ARUN DISTRICT COUNCIL
NOTICE OF DECISIONS TAKEN BY INDIVIDUAL CABINET MEMBERS ON THURSDAY 4 JULY 2019

<table>
<thead>
<tr>
<th>REFERENCE NO.</th>
<th>DECISION</th>
<th>CABINET MEMBER</th>
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<tbody>
<tr>
<td>ICM/083/270619</td>
<td>Environmental Health – Health &amp; Safety Service Plan and Food Service Plan 2019/20</td>
<td>Cllr Stanley</td>
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THE EFFECTIVE DATE OF THESE DECISIONS IS FRIDAY 12 JULY 2019 UNLESS THE CALL-IN PROCESS IS APPLIED

If a Councillor wishes to request a call-in of any of the decisions taken above, they will need to take the following steps in line with the Scrutiny Procedure Rules at Part 6 of the Constitution – Scrutiny Procedure Rules (Other)

They will need to:

- Submit their request in writing for a Call-In to the Group Head of Policy and identify who will act as the lead Member of the Call-In
- Specify which decision is to be the subject of the Call-In
- Explain which of the criteria for the Call-In apply
PART B : INDIVIDUAL CABINET MEMBER DECISION

ICM No. ICM 083 1270619

URGENT DECISION IN ACCORDANCE WITH RULE 14.11 OF THE SCRUTINY PROCEDURE RULES?

CABINET MEMBER RESPONSIBLE: Cllr. Matt Stanley


OFFICER CONTACT: Nat Slade EXTN: 37683 E-Mail: nat.slade@arun.gov.uk

EXECUTIVE SUMMARY:
Each Local Authority is obliged under the Health & Safety at Work Etc Act 1974 to prepare an annual service plan describing its proposed arrangements for the coming year to deliver statutory enforcement obligations. The plan sets out proposals in terms of the application of resources to meet demands and needs within our community and business environment in respect of occupational health and safety.

The Food Service Plan is a requirement of the Foods Standards Agency and meets a prescribed format set down in the agency's Framework Agreement on Official Feed and Food Controls by Local Authorities. The plan sets out the objectives for the food safety service, its proposed activities and targets set against the demands on the service for the year ahead.

Both plans have been in operation since the beginning of April.

DECISION:
That the Health & Safety Service Plan 2019/20 be approved, and that The Food Service Plan 2019/20 be approved.

REASONS FOR THE DECISION:
Adoption of service plans setting out how the local authority allocates resources and delivers food safety and health and safety regulatory functions is a requirement of both the Health & Safety Executive and the Food Standards Agency and the legislation they enforce and oversee.

OPTIONS CONSIDERED BUT REJECTED:
To refuse to approve the service plans.
To modify and then approve the service plans.
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<tr>
<th>CABINET MEMBER(S)</th>
<th>DECLARATION OF INTEREST BY CABINET MEMBER(S) RESPONSIBLE FOR DECISION:</th>
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<td>DISPENSATIONS GRANTED:</td>
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<td>ANY CONFLICT OF INTEREST DECLARED BY A CABINET MEMBER WHO IS CONSULTED BY THE MEMBER TAKING THE DECISION:</td>
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<th>DECISION BY:</th>
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<tr>
<td>Relevant Cabinet Member</td>
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<td>Leader of Cabinet [in the absence of the appropriate Cabinet Member – if relevant]</td>
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<td>Effective Date [the date the decision is implemented]</td>
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Arun District Council
Environmental Health
Food Service Plan
2019/20
Introduction

This service plan has been developed to meet the requirements of the Food Standards Agency document "Framework Agreement on Local Authority Law Enforcement".

Each local authority is required to develop a plan which specifies the arrangements to be put in place and operated for the enforcement of food hygiene, food standards and/or feedstuffs legislation. The Food Standards Agency regards this as important to ensure national priorities and standards are addressed and delivered locally. However, the Food Standards Agency encourages local authorities to include in their Plans any locally defined objectives, and this we have done. Each year Arun produces a Planned Risk Inspection Programme and deals with many requests for advice and investigates complaints concerning unsound food and poorly run food businesses. This Service Plan will indicate how these programs will be built upon this year, how other training and education initiatives will be progressed and on last year's performance.

