



# **Buckinghamshire Council**

**Environmental Health  
Housing and Regulatory Services**

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

**2022-2024**

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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 Environmental Health service and the statutory and policy framework within which the service is delivered in terms of food hygiene and health and safety. It sets out the key service priorities and objectives for 2022/24 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'.

In April 2020 a new unitary authority was formed from the legacy Buckinghamshire district councils of Wycombe, Chiltern, South Bucks and Aylesbury Vale and Buckinghamshire County Council. This joint food and health and safety service plan is the first to be produced for the new unitary authority.

During 2020-21, the impact of the Covid-19 pandemic was enormous and it is clear there will be a legacy left for years to come. As well as transitioning to a new unitary authority the service found itself under extreme and sustained pressure, providing advice and guidance to businesses wishing to comply with constantly changing legislation, monitoring and enforcing lockdown measures, providing support corporately on the Council's response to the pandemic, responding to notifications of clusters of infections including support to test and trace and surge testing and providing further support to businesses and event organisers as restrictions were lifted. The team's commitment and dedication to keeping consumers safe in the face of such challenges is to be recognised.

## 2.0 SERVICE AIMS AND KEY PRIORITIES

### 2.1 Service Aims

The Environmental Health Service has a significant role to play in improving quality of life within Buckinghamshire, predominantly through providing a proactive, accessible and efficient service that protects and promotes the health of those who work, live and visit the area.

The Service's vision is

*"to provide a trusted and approachable Environmental Health service for local communities, businesses and visitors, ensuring Bucks is a safe place to work, live and visit."*

The Environmental Health Commercial Team aims are to:

- support and assist businesses to achieve a greater than broadly compliant food hygiene rating i.e. a rating greater than 3;
- provide consistent, accurate and up-to-date information aimed at providing protection to customers, employees and visitors;
- support and assist businesses to comply with their legal obligations to ensure that food and workplaces are safe.

and we will achieve this by:

- targeting current and 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 and organisations;
- positively engage in the Primary Authority Partnership scheme;
- promoting the food hygiene rating scheme;
- exploring and implementing innovative opportunities and approaches to working with other regulatory stakeholders to improve businesses’ experience.

The Food Standards Agency has set out a recovery plan for re-starting food safety interventions following the impact of COVID-19 and the cessation of inspections and closure of businesses. The Recovery Plan provides a framework up to 2023/24 for the inspection of new food establishments and high-risk and non-compliant establishments while providing flexibility for lower risk establishments. This will be implemented alongside delivery of:

- official controls where the nature and frequency are prescribed in specific legislation and official controls recommended by FSA guidance that support trade and enable export;
- reactive work including enforcement in the case of non-compliance, managing food incidents and food hazards, and investigating and managing complaints;
- sampling, and;
- ongoing proactive surveillance.

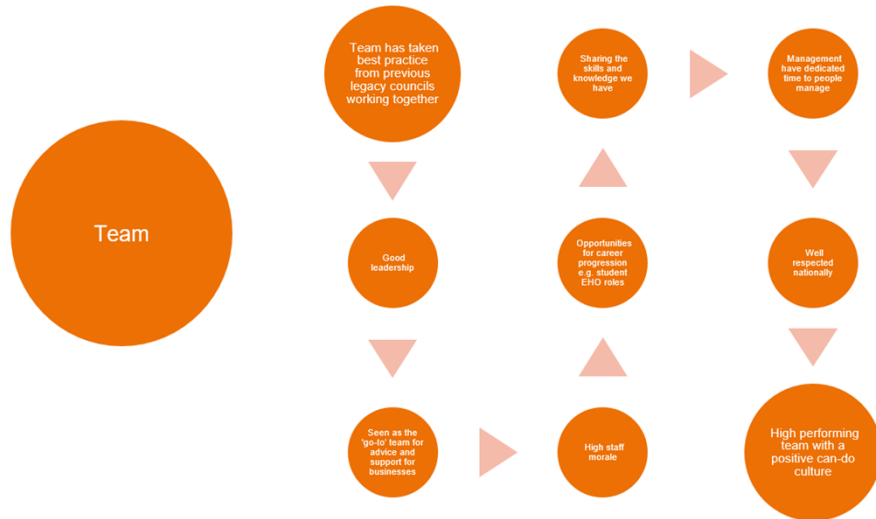
All local authorities are expected to have regard to the guidance and advice in this Recovery Plan which came into force from 1 July 2021.

The Environmental Health Commercial Team, will where we can, move at a faster pace in realigning with the intervention frequencies and other provisions set out in the Food Law Codes of Practice.

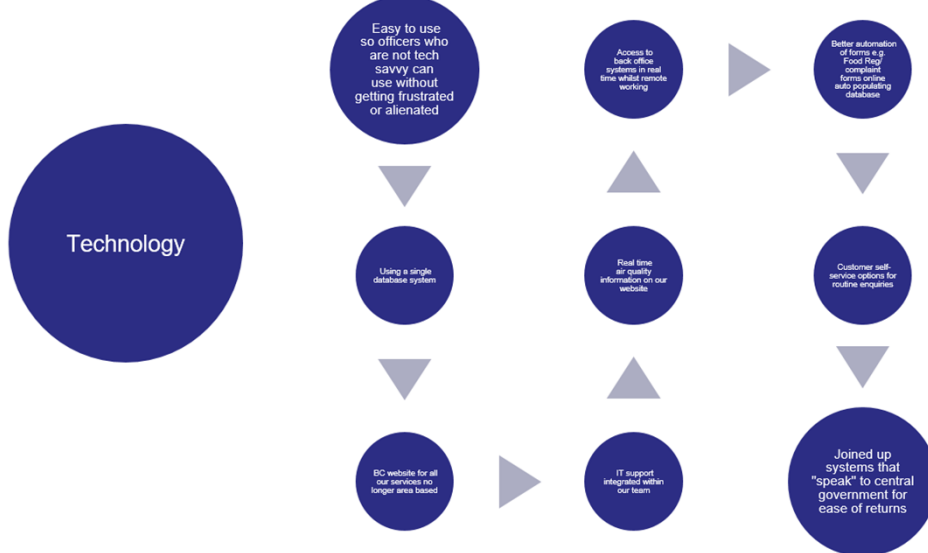
## **2.2 Service Review**

As part of the Environmental Health Service Review following the establishment of the Buckinghamshire unitary authority, a piece of work was carried out with staff to identify what their key requirements were for the new service. It is our aim over the next two years to create a service along these principles:

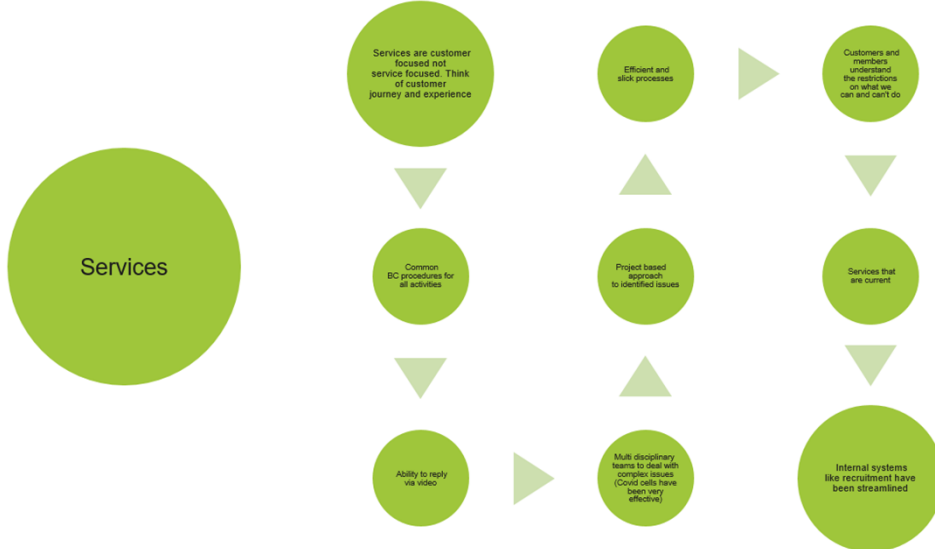
## What we want to see in our aligned service



