engaged in food or safety interventions will be appointed and authorised in accordance with the authorisation procedures and must demonstrate their competence to the satisfaction of the relevant codes of practice. During 2018/19 consultants were employed to undertake food hygiene inspections across both authorities, primarily in relation to new businesses.

### **5.2 Staff Development**

The Authorities are members of the Investors in People (IIP) Scheme and are regularly appraised through audit of its membership.

The Food Standards Agency, as part of their revision of the Code of Practice, has introduced a Competency Framework for officers who are responsible for undertaking official controls. All officers authorised to carry out official control interventions will be required to complete the Competency Framework and any gaps will form part of their personal development plan.

All staff have an annual appraisal at which time any training and development needs are identified and incorporated into a training plan. Additionally, throughout the year, core courses are identified and staff allocated to attend as necessary. Staff have increasing access to online training and webinars. Not only does this plan reflect the business needs of the Division, it also provides for the personal development of individual officers. The Food Standards Agency's Competency Framework has been used to identify individual competencies and training and knowledge gaps.

All training undertaken is reviewed as to its usefulness and practical applications and feedback to other officers is done as necessary.

Following the annual appraisals, each officer receives individual aims and objectives. These comprise of general performance objectives relating to standards of work and targets to be achieved and more specific 'projects' pertinent to their work and the overall aims of the service. These are reviewed on an on-going basis and as part of the annual appraisal.

### **5.3 Financial Allocation**

The budget for the food service is comprised of a number of elements, the greatest of which is staffing costs. This is followed by support services comprised of costs for administration, corporate services (mainly financial income administration), office running costs and internal health and safety. Legal charges are based on the actual work that is performed and a contingency is available for expert advice.

Microbiological analysis is undertaken by the PHE who has agreed an allocation of sampling units based on one food sampling unit per 1000 head residential population. Due to the extensive sampling programme, the Division tends to use its allocation of food sampling units.

### **5.4 Physical Assets**

The officers involved in the food service are provided with any equipment that is deemed necessary for them to carry out their duties effectively and efficiently. A record of equipment allocated to staff is listed in an equipment inventory, which also includes a record of the necessary calibration and service checks. The value of these assets costed on a replacement value is estimated to be in the order of £2000.

### **5.5 Information Technology**

The Division operates the Uniform database and management system supplied by IDOX and is used to log complaints, investigations and inspections. The system interfaces with the corporate Geographical Information System (GIS) and is based on the Local Land and Property Gazetteer. We also use Laserforms to provide consistency in enforcement notices.

All documents are scanned and linked to the Uniform record using the IDOX Electronic Document Management System which provides a more efficient management of information and data and improved access to information and business history. Additionally, the use of online application forms and payments improves both access to services by residents and businesses and efficiency.

During 2017/18, using iauditor software, officers developed templates for paperless inspection checklists and inspection reports for businesses which provide a clearer way of highlighting the key issues that need to be actioned using a traffic light system

and incorporation of photographs. These templates continue to be developed and now include templates for verification visits, sampling health and safety projects.

A corporate flexible mobile working project has been rolled out to facilitate more efficient working across both authorities. Officers have the use of laptops and iPads to facilitate mobile working and the use of the iauditor software and Bluetooth keyboards has improved the efficiency of food hygiene inspections.

The ICT platform is currently Windows 7 using Microsoft Office 2010 software packages. Throughout 2019, new Windows 10 and Office 365 will be rolled out. These systems are supported by a dedicated ICT Department.

## **6.0 QUALITY ASSESSMENT**

It is recognised that as well as ensuring that premises due for inspection are actually inspected, the quality of the inspection is of equal importance. By ensuring and maintaining the quality of an inspection, it becomes a more focussed, effective tool in securing food safety.

To this end, the quality of the service is monitored in accordance with the 'Inspection Monitoring Management System' in compliance with FSA Code of Practice. This sets out the measures that will be taken to ensure quality and consistency of approach to inspections, information provided and correspondence.

In order to attain and maintain a quality inspectorate, minimum qualifications and experience are set for enforcement officers. This is monitored regularly. Staff also undergo shadow inspections and peer review inspections/case studies. Regular file audits and action training sessions are also carried out to maintain quality, competency and consistency within the Section.