This Service Plan is important in providing a benchmark for Food Standards Agency (FSA) auditing / monitoring to determine compliance with "The Standard". In addition to any audits carried out by the FSA, Arun will continue to participate with other Local Authorities in Sussex and Inter-Authority Audits will be conducted against the standard. Any recommendations from such audits will be actioned.

This Food Service Plan should not be seen as a stand-alone document and must also be read in conjunction with the Environmental Health’s Enforcement Policy, 2016 v8 and the Council’s commitment to the Enforcement Concordat. These arrangements reflect the strong support by Councillors for the maintenance and improvement of Arun's food safety service.

ABBREVIATIONS and other information

- RO Regulatory Delivery
- CIEH Chartered Institute of Environmental Health
- COP Codes of Practice
- CCDC Consultant in Communicable Diseases Control.
- DEFRA Department for Environment, Food & Rural Affairs
- EFT's Effective Full-time equivalents.
- EHO Environmental Health Officer
- FHRS Food Hygiene Rating Scheme
- FSA Food Standards Agency
- HACCP Hazard Analysis Critical Control Points (a food risk assessment system)
- MOP Measure of performance
- EHTL Environmental Health Team Leader
- PHE Public Health England
- SEHO Senior Environmental Health Officer
1. Service Aims and Objectives

1.1 Statement of aims and objectives

Aims: To safeguard public health by ensuring that:

- All food and drink produced, imported, prepared or sold within Arun is in all respects safe and wholesome to eat.
- Food is handled, prepared and produced hygienically.
- The risks of contracting food poisoning or a food borne infection/injury are minimised and where possible eliminated.
- Operators of food businesses and their staff understand and comply with their legal obligations to protect consumers.
- Food establishments meet, as a minimum, the required legal standard in terms of structure, management and practices.
- Food businesses have access to support, advice and information in order to encourage them to be self-regulating, self-auditing and aspiring to best practice.
- Consumers are informed of food hygiene standards in businesses.
- Requests for service are dealt with to the standards required by the EH service standards and that information is made available to trade and other customers.

Key Objectives for 2019/20:

- To carry out food hygiene interventions in accordance with Food Standards Agency (FSA) Code of Practice and specifically:
  - To draw up a programme of interventions based on the risks posed and to achieve 100% of that inspection programme. This is detailed in Appendix A, and will involve a variety of interventions at 575 premises (MOP - inspection programme delivered to 100%).
  - To secure compliance with Article 5 (HACCP/Food Safety Management System requirement) within businesses, including the use of 'Safe Food, Better Business'.
  - To secure compliance with the Food Standards Agency’s E.Coli O157 Control of Cross Contamination guidance.
  - To take account of the Primary Authority Scheme when undertaking interventions and enforcement in businesses covered by the scheme;
  - To provide targeted enforcement and advice;
  - To ensure standards in food premises are maintained and improved. This will include the continuation of the alternative enforcement strategies, e.g. questionnaires for low risk (Category E and eligible Category D) premises, with follow up visits to non-returners, and 5% follow up checks on those returned.
  - To carry out a programme of sampling food items. This year participate in the PHE sampling as agreed via the Sussex Food Liaison Group.
• To administer the Food Hygiene Rating System including the administration of the safeguarding measures. These include requests for revisits (for which there is a £166 fee), right to reply and appeals.

• Ensure that we meet the Council's corporate performance indicator target of at least 93% of food businesses within the food hygiene rating scheme achieve a rating of 3 or above.

• To focus intervention activity on premises rated 2 or below.

• To respond to complaints about suspect food, unsatisfactory conditions and unsafe practices in food businesses and where appropriate, respond in partnership with colleagues in WSCC Trading Standards and neighboring authorities to achieve a seamless service to customers.

• To liaise with Trading Standards on the implementation of the Food Information Regulations 2013 and provide advice and guidance to food businesses.

• Continue to improve partnership working with Trading Standards including the sharing of information and reports.

• To respond to all complaints about food businesses in the district and complaints about food produced in the district. [MOP: ideally within 3 working days and no later than 7 working days from receipt]

• To refer (but not investigate) complaints about food produced outside the district, to the relevant authority.