## What we want to see in our aligned service



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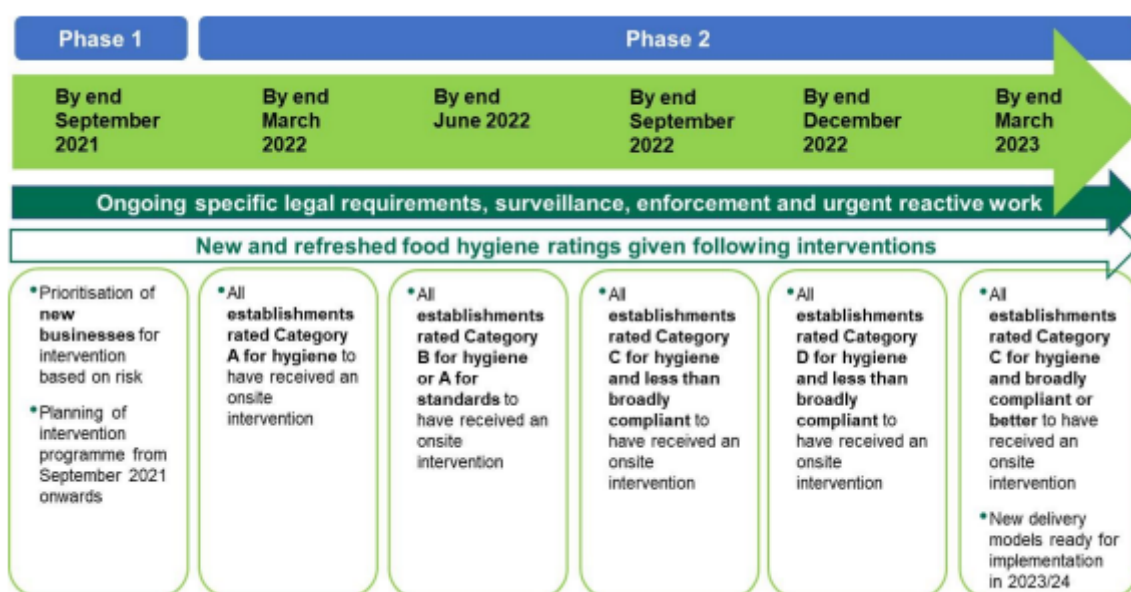


## 2.3 Key Priorities

The key priority for the coming two years will be to meet the milestones set out in the FSA Recovery Plan. There are two phases to the Recovery Plan and Phase 1 has been met following a successful bid for funds to employ staff to contact new businesses and provide an initial triage based upon the potential risk posed by that business. The triaging of new businesses will continue to be a priority as will the inspection of those that pose a high risk to food safety.

Phase 2 will continue until a new food hygiene delivery model and a revised food hygiene intervention rating scheme are in place.

An outline of the recovery plan is provided below.



In addition, our service priorities are:

- To bring together the best practices from each of the legacy authorities and to create a high performing service in line with our officers' aspirations and vision;
- To ensure a consistent approach to interventions and enforcement across the new service;
- To review the Scheme of Delegation and authorise officers according to their competencies and qualifications in line with the FSA Competency Framework;
- To develop policies and procedures and in particular those relating to food safety, health and safety, operation of the Safety Advisory Groups, skin piercing registration and enforcement action;
- To participate in the cross-authority liaison groups and to carry out targeted food safety interventions at large events such as the F1 British Grand Prix at Silverstone;
- To ensure that the General Safety Certificate for Wycombe Wanderers Football Club is issued at the start of the 2022/23 football season and monitor compliance;
- To manage and develop future partnerships with small local businesses and larger national companies as part of the Primary Authority Partnership Scheme and maintain the existing partnership relationships;
- To manage the efficient and timely issuing of export health certificates for local businesses;
- To participate in the UKHSA food sampling programme based on local and national priorities;
- To undertake topic based projects relating to health and safety based on local intelligence and national priorities;

- To provide informed and helpful advice to businesses and the public alike on matters relating to food and health and safety;
- To ensure that interventions are carried out commensurate with the principles of risk, at food premises within the district, ensuring compliance with the relevant food laws;
- To ensure food complaints are investigated;
- To act on food safety alerts promptly and in a manner that is proportionate to the risks involved.

## 2.4 Key Service Standards and Performance

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

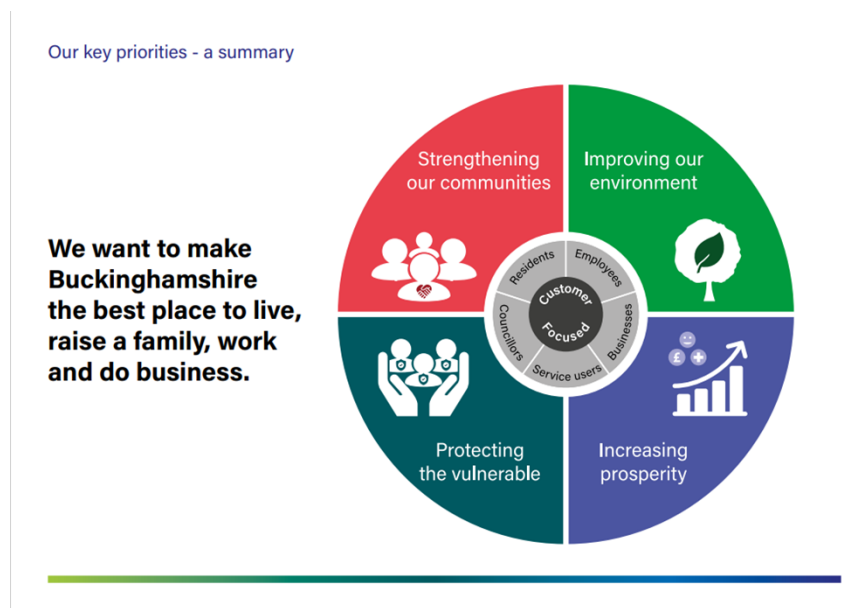
Services are prioritised and resources targeted at issues of greatest concern in terms of food and health and safety. The service covers inspections of businesses, complaint and accident investigation and developing schemes to assist and motivate businesses to achieve compliance and good practice. The departmental management performance measure used is: *'Number of new registered food businesses that are trading awaiting an inspection'*. This provides a measure of additional workload above that of the annual inspection programme.

In addition, managers monitor on a monthly basis the progress towards the milestones set out in the Food Standards Agency's Recovery Roadmap.

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 identify them as being an at-risk sector or local intelligence identifies businesses with poor compliance history or a particular sector specific issue in the county.

## 2.5 Links to Corporate Objectives and Plans

The food service strongly contributes towards the Council's Corporate Plan 2020 - 2025, which outlines the ambitions and priorities for Buckinghamshire.



**Strengthening our communities:** the service will contribute towards this priority by:

- ensuring we are delivering services to all communities equitably, proportionally and consistently;
- providing help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice e.g. Food Hygiene Rating Scheme;
- providing transparent, robust and consistent approaches to investigating and resolving consumer complaints about food and food businesses;
- providing transparent, robust and consistent approaches to investigating and resolving complaints from members of the public/users of publicly accessible facilities;
- providing transparent, robust and consistent approaches to investigating and resolving employee complaints about their working environment and investigating accidents to prevent further occurrence;
- taking part in national food sampling programmes and taking action to remove unsafe food from the market;
- working towards increasing overall food hygiene ratings for food businesses, thereby protecting food consumers;
- investigating substantiated food poisoning allegations and notified food poisoning outbreaks.