Additionally, Notices to be served and other enforcement work are verified by the Senior Specialist EHO (Business Support) or Principal Environmental Health Officer to ensure consistency with the Enforcement Policy and compliance with the Code of Practice and correspondence and files are monitored on a routine basis.

**ACTION PLAN 2019/20**

<b>Task</b>	<b>Responsibility</b>	<b>Action</b>	<b>Success Criteria</b>	<b>Monitoring</b>	<b>Target</b>
Continue to participate in the implementation of the corporate flexible mobile working project and to develop new innovative ways of working	EHM, PEHO, SSEHO (FS), SEHO	<ul style="list-style-type: none"> <li>• Identify processes related to commercial premises inspections, accident investigations and service requests</li> <li>• Identify service needs for mobile working and incorporate into existing and future IT solutions</li> <li>• Implement new processes and procedures in terms of flexible working</li> </ul>	<p>Flexible mobile working introduced across the Business Support Team</p> <p>More efficient, effective and streamlined service delivery.</p>	Monthly review against project plan.	Ongoing
To participate in the development the creation of a new Buckinghamshire Unitary Authority in relation to the food and health and safety service	PEHO SSEHO (FS)	<ul style="list-style-type: none"> <li>• Identify how the service may be affected as part of a Unitary Authority.</li> <li>• Design and implement a project to incorporate Trading Standards functions within a new Environmental Health service</li> <li>• Review policies and procedures in light of a combined food hygiene and standards service</li> <li>• Continue dialogue with other District and County colleagues</li> </ul>	<p>Project developed to bring together food hygiene and food standards functions</p> <p>Existing services maintained to a high standard</p> <p>Procedures and policies reviewed in light of change</p>	Quarterly review against project plan.	March 2020

		<ul style="list-style-type: none"> <li>• Ensure that existing services are maintained</li> </ul>			
Review the inspection process to improve hygiene standards in food businesses	PEHO SSEHO (FS)	<ul style="list-style-type: none"> <li>• Implement a project designed to improve hygiene standards within targeted food businesses using a variety of tools, including                             <ul style="list-style-type: none"> <li>○ Business Mentoring</li> <li>○ Toolkit for businesses</li> <li>○ Coaching and training</li> <li>○ Web information</li> <li>○ Score improver training</li> </ul> </li> <li>• Increased face to face contact time with businesses</li> </ul>	Increased number of food businesses that are Broadly Compliant	Quarterly review against project plan. Report on the percentage of businesses that are 'broadly compliant'	March 2020
Develop links with businesses through local trade associations, Chambers of Commerce and Bucks Local Enterprise Partnership (LEP) to improve support for businesses and provide an advisory service	PEHO SSEHO (FS) EHM	<ul style="list-style-type: none"> <li>• Identify relevant Chambers of Commerce, Trade Associations and contacts within the LEP.</li> <li>• Identify ways in which the service can work better with these organisations to better support local businesses.</li> <li>• Develop service delivery in light of discussions with these organisations</li> </ul>	Better communication between local business representatives and the authorities.  Changes in service delivery to better reflect business needs	Quarterly review against project plan.	March 2020
Develop Primary Authority arrangements with local businesses for both food and health and safety	PEHO SSEHO (FS) SEHO	<ul style="list-style-type: none"> <li>• Actively pursue Primary Authority Partnerships</li> <li>• In discussion with the particular business, develop</li> </ul>	Successful development and smooth implementation of the	Monitoring of food and health and safety complaints/enquiries and liaison with other	March 2020