• To investigate cases of food poisoning / food-borne infection and take all necessary measures so as to control their spread and to prevent a recurrence in consultation with Public Health England including the CCDC. We will aim to respond immediately to perceived serious cases. Isolated cases of campylobacter will not be investigated unless a food business is implicated.

• To respond to 'For Action' Food Alerts received from the Food Standards Agency (MOP: 100% response to be in accordance with the Code of Practice and our own procedures).

• To inspect food produced in the district to ensure it is fit for human consumption and to control and ensure the proper disposal of unfit and unsound food.

• Continue with FHRS consistency work.

• To ensure full implementation and utilization of the new EH software system which will improve efficiency in the way we provide information to businesses and store and monitor data.

1.2 Links to corporate objectives and plans

The Council's three main themes as stated in 'Your Council' are:

• Your Future: Strengthening our economy through regeneration and better infrastructure.

• Your Council Services: Serving our communities well by delivering the best services we can afford.

• If you and your family need help: Supporting those people in our district who need our help.

The food service contributes to these aims in the following ways:
• **Your Future**: By regulating food businesses in a proportionate and consistent manner, we help establish a level playing field for businesses, preventing legally compliant businesses from being undercut by rogue traders. The service provides education, coaching, advice and training to support food business operators allowing them to grow their business.

• **Your Council Services**: The implementation of our new EH software system to improve efficiency and keep costs low and to provide a better digital service to customers.

• **If you and your family need help**: The service investigates complaints about food and food premises to protect consumers. The service helps those residents who have contracted food borne infectious diseases, providing advice on preventing its spread as well as investigating its cause in order to prevent re-occurrence.

**Background**

1.3 **Profile of the local authority**

Arun is a coastal district located in the County of West Sussex. It is named after the river Arun which flows through the district and which enters the English Channel at the seaside town of Littlehampton. Arun’s coastline is just over 23 km long and the district covers an area of 218 square kilometres. Over two-thirds of the district is in agricultural use and an unusually high proportion is of Grade 1 or 2 quality. About half the district is included within the South Downs National Park.

![U.K. and Arun District Map](image)

Arun is made up of a range of diverse communities and is sometimes seen as being split east-west by the river Arun. The ‘coastal strip’ accommodates the great majority of the population (over 70% live within 2 km of the coastline); further inland lie a number of important communities on the coastal plain – known as the “5 Villages” area. The South Downs rise to the north of the A27 and this area
includes a number of picturesque villages and hamlets, almost all of which lie within the National Park. Looking outwards, the nearest significant towns are Chichester to the west and Worthing to the east. Further afield are the cities of Portsmouth, which lies 20km to the west, and Brighton which lies a similar distance to the east.

The main towns in Arun are Arundel, Bognor Regis and Littlehampton. Arun is one of seven districts and boroughs which make up the county of West Sussex. Whilst not the largest district in terms of size, it has the largest population (149,518, Census 2011) and is the fastest growing district in the county. It is a skewed population: Arun has the fifth highest number of females to males in the county; the sixth highest proportion of people of retirement age in the country; the fourth highest proportion of people of aged 85 and over in the country. The district has become more diverse with people from other European Union countries now making up approximately 5% of the population (2011 Census).

The Arun Community Profile provides an overall picture of a district of striking contrasts. By national standards the district of Arun as a whole is not particularly deprived, though it is relatively deprived within West Sussex. More importantly, within Arun there are large differences in deprivation and wealth which place a number of wards among the most deprived and others among the least deprived wards in England. This means that, along the coastal strip in particular, high levels of deprivation exist next to areas of comparative affluence. Four of the five most deprived wards in West Sussex and six of the least deprived wards lie within the district.