**Protecting the vulnerable:** the service will contribute towards this priority by:

- carrying out interventions prioritised by risk and regulate to help ensure that all businesses are providing a safe environment for customers and employees;
- investigating accidents in a timely manner to identify not only non-compliance but the root cause of the accident to prevent future occurrences;
- working towards increasing overall food hygiene ratings for food businesses, thereby protecting all food consumers, and particularly those more vulnerable;
- investigating single cases of specific infectious diseases where this involves a person within a vulnerable group;

**Improving our environment:** the service will contribute towards this priority by:

- carrying out waste and pest enforcement and education during visits to food businesses, ensuring that adequate provisions have been put in place;
- encouraging event organisers to consider the impact of their event on local communities and where possible, to encourage alternative means of transport to and from events;
- delivering services in an efficient, cost-effective manner and encouraging officers to be mindful of their own environmental impact when planning their work.

**Increasing prosperity:** the service will contribute towards this priority by:

- identifying the need to ensure a consistent, proportionate and fair approach to enforcement and to create a level playing field for all businesses across the district;
- working towards increasing overall food hygiene ratings for food businesses within the District, thereby improving their reputation and appeal to consumers;
- delivering support, signposting and tailored advice to new and existing businesses to help them comply with relevant legislation;
- targeting interventions at lower food hygiene rated businesses to encourage improvement and to help facilitate their presence on online delivery platforms and to increase their customer base;
- supporting businesses through Primary Authority Partnership arrangements to ensure they get assured and consistent advice on regulatory compliance;



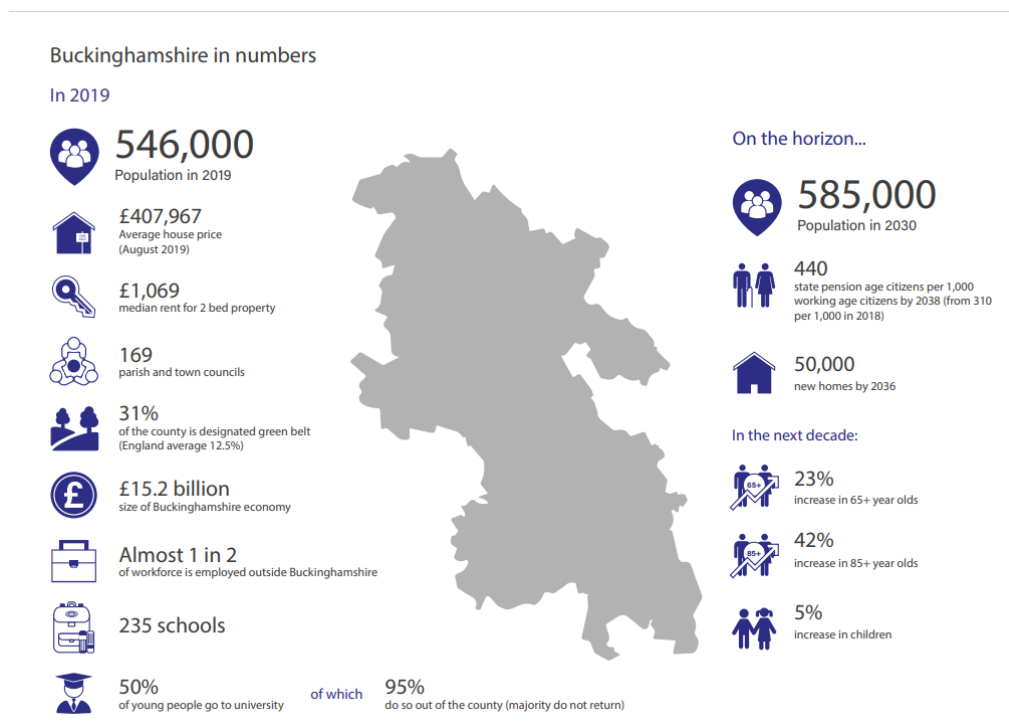
- processing export health certificates in a timely manner to facilitate the smooth export of goods produced within the district;
- supporting event organisers, through the Safety Advisory Group process, to provide safe events for workers and attendees, reducing the impact of an event on the local community and to demonstrate that Buckinghamshire is a great place to hold events.

### 3.0 BACKGROUND

#### 3.1 Profile

Buckinghamshire Council is a newly formed unitary authority (as of 1<sup>st</sup> April 2020) comprising the legacy District Councils of Aylesbury Vale, Chiltern, South Bucks and Wycombe and Buckinghamshire County. It covers an area of 1,874 km<sup>2</sup> and has a population of approximately 546,000 (2019). It is predominantly a rural area with towns and villages set in countryside, a large area of which forms part of the Chilterns Area of Outstanding Natural Beauty and part of the Greater London Green Belt. 31% of the area is designated as green belt. The main towns in the north of the district are Aylesbury and Buckingham whilst in the south they are High Wycombe, Marlow, Amersham and Beaconsfield.

The county has good transport links with adjoining areas. There are good national and motorway networks and direct rail-links to central London or northwest via Aylesbury or High Wycombe and the Midlands, provided by Chiltern Railways, Great Western Railways and London Underground Ltd. There is significant development of future network links including HS2 and East-West Rail.



#### 3.2 Organisational Structure

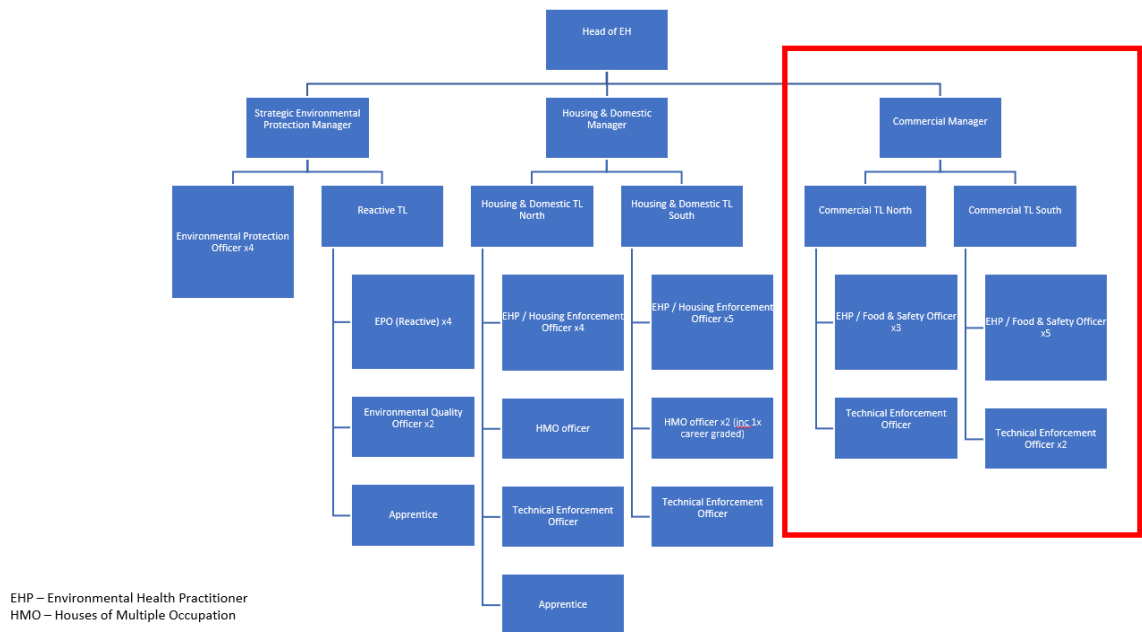
During 2019/20, Buckinghamshire local authorities underwent both political and structural changes following the Government's decision to create a unitary authority for Buckinghamshire. This has had significant implications on the way in which all services have and will be delivered and the incorporation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

A new Housing and Regulatory Service was created that encompasses Environmental Health, Housing, Trading Standards and Registrars and Coroners Services. This service sits within the Planning, Growth and Sustainability Directorate. The senior management structure is comprised of a Chief Executive, corporate and service directors and heads of service. The Head of Environmental Health reports to the Director of Housing and Regulatory Services and has delegated powers to act on behalf of the Council in relation to food and health and safety.