		the Primary Authority Principle in line with government guidance.	Primary Authority Principle.	local authorities	
To develop and enhance the authorities' websites in relation to food and health and safety	SEHO/IT	<ul style="list-style-type: none"> <li>Identify ways in which the websites can be better used to provide information and guidance for businesses and to improve service delivery.</li> <li>Identify ways in which the websites can supplement the mobile/remote working project to provide more efficient and effective work practices.</li> <li>To review the content of the Councils' websites in relation to food and health and safety and amend, remove or add new information as necessary in light of changes in legislation, government guidance and Council changes.</li> </ul>	<p>Websites enhanced – improved and readily accessible guidance and information available for businesses.</p> <p>Officers able to use website to improve their interaction with businesses and to enhance remote working.</p> <p>The relevant sections of the websites are up to date, relevant and readily accessible.</p>	<p>Quarterly review against project plan.</p> <p>Quarterly review of website information to ensure that information is still current</p>	March 2020
Identify additional income streams for the department. Develop and deliver a chargeable advice service	PEHO SSEHO (FS) SEHO EHM	<ul style="list-style-type: none"> <li>Identify sources of additional income that can be exploited.</li> <li>Develop projects that can be marketed to businesses and other local authorities as an additional service.</li> </ul>	<p>Increase in income.</p> <p>Projects identified and new services developed. Uptake of new services by businesses and local</p>	<p>Quarterly review against project plan.</p>	March 2020

		<ul style="list-style-type: none"> <li>Produce a marketing plan and identify ways in which new services can be publicised and promoted.</li> </ul>	<p>authorities.</p> <p>Business support valued by businesses, active participation on training courses. Increased uptake of food and health and safety courses.</p>		
Ensure a programme of priority campaigns are carried out	All	<ul style="list-style-type: none"> <li>In line with the HSE Strategy and guidance, identify and deliver appropriate intervention projects</li> <li>Work to include development of website information, business seminars and targeted visits in collaboration with the HSE representative</li> </ul>	<p>Identified projects delivered according to the project plan. Businesses increasingly aware of the priority topic areas and implementing recommendations.</p>	<p>Review meeting at end of project period. Briefing note provided on successes and lessons learned for future projects.</p>	Ongoing
Report to the Food Standards Agency via the statutory return the percentage of businesses that are broadly compliant	PEHO SSEHO (FS)	<ul style="list-style-type: none"> <li>Using the FSA's LAEMS report, identify the percentage of businesses that are/are not broadly compliant.</li> <li>Target appropriate food safety interventions to increase the percentage of businesses that are 'broadly compliant'.</li> </ul>	<p>Increasing percentage of businesses that are 'broadly compliant'.</p>	<p>Report on the percentage of businesses that are 'broadly compliant'.</p>	Ongoing

<b>SUBJECT</b>	Buckinghamshire Armed Forces Covenant
<b>RELEVANT MEMBER</b>	Councillor Patrick Hogan - Cabinet Member for Community, Health & Housing Councillor Duncan Smith – Armed Forces Champion
<b>RESPONSIBLE OFFICER</b>	Martin Holt- Head of Healthy Communities
<b>REPORT AUTHOR</b>	Natalie Judson, <a href="mailto:Natalie.judson@chilternandsouthBucks.gov.uk">Natalie.judson@chilternandsouthBucks.gov.uk</a>
<b>WARD/S AFFECTED</b>	All wards affected by the item of the report

### 1. Purpose of Report

To report on the projects and activities supporting the Buckinghamshire Armed Forces Covenant over the last 12 months.

#### RECOMMENDATIONS:

1. **Members to recognise the positive work undertaken over the last 12 months across South Bucks supporting the Buckinghamshire Armed Forces Covenant.**
2. **Members note the continued support of the Buckinghamshire Armed Forces Covenant and its associated action plan**

### 2. Reasons for Recommendations

2.1 The Armed Forces Covenant recognises the sacrifices made by the armed forces community within Buckinghamshire and helps provide support for them and their families. This includes in-Service and ex-Service personnel, families and widow(er)s.

2.2 It is a two-way arrangement and the armed forces community is encouraged to do as much as they can to support their community. All the partners involved have agreed to develop, maintain and deliver an action plan.

The partners involved include:

- NHS Bucks
- Clinical Commissioning groups
- Emergency Services
- Business community
- Voluntary community
- Armed Forces charities

### 3. Content of Report

3.1 In July 2012, South Bucks District Council, Buckinghamshire County Council the Armed Forces in Buckinghamshire (Army, Navy and RAF), along with Buckinghamshire's other district councils, signed the Buckinghamshire Armed Forces Community Covenant.