Arun has the lowest percentage of working age (i.e. 16 - 59 years) population in West Sussex. Small businesses employing fewer than 25 people predominate, though major employers within the district include Bourne Leisure (Butlins at Bognor and Haven) and The Body Shop. Amongst district/boroughs in West Sussex, Arun has the highest proportion of residents who commute outside the District to work. Key areas of employment are linked to tourism, especially hotels, holiday centres and catering. Indeed, Arun is a Visitor Destination Area, attracting 3 million day visitors and 600,000 staying visitors who spend £122 million in the district each year or the equivalent of £865 per resident. Vital to the economy, tourism is going through a period of long term restructuring with traditional markets declining and new market opportunities getting smaller and more difficult to access. This has affected seaside towns in particular, underlining the importance of their regeneration.

The highest concentrations of young people and families with children are in the coastal towns. Social Services statistics show that Arun has the highest rate of "children in need" in West Sussex, including the highest number of contacts with Social Services, the highest rate of child protection cases and the highest rate of "looked after" children per head of child population. About a quarter of Arun children live in families receiving some kind of income benefits and a comparatively high proportion of children in primary schools in Bognor Regis and Littlehampton are entitled to free school meals.

Overall educational performance, as measured by standard tests, varies. Performance is below county average for half the district's primary schools and for all but one of the secondary schools. Two wards (Littlehampton River and Ham) are among the 10% most educationally deprived wards in England.

Fear of crime is a concern for many residents though statistics of recorded crime show that Arun is a relatively safe place to live. However, Arun has the highest rate in the county for substance-related hospital admissions of young people and one of the highest rates of referrals to the young people's substance misuse team. Despite this, overall indicators imply high levels of child health care.
1.3.1 The Environmental Health Team Leader is responsible for the strategic planning and has responsibility for the operational direction and measurement of the performance of the food safety function against targets.

1.3.2 Each officer with food safety responsibility carries out food safety interventions in food premises as well as a range of other EH functions detailed in 1.4 below.

1.3.3 The Environmental Health Team Leader acts as the line manager for the officers with food safety regulatory responsibilities. This officer is also responsible for work allocation, quality and completeness checks and is designated as the officer to receive Food Alerts. The Environmental Health Team Leader attends the Sussex Food Liaison Group. A Senior EHO attends the Sussex Health Protection Committee which is chaired by the CCDC from Public Health England, and another SEHO attends the CIEH Sussex Food Study Group.

1.3.4 The Environmental Health Team Leader is supported by 8 Senior EHO's and 2 EH Technical Officers. All officers are multi-disciplinary and therefore undertake a full range of environmental health work, not just in relation to food safety.

1.3.5 A contractor is also used to assist in delivering the Service Plan, by undertaking a variety of interventions at food premises, principally inspections.

1.4 Scope of the Food Service

The food safety work is delivered by officers within the Environmental Health Team. The range of core tasks includes:

- Inspection/Interventions of food establishments under the EC Regulations, Food Safety Act and associated Regulations.
- Inspections of Product-Specific establishments subject to approval under Regulation 853/2004.
- Inspection following initial registration of a business for the first time.
- Alternative Enforcement Strategies for low risk (E) and some D category premises.
- Inspection, investigation, detention and seizure of suspect food.
- Administering and promoting the Food Hygiene Rating System.
- Food sampling (including sampling of water used in food preparation and imported foods).
- Responding to complaints of unacceptable premises and practices and complaints about the fitness / wholesomeness of food. In certain cases, it may be more appropriate for an officer from West Sussex Trading Standards to investigate the complaint. Liaison arrangements exist so that no matter which Service receives the complaint in the first instance, it is speedily transferred to the service that is best placed to conduct an investigation (Food Safety matters dealt with by Arun, Food Standards matters dealt with by West Sussex Trading Standards).
Where food is produced outside of the district complaints will be referred to the appropriate authority.