The Environmental Health service is divided into three specialist teams; Commercial, Housing and Domestic and Strategic Environment that operate from Council offices in High Wycombe, Amersham and Aylesbury. The food and health and safety is delivered by a specialist Commercial Team across geographical North and South areas.

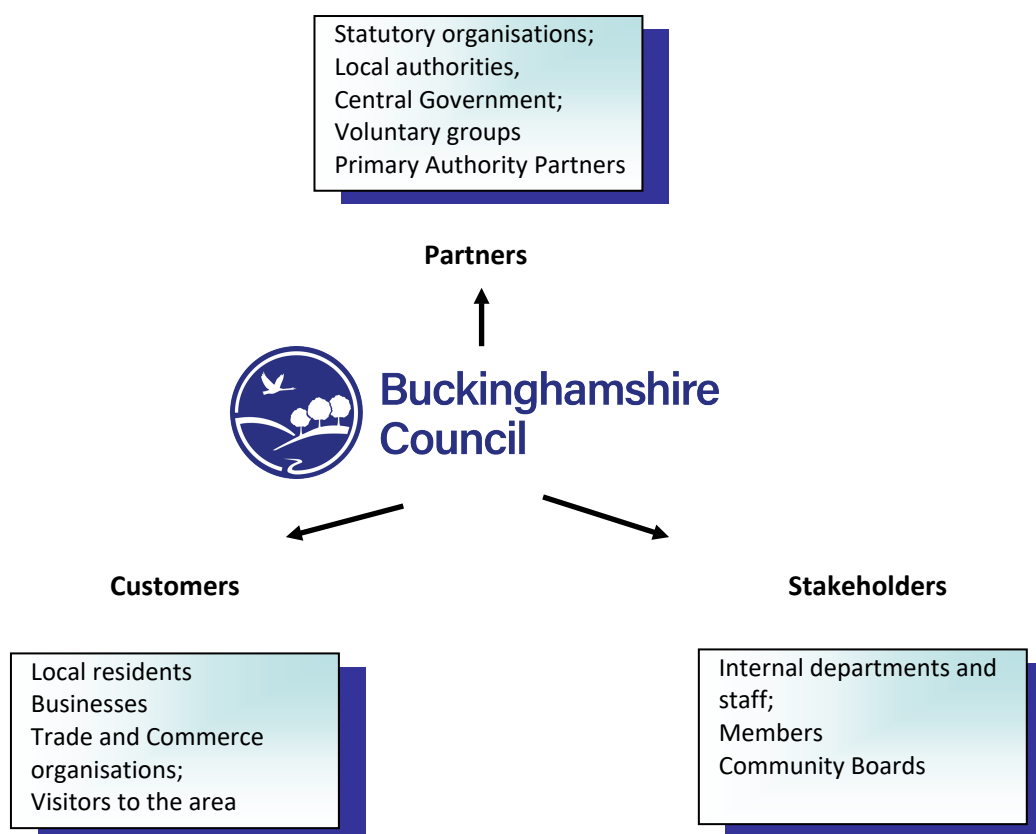
As of the March 2022, the Commercial Team comprised of 10.2 full time equivalents, including 1 vacancy. This is made up of 13 'suitably qualified' officers and 3 Regulatory Support Officers.

All food services are delivered by in house staff, except where food analytical services are used. Casual staff or contractors are occasionally used to support our work and help us manage variances in demand.



Dr Jill Morris is the appointed Consultant in Communicable Disease Control at United Kingdom Health Security Agency (UKHSA) - Thames Valley and is the 'Proper Officer' for the Authority.

### 3.3 Customers, Stakeholders and Partners



### 3.4 Scope of the Service

The scope of the service is:

- i) the enforcement of legislation relating to safety, welfare and hygiene;
- ii) routine inspection and 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) participation in the Primary Authority Partnership scheme;
- v) investigation of consumer complaints relating to food safety and hygiene;
- vi) investigation of employee and public complaints and requests for information relating to working environments and standards;
- vii) investigation of reportable accidents;
- viii) management of the Safety Advisory Groups in relation to public events and sports ground safety;
- ix) health education and promotional activities to educate the consumer;
- x) investigation of sporadic cases and outbreaks of infectious disease within the District, in consultation with the Consultant in Communicable Disease Control;
- xi) drawing up and implementing appropriate contingency incident and outbreak control plans.

In addition, officers also enforce the smoke-free provisions, undertake the registration and inspection of businesses and operators carrying out skin piercing activities, participate in the Safety Advisory Groups, investigate cases of infectious disease, issue sports ground certificates and where necessary provide support to the Resilience Service.

The service is delivered from the Council offices in Aylesbury, Amersham and High Wycombe 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.

### 3.5 Demands on the Service

As at 1st April 2022 there are 5357 food premises requiring an intervention in the Buckinghamshire district ranging from international manufacturers to home caterers. The number of premises falling into each risk category is given in Table 1. 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. Non-rated businesses are those whose risk rating has not yet been assessed. The high number is a direct of the COVID pandemic. Premises outside the programme are those which presents so low a risk that it shouldn't be included in the inspection programme. These will be reviewed during 2022/23.

Table 1 Number of premises falling into risk categories

	A	B	C	D	E	Non-rated	Outside programme	Total
Number of premises	3	63	917	1536	1758	566	514	5357
Interval between Inspections (months)	6	12	18	24	*AES			

\*AES – Alternative Enforcement Strategy

Currently officers are complying with the Food Standards Agency's (FSA) Recovery Roadmap and so the inspection intervals have been dropped and interventions have been focussed on those businesses that pose the greatest risk i.e. category A and B, non-compliant category Cs and Ds, triaging new businesses and inspecting the higher risk new businesses.

In addition to meeting the requirements of the FSA Recovery Roadmap by 2023, more recently, officers have been tasked to carry out home checks as part of the Homes for Ukraine Scheme whereby a sponsoring family homes a Ukrainian family for up to 6 months. The home checks are to ensure that the host property is safe and appropriate for the arriving family. The Government required local authorities to undertake these visits as staff from across the service were involved to ensure that there were not any unnecessary delays in the visa process.

Within the premises profile, there are 20 food businesses that are approved. Approved establishments are food premises that prepare and handle foods of animal origin for sale or supply to other businesses. These premises must meet additional legislative food safety requirements and will generally require greater officer resource than other food premises.

During the COVID-19 pandemic, the service saw a significant increase in new food business registrations, particularly low risk home caterers. During 2021/22, 927 new food business registrations were received.

The Service provides health export certificates to several manufacturers within the area to assist with the export of products of fish or plant origin to countries that require these to be accompanied by a certificate issued by the official food control authority i.e. Buckinghamshire Council. These often require bespoke certificates to meet the specific needs of the client and country receiving the products. Health certificates are provided for companies that have received an inspection or audit of the premises and this service is charged for. The authority has a flexible approach to determining whether each consignment would need to be physically checked, based on existing records or the outcomes of previous official controls. With the UK's exit from the European Union, this service is becoming an increasing demand on resources.

The inspection of businesses in terms of health and safety is in compliance with Health and Safety Executive/Local Authorities Enforcement Liaison Committee (HELA) Local Authority circular LAC 67/2 (rev11) i.e. a business will not be subject to any proactive interventions unless it comes within one of the priority subject areas or local intelligence suggests the need for a targeted intervention.