3.2 The 2018/2019 Buckinghamshire Armed Forces Covenant Action Plan details various projects and initiatives that South Bucks District Council has supported. These include the Council being an active representative at the covenant's steering group meetings and working collaboratively with member organisations to bring military personnel and their families closer to the communities they live within. The National Armed Forces Community Covenant action plan has five work strands (Health and Wellbeing, Education Children and Young People, Economy and Skills, Environment and Communities and Recognise and Remember) that support four key objectives; Recognise, Remember, Integrate and Support. The county wide covenant working group meets quarterly to update its action plan.

3.3 The Council provides an active role in helping Armed Forces Communities access local services including housing services, which falls under the Environment and Communities work strand in the action plan.

3.4 In relation to social housing, ex-service personnel (i.e. those who served within the last 5 years) are exempted from the qualification requirements that apply to our housing waiting lists and are free to register.

3.5 The Council provides housing assistance through the Bucks Home Choice policy. Armed Forces Veterans may register regardless of local connection and whether or not they have a current housing need.

3.6 The Council's HR team continues to advertise vacancies on the Job4reservists website and Career Transitions Partnership, where appropriate. In addition, The Council have developed a Reserved Forces and Mobilisation policy.

3.7 South Bucks District Council contributed £1,000 to the Countywide WW1 centenary event held in Aylesbury, on Sunday 11<sup>th</sup> November 2018, which Councillor Wendy Matthews attended.

3.8 At a local district level a special small grants scheme was established inviting Town and Parish Councils and community groups to apply for funding of up to £300 per project to help commemorate the centenary of World War One. The scheme was launched in October 2018.

3.9 All seven applications received funding which totalled £1,250. The projects covered a range of special activities, from Beacons of light and inter-generational public speaking events through to the displaying of commemorative flags and soldier silhouettes in High Streets and village greens. This scheme also helped lever additional external funding from other sources including the Royal British Legion and local Town and Parish Councils.

3.10 One such project was Fulmer Parish Council working in partnership with St James Church and local residents- Following resident requests for the permanent installation of a six foot Tommy aluminium silhouette (to provide a focus for reflection and be a symbol for all the fallen during this Centenary year) the Parish Council agreed for the silhouette to be permanently cited in the grounds of Fulmer Village Green. Several pledges of funding from residents and St James Church contributed towards the overall cost with this special grant providing additional funds.

3.11 In addition, the South Bucks Armed Forces Champion, Councillor Duncan Smith attended a number of events held this last 12 months to commemorate 100 years since the end of World War One.

3.12 On Monday 24<sup>th</sup> June 2019 the Joint Councils held a 'Raising the Flag' ceremony. This was open to all CDC and SBDC staff, Members and colleagues from Bucks County Council, Royal British Legion and Thames Valley Police. The ceremony paid tribute to the British Armed Forces community during Armed Forces week. Service Personnel from RAF Wycombe in particular, Group Captain S Harris who spoke about the value of Armed Forces day to service personnel and the importance of strengthen links with the local community. The ceremony was closed with a national initiative, [#Salute Our Forces](#).

#### **4. Consultation**

Not Applicable- information only

#### **5. Options (if any)**

Not Applicable- information only

#### **6. Corporate Implications**

##### 6.1 Financial

There are no additional resources associated with supporting the Buckinghamshire Armed Forces Covenant and all resulting projects have been achieved within existing budgets.

##### 6.2 Legal

No implications.

### 6.3 Social Inclusion

The various projects highlighted have directly supported the voluntary and community sector to assist a diverse range of residents including; the elderly and vulnerable, young people, disabled residents and socially disadvantaged.

## 7. Links to Council Policy Objectives

### 7.1 Work towards supporting and promoting cohesive and stronger communities

- Promote local Communities
- Support the voluntary sector
- Engage with Town and Parish Councils
- Engage with local neighbourhoods
- Encourage collective working to promote and commemorate WW1
- Develop and support activities that encourage greater interaction between older and younger people, including events that relate to commemorating World Wars, local history projects.
- Facilitating community participation, engagement by publicizing, through councils social media platforms, the various events and activities.
- Be an active member of the Buckinghamshire Armed Forces Covenant Board.

## 8. Next Steps

8.1 Following this update, PAG to note the contribution of the Buckinghamshire Armed Forces Covenant and the positive work undertaken across South Bucks.