- Responding to Food Alerts by assisting with product recalls or visiting and advising, and in emergency situations making immediate visits with a view to surrender or seizure of the food in question.
- Inspection of food and issuing of export certificates.
- Advice and support to food business either during inspections or where a proprietor is considering starting a new food business.
- Advise businesses on hygiene regulations, best practice, current media concerns and similar issues (this would include reactive advice and proactive work such as news releases, promotional activities etc.)
- Enforcing food safety legislation in accordance with the Environmental Health Enforcement Policy which incorporates the principles of the Regulators Compliance Code. This ranges from advice and informal written 'warnings', though service of hygiene improvement notices, seizure/detention/destruction of foods, voluntary and emergency prohibition (closure of all or part of establishments that pose an imminent, significant risk to health) etc., to prosecution in court (or a simple caution - depending on the circumstances of the offence) and making an application to the court to prohibit a person from operating a food business in the future.
- Investigating alleged food poisoning complaints or referrals of confirmed food borne illness from the Consultant in Communicable Diseases Control, G.P or Isolating Laboratory.
- Liaison with West Sussex Trading Standards re Animal By-Products and Waste to ensure compliance with relevant European Union legislation and enforcement of the Food Information Regulations 2013.
- Imported Foods legislation is enforced as part of the routine functions of the Environmental Health Team, with liaison with the FSA and DEFRA as required.
- Providing advice and guidance to businesses on the food information regulations with regard to allergens and referring to trading standards where appropriate.
- Promotional Activities

There are a range of other duties which involve the Environmental Health Team. These include the investigation and control of non-food related infectious disease, advice to Arun's Events section on large scale events where additional food venues will be present and spot checks on food businesses at some of those events. Other duties also include planning and licensing consultations for noise, air quality and public safety, the investigation of health and safety accidents, environmental protection work, contaminated land, caravan site licensing and air quality.

To meet the fluctuations in the programmed inspection and other workload and to cope with staff vacancies, Arun employs contractors to carry out inspections and the work of medium and low risk premises.

Our experience in appointing, vetting and monitoring the work of contractors will ensure that if they are to be employed the quality of the inspection will meet our standards. As part of our quality monitoring a percentage of contractor inspections are checked by the Environmental Health Team Leader in order that this quality is assured.

1.5 Demands on the Food Service

1.5.1 In the order of 1203 food establishments are registered in the District including approximately 982 catering and 224 retail premises.

1.5.2 The age profile of the local population is reflected in the number of registered care homes which cater for a particularly vulnerable sector of the population. There are also a large number of seasonal businesses associated with the District's popularity as a seaside resort, and as these businesses can only be accessed for inspection during the summer period the demands on the inspection programme can be skewed.
1.5.3 The district has 13 establishments which process products of animal origin and which are subject to approval under EC Regulation 853/2004.

1.5.4 The Environmental Health Team operates from the Civic Centre in Littlehampton. There is also a facility to call in to Bognor Town Hall and make a complaint or leave an item of food if travel to the Civic Centre is an issue. Complaints left in this way are stored appropriately and collected as soon as possible.

1.5.5 The Food Safety Service operates Monday to Friday 8.45 am to 5.15 pm (4.45pm on Fridays). Officers work outside of these hours for evening and weekend inspections. There is no 'emergency' response out of hours, but serious cases of food poisoning would be communicated via the Council's Standby System to one of the Environmental Health managers for action.

1.5.6 Because of the importance and impact of tourism in the district, seasonal inspections are an important element in the inspection programme. The Environmental Health Team works with the Council's Property & Estates Team to set and monitoring standards for businesses on Council owned land or for major planned events. In addition, there are formal liaison arrangements with Butlins Family Entertainments Resort which attracts over 400,000 visitors each year. The complex itself has 23 food outlets of varying sorts.

1.6 Enforcement Policy

1.6.1 Arun's Environmental Health Service updated its enforcement policy to reflect the Regulators Code which was effective from 2016. A further revision is scheduled for July 2019.

1.6.2 This policy is in the public domain, on Arun's website and available on request. The policy is reviewed annually or sooner if case law or other circumstances dictate.

1.6.3 Before any food offences can be authorised for prosecution through the courts, a case has to be brought by the officer concerned to the Environmental Health Enforcement Review Panel. This panel comprises line managers within Environmental Health, Private Sector Housing and the Solicitor to the Council.

1.6.4 Arun also has adopted a Formal Complaints Procedure whereby any customer aggrieved by our processes or decisions can have their case examined by a Senior Manager not connected with the Service concerned.

1.6.5 There are also opportunities for 'informal' complaints to be raised at the end of routine inspections by contacting the inspecting officer, their line manager or using the food hygiene rating safeguarding procedures.