With the formation of the Buckinghamshire Council, the Environmental Health Service took on the responsibility for the issue of the General Safety Certificate for the Designated Sports Ground at Wycombe Wanderers Football Club. In addition, the team has also taken on the administration of the registration for skin piercing establishments and operators and as part of this, will look to harmonise the registration process and fees from legacy areas and adopt a single set of byelaws covering safe and hygienic arrangements for skin piercing.

### **3.6 Enforcement Policy**

A generic enforcement policy covers the majority of the work performed by the Service. However, a more specific enforcement policy has been developed 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 Regulators' Code published by the Office for Product Safety and Standards, the Primary Authority Partnership Scheme and the Council's overarching enforcement policy.

## **4.0 SERVICE DELIVERY**

The service will be delivered through:

- i) routine programmed inspection of food businesses, at 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 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 food 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.

#### 4.1 Food Safety Interventions

Prior to the COVID-19 pandemic, one of the key priorities was to inspect all food businesses when they became due in accordance with the Food Law – Code of Practice (England). However, as a consequence of the pandemic, resources were diverted to responding to the challenges posed by the pandemic, including enforcement of business closures during periods of lockdown and restrictions put on those that remained open, advising businesses once restrictions were lifted and responding to outbreaks and clusters of infection.

As previously mentioned, the Service is following the FSA Recovery Roadmap. As a consequence of the COVID-19 pandemic, a significantly reduced food hygiene inspection programme was followed during 2019/20 and 2020/21 with no inspections being undertaken in the first two quarters of 2020/21. Therefore, the previous inspection programme is out of date and there are now a substantial number of food businesses that have not received an intervention within the minimum frequency as set out in the Food Law- Code of Practice, coupled with an increase in new food business registrations. At the start of the FSA Recovery Roadmap, there were 927 new food business registrations that had not been triaged or inspected. We were successful in bidding for funds from the FSA to employ staff to contact and triage new businesses and to provide an assessment as to their potential food safety risk. This was initially by phone and followed up by email. Of these, 654 were effectively triaged, 105 of which still needed to be triaged in terms of risk, and 80 high risk businesses were awaiting inspection.

In addition to the new business triaging, officers focussed their attention on inspecting all those food businesses rated as category A and B and the non-compliant Cs and Ds. As such, we are ahead of the Recovery Roadmap milestones and are now inspecting the compliant category C businesses. As such the 2022-23 inspection programme has the following profile:

Risk category	A	B	Non-compliant C	Compliant C	New businesses not yet inspected	TOTAL


	3	64	3	1032	843	1945
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The intention is to have caught up with all overdue inspections by the end of Phase 2 of the Recovery Plan (March 2023) and to be in a position to move forward with the new proposed FSA delivery model. Agency staff have been employed to inspect the lower risk new food businesses, leaving permanent staff to focus on the higher risk new businesses and existing compliant category C premises.

However, the Service is experiencing a continual increase in new food businesses registrations, increased numbers of large public events over the summer together with demands for home inspections under the Homes for Ukraine Scheme. With new variants of COVID-19, we have also experienced increasing staff absence following positive tests. Therefore, there is some concern that not all the compliant category C premises and new businesses will be inspected by 31<sup>st</sup> March 2023. There may come a point where agency staff will be assigned to inspect the high risk new businesses, thus leaving the lower risk new businesses uninspected. Progress will be monitored on a monthly basis.

During 2022/23, focus will also be on the harmonisation of policies and procedures across the legacy areas and at the same time look at areas for service improvement. To this end, policies and procedures of the legacy authorities continue to be reviewed and developed, taking the best practice from each. This will include the inspection processes, schemes of delegation and procedures for the assessment of officer competency and authorisation, streamlining the export health certificate process and the harmonisation of sampling equipment and calibration of thermometers.

As part of an ongoing programme of service transformation, improved and more efficient and effective ways of working and delivering the service will be explored. In one legacy area, officers use iPads to record their 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. These will be rolled out to all officers during 2022/23.

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	A number of items found past their useby date on display for sale: 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>Photograph 1      Photograph 2      Photograph 3      Photograph 4</p>		

The 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 locally at £164. A number of online delivery platforms require food businesses to have a food hygiene rating of at least 3

before they can be on their database and as a consequence, we continue to see an increase in the number of applications for re-inspections.

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.

## 4.2 Health and Safety Interventions

The Health and Safety Executive has set out a 10-year strategic plan 'Protecting People and Places' which sets out its key priorities to enable it to respond and adapt to a changing landscape.

To support the strategy, guidance has been published for local authorities (LAC 67/2 (rev 11)) 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 projects we will undertake during 2022/24.

The key areas of national interest are:

- Work-related stress and mental health – 'Working Minds' campaign
- Electrical safety in hospitality – outdoor use
- Construction – asbestos, falls from height, respirable silica dust, handling materials
- Animal visitor attractions – infection control
- Inflatables – safe operation and set-up
- Trampoline parks – information provision and supervision
- Gas safety in commercial catering – installation, maintenance and inspection
- Pesticides – storage, use and supply
- Spa pools/hot tubs on display - legionella
- Welfare of delivery drivers – welfare provision
- Work-related road safety - delivery
- Safety of commercial waste and recycling bins – gaining access for shelter
- Worker involvement in safety management systems – involvement of staff

### Our strategy and objectives

The world of work is changing, and HSE's mission is expanding. The time is right to introduce our new ten-year strategy, *Protecting people and places: HSE strategy 2022 to 2032*. This is a strategy that reflects our broad role to include public assurance across a range of health and safety and environmental issues.

The strategy has set five **objectives** that we will deliver over the next ten years:



Reduce work-related ill health, with a specific focus on mental health and stress.



Increase and maintain trust to ensure people feel safe where they live, where they work and, in their environment.



Enable industry to innovate safely to prevent major incidents, supporting the move towards net zero.



Maintain Great Britain's record as one of the safest countries to work in.



Ensure HSE is a great place to work, and we attract and retain exceptional people.



## Annex B – List of activities/sectors considered suitable for proactive inspection

No	Type	Hazards	Potential Poor Performers within an Industry Sector	High Risk Activities
1	Safety	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
2	Health	E.coli/ Cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions <sup>1</sup>	Lack of suitable micro-organism control measures
3	Safety	Fatalities/injuries resulting from being struck by vehicles	High volume Warehousing/Distribution <sup>2</sup>	Poorly managed workplace transport
4	Safety	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries	Industrial retail/wholesale premises <sup>3</sup>	Poorly managed workplace transport/ work at height/cutting machinery /lifting equipment
5	Health	Occupational deafness	Industrial retail/wholesale premises <sup>3</sup>	Exposure to excessive noise (e.g., steel stockholders).
6	Health	Industrial diseases / occupational lung disease (silicosis)	Industrial retail/wholesale premises <sup>3</sup>	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	Health	Industrial diseases / occupational lung disease (cancer)	Industrial retail/wholesale premises <sup>3</sup>	Exposure to all welding fume regardless of type or duration may cause cancer. (e.g., Hot cutting work in steel stockholders) Exposure to be controlled with LEV and or appropriate RPE. <sup>4</sup>
8	Health	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.
15	Safety	Fires and explosions caused by the initiation of explosives, including fireworks	Professional Firework Display Operators <sup>7</sup>	Poorly managed fusing of fireworks

<sup>1</sup> Animal visitor attractions may include situations where it is the animal that visits e.g., animal demonstrations at a nursery.

<sup>2</sup> Typically larger warehousing/distribution centres with frequent transport movements/work at height activity.

<sup>3</sup> Includes businesses such as: steel stockholders; builder's and timber merchants.

<sup>4</sup> Specific guidance available re welding fume on HSE's website at <https://www.hse.gov.uk/welding/protect-your-workers/index.htm>

<sup>5</sup> For supermarket and other chain bakeries etc check to see if there is a Primary Authority inspection plan with more specific guidance.

<sup>6</sup> Pubs, clubs, nightclubs and similar elements of the night-time economy.

<sup>7</sup> Specific guidance on the application of the Explosives Regulations 2014 to the activities of professional firework display operators is available on the HSE website - [www.hse.gov.uk/explosives/er2014-professional-firework-display.pdf](http://www.hse.gov.uk/explosives/er2014-professional-firework-display.pdf)

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.

Unlike with food, the risk category of a business 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. In 2022/23 we will identify an area of project based work which will aim to raise health and safety awareness and improve standards in either that particular sector or topic.

### 4.3 Requests for Service

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 county, safety standards at premises or welfare issues. In 2021/22, 366 food related service requests were received, 284 concerning the hygiene of premises and 82 in relation to food itself. 38 visits were made following complaints or incidents relating to either reported accidents or concerns about standards at premises.

Buckinghamshire Council has 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 2021/22 in excess of 250 consultations were considered for a variety of events.

In addition, the team is now responsible for the issuing of the General Safety Certificate for the Designated Sports Ground at Wycombe Wanderers Football Club and chair the statutory Safety Advisory Group for this stadium. The team has also been extensively involved in the inspection of food vendors and the hospitality provision at Silverstone Circuit during the F1 British Grand Prix and MOTO GP along with associated camping provision for attendees

#### 4.4 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 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.

#### 4.5 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.

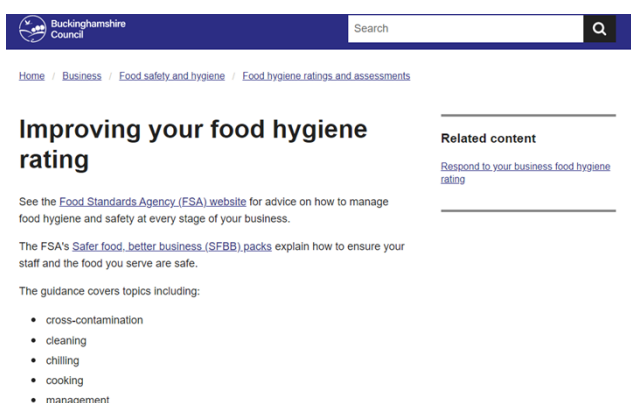
We have 7 established Primary Authority Partnerships with a variety of businesses. These are: Culinera Ltd, Beechdean Group, BFS Group Ltd (Bidfood), Bidfresh Holdings Ltd, Premier Foods Ltd, Royal Air Force and Hovis Ltd. The team will actively participate in the Buckinghamshire and Surrey Trading Standards Primary Authority 'Single Point of Contact' Model and work with trading standards colleagues in establishing future primary authority partnerships with local businesses and trade associations where resources allow.

#### 4.6 Advice to Businesses

The authority is 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. Such an approach helps to improve food hygiene standards and enables positive relationships to be built with businesses.

As part of its role in the Safety Advisory Group process, advice is given to event organisers on all aspects of Environmental Health, including food safety, health and safety, noise control, water supply and waste management. The group also coordinates responses from other external agencies.

Work is currently being undertaken to bring together the legacy websites into one Buckinghamshire Council site which will incorporate advice, signposting and online applications and payments.



The screenshot shows the Buckinghamshire Council website. The header includes the council logo and a search bar. The breadcrumb trail is: Home / Business / Food safety and hygiene / Food hygiene ratings and assessments. The main heading is "Improving your food hygiene rating". Below this, there is a link to the Food Standards Agency (FSA) website for advice on managing food hygiene and safety. Another link points to the FSA's Safer food, better business (SFBB) packs. A list of topics covered by the guidance is provided: cross-contamination, cleaning, chilling, cooking, and management. A "Related content" section on the right lists "Respond to your business food hygiene rating".

Some of the legacy authorities also provided a chargeable advice service for new and existing businesses to support them in achieving higher standards of safety and compliance and this will now be rolled out across all areas. A charge is made for those businesses who wish to have a re-inspection under the Food Hygiene Rating Scheme.

Whilst some of the legacy authorities have provided face to face Level 2 'Award in Food Safety in Catering' courses in the past, these have become less popular and over the past few years, and particularly during the COVID pandemic, there has been little uptake of these types of courses, with businesses preferring to use online training. Not only is this cheaper but it also frees up their staff time. As a consequence, we will continue to provide these and investigate increasing the range of online courses further. All courses are accredited by QCA and the Highfield Awarding Body for Compliance Ltd. These courses can also to be run for organisations at their premises upon request.

## Book a food safety course

We currently offer online food safety courses for anybody working in a catering or hospitality setting where food is prepared, cooked and served.

### Courses details and fees for 2022 to 2023

Course	Cost per person	Duration	Exam	Date and location
Online Level 2 Food Safety (an accredited course provided by Highfield)	£28	6 hours	Multiple choice at the end of each module	Online course available 24 hours a day

[Book an online Level 2 Food Safety course](#)

### Food Standards Agency courses

The Food Standards Agency (FSA) has produced a [free online food allergy training course](#) for managers and staff in the food manufacturing and catering industries.

The FSA has also created 10 short [food hygiene awareness training videos](#). Each video is about a minute long and covers specific food safety practices. New kitchen staff who have not previously worked in catering can watch these before attending a level 2 course.

In addition to advice being given to businesses, information is also provided for the public in the form of information on the website, social media and participation in National campaigns.

## 4.7 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.

Whilst policies and procedures are being harmonised, proactive sampling will be restricted to the UKHSA national and regional co-ordinated sampling programme. This will cover:

**Table providing planned study timings for 2022-23 Programme:**

Year	2022-2023											
	A	M	J	J	A	S	O	N	D	J	F	M
<i>Study 74- Hygiene in sandwich and salad bars</i>												
<i>Study 75- Vegan meals/ingredients/meat alternatives</i>												
<i>Study 76 – reactive study</i>												

In 2023/24 an annual sampling programme will be drawn up to cover:

- i) Food products manufactured locally;
- ii) National and regional co-ordinated sampling;
- iii) Imported foods;
- iv) Locally co-ordinated sampling.

The sampling programme will be 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 food complies 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 authority is committed to:

- i) participating in and co-operating with the UK Health Security Agency and Food Standards Agency's national sampling schemes;
- ii) co-ordinating with adjoining local authorities and local UKHSA 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 bioluminescence 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 UKHSA laboratory at Colindale, London. Samples for examination will go to the Public Analyst, Hampshire Scientific Services.

#### **4.8 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 county in co-operation with the UK Health Security Agency:

- 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.

A Single Case Protocol and Joint Health Protection Incident and Outbreak Control Plan have been developed in consultation with the Consultant in Communicable Disease Control and Thames Valley UKHSA Centre which are reviewed on a regular basis.

Notified cases are followed up in line with the UKHSA protocols to identify the source and cause, and to establish whether the case is within a high-risk group. 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.

#### 4.9 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.



**PRODUCT RECALL: FSA-PRIN-45-2022 - John West recalls two John West Sardine products because of a possible microbiological contamination risk**

John West is taking the precautionary action of recalling John West Boneless Sardines in Sunflower Oil and John West Sardines in Olive Oil because of a possible microbiological contamination risk.

Issued by: FSA Incidents Team

✉ [foodincidents@food.gov.uk](mailto:foodincidents@food.gov.uk)

☎ 020 7276 8448

🌐 [www.food.gov.uk](http://www.food.gov.uk)

📍 FoodStandardsAgency

📱 @foodgov

Rapid Alert System for Food and Feed (RASFF) is primarily a tool to exchange information between EU member states on consignments of imported food and feed in cases where a risk to human health has been identified and measures have been taken. As of 1 January 2021, the UK no longer has full access to the system although it still receives RASFF notifications for those alerts which directly impact the UK. As with the food alert officers will carry out any action specified in the RASFF.

If a Food Alert 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.

We will continue to work closely with our Primary Authority partners where their products may give rise to a food safety incident, providing advice and guidance and liaising with other regulators as required.

## 4.10 Liaison with other Organisations

The Authorities have a number of formalised liaison arrangements with various public bodies and neighbouring local authorities. These include:

- i) Liaison Groups – meetings to discuss current enforcement issues and to develop action plans to progress food and health and safety promotion and enforcement. Also in attendance is the Quality Manager from the UKHSA, Colindale to discuss sampling results and programmes and the Health and Safety Executive;
- ii) Buckinghamshire and Surrey Trading Standards - to discuss joint initiatives and primary authority partnerships;
- iii) Thames Valley UKHSA Centre – meetings to discuss current infectious disease issues and to progress initiatives in outbreak control;
- iv) Buckinghamshire Council Safety Advisory Groups – meetings with event organisers to discuss event safety management and to highlight issues of particular concern, as well as meeting statutory requirements for designated sports grounds;
- v) Thames Water Utilities, Anglian Water and Affinity Water – meetings to discuss current developments in water quality and monitoring and to develop closer links between organisations;
- vi) The team also has links with other Council services e.g. Licensing, Planning, Building Control and Waste Management;
- vii) Officers will also work and exchange information with other enforcement agencies such as HMRC and Thames Valley Police;
- viii) Participate in and contribute towards public health initiatives such as childhood obesity, smoking cessation and alcohol control.

## 4.11 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

## Search results: Buckinghamshire area

The data is provided by Buckinghamshire.

Website: [www.buckinghamshire.gov.uk](http://www.buckinghamshire.gov.uk)

Email: [environmentalhealth@buckinghamshire.gov.uk](mailto:environmentalhealth@buckinghamshire.gov.uk)



Business name  Street, town or postcode

Business type  
All

Hygiene rating (England, Northern Ireland and Wales)  
5

Equal

Sort results by:  
Relevance

[Less search options](#) [Search all data](#) [Search a different area](#)

Show results with map

Food hygiene ratings - 2,798 search results

Cannot find a business? Try searching using just the business name or with the first part of the postcode

Name Rating Last inspection

21 Wishes

FOOD HYGIENATING

21 March 2022

and Safety Week and other local promotions organised on an adhoc basis through the Liaison Groups.

The 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 Commercial Team who are responsible for undertaking food safety and health and safety interventions, investigations of accidents and hygiene complaints, nuisance complaints linked to commercial premises, skin piercing registrations, food poisoning outbreaks and sporadic infectious disease cases and provide support and advice to businesses and participate in the primary authority partnership scheme. The Team is divided geographically North and South and is comprised of an Environmental Health Manager, 2 team leaders, 7.6 Environmental Health Officers and Food and Health and Safety Officers and 3 Technical Enforcement Officers (including 1 vacancy), supported by 0.45 FTE Administrative Officers.

All officers are authorised in accordance with an assessment of their individual competencies and qualifications and in accordance with the FSA Food Law - 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 2021/22 consultants were employed to undertake food hygiene inspections, primarily in relation to new businesses.

In order to achieve the FSA Recovery Roadmap, permanent staff have been assigned to inspect those high risk food businesses (category A, B and non-compliant Cs and Ds) and those new businesses that have been triaged as high risk. Technical Enforcement Officers are triaging the new businesses as high or low risk. Agency staff have been employed to inspect low risk new businesses but for various reasons we have not been able to consistently retain them and recruitment has proved difficult at times. Currently we have one contractor inspecting low risk new businesses and another covering maternity leave. However budgetary constraints prevent employing additional staff and there is concern that the recovery plan will not be achieved. The vacant Technical Enforcement Officer post will be advertised after the summer 2022.

### **5.2 Staff Development**

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. Officers have recently passed the Food Competent Certifying Officer (FCCO) qualification which enable them to authorise export health certificates.

The Council has a quarterly goal-setting and review process and two 6-monthly formal appraisals at which time any training and development needs are identified and incorporated into a training plan. 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 Service, 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 during team meetings.

Following each review meeting, officers may be set more specific, short-term goals, whether this be work-related or for personal development. Staff are encouraged to stretch themselves and so they may be asked to present to team members on a particular topic or lead on a specific intervention project or campaign. These are reviewed on an on-going basis and as part of the annual appraisal.

### **5.3 Financial Allocation**

The budget for the Commercial team activities is comprised of a number of elements, the greatest of which is staffing costs (97.8%). The total budget is in the region of £850,000. A budget of £10,000 is also set aside for agency staff employment.

Microbiological analysis is undertaken by the UKHSA who has agreed an allocation of sampling units based on one food sampling unit per 1000 head residential population which equates to 15,633 credits. There is also a budget of £4,300 for 'paid-for' samples.

### **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. This includes appropriate personal protective equipment, inspection equipment including thermometers and sampling equipment and iPads. A record of equipment allocated to staff is to be listed in an equipment inventory, which will also include a record of the necessary calibration and service checks.

### **5.5 Information Technology**

The Service currently operates two software packages as a consequence of legacy systems. These are Salesforce and IDOX Uniform database and management systems and are used to log complaints, investigations and inspections. We also use RIAMS supplied by RHE Ltd to provide consistency in enforcement notices and which also provides a library of guidance and information on various topics.

All documents are scanned and linked to the business record which provides a more efficient management of information and data and improved access to information and business history.

As a consequence of becoming a unitary authority, the Council is undertaking a series of IT harmonisation projects including the use of MS Teams, Windows 365, SharePoint, a single Uniform system, digital post room and common hardware. This will involve a significant input from team members over 2022/23. Additionally, there is a project to migrate web-based information from the legacy websites to a single Buckinghamshire.gov.uk website. The



team have been heavily involved in the current project and have successfully reviewed and consolidated the information for event safety and Safety Advisory Group guidance, food hygiene and skin piercing. We are currently developing the use of online application forms and payments which will improve both access to services by residents and businesses and efficiency.

As well as being involved in corporate IT projects, the team are constantly looking at ways of improving the service it delivers. To this end, we will be rolling out the use of the iauditor software to develop templates for paperless inspection checklists and inspection reports for businesses. Not only will this facilitate a more efficient use of officer's time but will also provide a clearer way of highlighting the key issues that need to be actioned using a traffic light system and incorporation of photographs in reports. These templates continue to be developed and now include templates for verification visits, sampling health and safety projects.

## **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.

As part of our harmonisation process, it is recognised that there are a number of legacy policies and procedures that need to be reviewed and consolidated into single Buckinghamshire Council ones. This is an ongoing process and as such will be undertaken throughout 2022/23. One of these to be prioritised will be that for monitoring the quality and consistency of approach to inspections, information provided and correspondence.

Notices to be served and other enforcement work are verified by the team leaders or Environmental Health Manager to ensure consistency with the Enforcement Policy and compliance with the Code of Practice.

The Council also has a corporate complaints procedure which forms the basis of an escalation process to managers. Such cases are reviewed and any lessons learned are discussed with team members.

## 7.0 ACTION PLAN 2022/24

Task	Responsibility	Action	Success Criteria	Monitoring	Target
To meet the milestones set out in the FSA Recovery Roadmap and the expectations of the FSA	All	<ul style="list-style-type: none"> <li>• Team leaders to identify those food businesses that require to be inspected and to programme them in to meet the various milestones of the recovery roadmap;</li> <li>• All newly registered businesses triaged on receipt of registration and assigned either as low or high risk in terms of the nature of the business;</li> <li>• Inspectors to prioritise the inspection of high-risk new businesses;</li> <li>• Inspectors to regularly review the existing outstanding inspections allocated to them and prioritise the inspections in line with the recovery roadmap milestones;</li> <li>• Inspectors to regularly review the inspection programme for those businesses that have previously been inspected and now become due.</li> </ul>	<p>Milestone targets achieved:</p> <ul style="list-style-type: none"> <li>• All establishments rated category B have received an intervention by end June 2022;</li> <li>• All establishments rated category C and less than broadly compliant have received an intervention by end September 2022;</li> <li>• All establishments rated category D and less than broadly compliant have received an intervention by end December 2022;</li> <li>• All establishments rated category C and broadly compliant or better have received an intervention by end March 2023;</li> <li>• All high risk new businesses to have</li> </ul>	Monthly review	<p>March 2023</p> <p>June 2022</p> <p>September 2022</p> <p>December 2022</p> <p>March 2023</p>

			received an intervention soon after having been triaged.		Ongoing
As part of the harmonisation of activities from legacy areas; review policies and procedures required by the FSA Food Law- Code of Practice and Guidance	EHM, TL, EH officers	<ul style="list-style-type: none"> <li>• Identify <b>procedures</b> required by the FSA Food Law – Code of Practice in relation to: <ul style="list-style-type: none"> <li>• Approval of food businesses;</li> <li>• Food business database;</li> <li>• Food incidents and alerts</li> <li>• Authorisation;</li> <li>• Internal monitoring;</li> <li>• Corporate complaints;</li> <li>• Food complaints;</li> <li>• Sampling;</li> <li>• Official food controls and activities;</li> <li>• Enforcement;</li> <li>• Outbreaks and food related infectious diseases;</li> <li>• Information;</li> <li>• Registration of food businesses;</li> <li>• Conflict of interest.</li> </ul> </li> <li>• Identify <b>policies</b> required by the FSA Food Law – Code of Practice in relation to: <ul style="list-style-type: none"> <li>• Sampling;</li> <li>• Enforcement;</li> <li>• Complaints</li> </ul> </li> </ul>	<p>Project plan developed and implemented.</p> <p>More efficient, effective and streamlined service delivery.</p> <p>Procedures and policies reviewed in light of changes</p> <p>Existing services maintained to a high standard</p>	Monthly review against project plan.	March 2024

		<ul style="list-style-type: none"> <li>• Identify <b>programmes</b> and plans required by the FSA Food Law – Code of Practice in relation to: <ul style="list-style-type: none"> <li>• Contingencies;</li> <li>• Service plan;</li> <li>• Interventions;</li> <li>• Sampling;</li> <li>• Training;</li> <li>• Alternative Enforcement Strategy.</li> </ul> </li> <li>• Devise a project plan over the next two-year period to review and harmonise the identified policies, procedures and programmes;</li> <li>• Implement the project plan;</li> <li>• As part of the implementation, identify where service delivery can be improved and streamlined.</li> </ul>			
Continue to participate in Primary Authority Partnership arrangements with local businesses for both food and health and safety	All	<ul style="list-style-type: none"> <li>• Actively manage existing Primary Authority Partnerships</li> <li>• In discussion with the particular business, develop the Primary Authority Partnership in line with government guidance.</li> <li>• Participate in the Buckinghamshire and Surrey Trading Standards PA Schemes</li> </ul>	Continued management of existing partnerships  Successful development and smooth implementation of new Primary Authority Partnership.	Monitoring of food and health and safety complaints/enquiries and liaison with other local authorities	Ongoing
To review the delivery of skin piercing registration	EHM, TL, EH officers	<ul style="list-style-type: none"> <li>• Review the legacy processes for the registration of skin piercing</li> </ul>	New procedures in place.	Monthly review	December 2022

<p>applications and adoption of model byelaws</p>		<p>businesses and operators;</p> <ul style="list-style-type: none"> <li>• Review website information and consolidate within the new Buckinghamshire Council website, including online application forms and guidance;</li> <li>• Review application forms and certificates, amend as necessary and re-brand;</li> <li>• Harmonise application and registration process to provide most efficient means of processing and completing applications; provide training for staff on new procedure;</li> <li>• Amend back-office database systems as necessary;</li> <li>• Review fees and charges and take to Licensing Committee for approval;</li> <li>• Inform existing businesses and operators of changes to fees, procedure and model byelaws;</li> <li>• Review position of legacy authorities in relation to adoption of model byelaws, report to Licensing Committee and implement process for adoption;</li> </ul>	<p>Website updated and online application forms and payment available.  Back-office systems amended  New fees and charges agreed and implemented.  New consolidated byelaws adopted and publicised.</p>		
<p>To review the delivery of</p>	<p>EHM, TL, EH</p>	<ul style="list-style-type: none"> <li>• Review the legacy processes for</li> </ul>	<p>New procedures in</p>	<p>Monthly review</p>	<p>August 2022</p>

<p>Safety Advisory Group (SAG) notifications</p>	<p>officers, SAG members</p>	<p>the notification of public events that require to be notified to the Safety Advisory Group;</p> <ul style="list-style-type: none"> <li>• Review website information and consolidate within the new Buckinghamshire Council website, including online notification forms and guidance;</li> <li>• Harmonise notification process to provide most efficient means of processing; provide training for staff on new procedure;</li> <li>• Utilise MS Teams channels for the efficient dissemination of notifications and accompanying documentation to SAG members and maintain an events calendar that is accessible to relevant parties;</li> <li>• Amend back-office database systems as necessary;</li> <li>• Review the SAG meeting process to provide an efficient means of discussing events of concern.</li> </ul>	<p>place. Website updated and online notifications and guidance available. MS Teams channel created and populated with relevant information. SAG members given permissions and notified of new method of accessing information. SAG meetings effectively run.</p>		
<p>To develop and enhance the authority's web pages in relation to food, health and safety, skin piercing and event safety</p>	<p>TL, EH Officers</p>	<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> </ul>	<p>Websites enhanced – improved and readily accessible guidance and information available for businesses.</p>	<p>Quarterly review against project plan. Quarterly review of website information to ensure that information is</p>	<p>December 2022</p>

		<ul style="list-style-type: none"> <li>Identify ways in which the websites can supplement mobile/remote working to provide more efficient and effective work practices;</li> <li>To review the content of the legacy websites and amend, remove or add new information as necessary in light of changes in legislation, government guidance and Council changes.</li> </ul>	<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>	still current	
Undertake an awareness and enforcement campaign to address national or local health and safety priorities	EH Officers	<ul style="list-style-type: none"> <li>In line with the HSE Strategy and guidance, identify and deliver an appropriate intervention project;</li> <li>Work to include development of website information and targeted visits in collaboration with the HSE representative where appropriate.</li> </ul>	Identified project delivered according to the project plan. Businesses increasingly aware of the priority topic areas and implementing recommendations.	Review meeting at end of project period. Briefing note provided on successes and lessons learned for future projects.	March 2023
Undertake an awareness and enforcement campaign with Trading Standards Officers in relation to the provision of allergen information.	EH Officers, Trading Standards Officers	<ul style="list-style-type: none"> <li>As a joint working project, identify areas of work across the retail and catering sectors where additional business advice and guidance is required;</li> <li>Undertake enforcement action against businesses who have shown blatant disregard for the law or pose a significant risk to health;</li> </ul>	Identified project delivered according to the project plan. Businesses increasingly aware of the requirements regarding the provision of allergen information and implementing recommendations.	Review meeting at end of project period. Briefing note provided on successes and lessons learned for future projects.	March 2024

		<ul style="list-style-type: none"><li>• Review website information and update as necessary</li></ul>			
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