1.6.6 Arun follows the FHRS brand standard with regard to the safeguard options available to businesses that are not happy with the FHR that has been awarded. This includes the right to reply, the opportunity to request a revisit (for which a fee is payable) and the right to appeal their rating. Arun has an informal reciprocal arrangement with Chichester District Council with regard to the determination of ratings appeals whereby appeals made by businesses within Arun are referred to Chichester for determination and Arun determine appeals made to Chichester by businesses in their area.

2 Service Delivery

2.1 Food Establishment Interventions

2.1.1 We have a new software system, Tascomi, which went live in September 2018. This contains details of the food premises registered in Arun.

2.1.2 The intervention programme is based on the food hygiene intervention rating scheme contained in the Food Standards Agency (FSA) Food Law Code of Practice (England). This highlights those premises which are due to be inspected according to perceived risk. To this
list are added any premises not inspected in the previous year and new premises not previously risk rated.

2.1.3 Periodic checks are made of progress against the planned inspection programme (by the Environmental Health Team Leader) and there is an annual return of this progress made to the FSA.

2.1.4 The number of interventions due in the period 1 April 2019 to 31 March 2020 is 575 of which 142 will be undertaken by means of Alternative Enforcement Questionnaire. It is expected that there will be a further 140 new businesses that register and will require an intervention. Around 130 revisits to check on work required are likely to be necessary, plus approx. 10 requested re-inspection for re-rating in accordance with the Food Hygiene Rating Scheme.

2.1.5 Inspections/interventions will include checks on food imported from third countries where present.

2.1.6 It is estimated that the FTE required to meet this demand is 3.0.

2.2 Food & Premises Complaints

2.2.1 All food complaints are currently entered into the Tascomi computer system and passed to the Environmental Health Team Leader who will then allocate to an appropriate Food Safety Team Member.

2.2.2 Where the food has been produced in the district and Arun is the enforcing authority, an investigation will be carried out. If the food has been produced outside of the district, or if Arun is not the enforcing authority, the details and/or complaint samples will be transferred to the appropriate enforcement authority.

2.2.3 The investigation will incorporate consideration of the risk to public health, compliance with statutory requirements, measures required to prevent recurrence and customer expectations. Action taken on conclusion of the investigation will be in accordance with the Environmental Health Enforcement Policy.

2.2.4 In the order of 230 complaints are likely to require investigation. It is estimated that the FTE required to meet this demand is 0.5.

2.3 Primary Authority Partnerships

2.3.1 The Environmental Health Team supports the Primary Authority scheme.

2.3.2 Arun acts as 'originating' authority for many food businesses. As originating authority Arun has taken responsibility for ensuring that (food) goods and services produced within the district conform to legal requirements. It is not possible at present to quantify the time spent on conferring with other Local Authorities and food businesses as this information is often bound up with food complaint investigation processes.

2.3.3 Arun will continue to take direction from inspection plans produced by Primary Authorities for multi-outlet businesses with establishments in the District. The Council will also notify relevant Primary Authorities where it proposes taking formal enforcement action (other than that deemed urgent) and have regard to advice received.

2.4 Advice to Businesses

2.4.1 The Environmental Health Team has a strong commitment to providing an advisory role on legislative requirements and good practice for both new and existing businesses.

2.4.2 Significant developments in legislation or recognised good practice will continue to be brought to the attention of existing businesses by a range of measures including mailshots and officer visits. Email addressed have been collected from businesses and entered into the 'Tascomi database to enable fast and cost effective 'mailshots'.

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2.4.3 In addition to the general advice given specific initiatives are supported:
   - Advice to new businesses. Those wishing to discuss their plans to set-up or alter the
     nature of a food business are given free advice on layout, standards and best practice.
   - Advice during inspections is a key method of improving standards and the nature and
     type of advice are recorded on the inspection report, which is left with the business
     after each visit and in any formal follow up letter. In both cases Legal Requirements
     are clearly separated from Recommendations.

2.4.4 It is estimated that in 2019/20 in the order of 75 advisory visits will be made, outside of the
routine inspection programme, and in the order of 300 telephone requests for advice will be
dealt with.

2.4.5 It is estimated that the FTE required to meet this demand is 0.5.

2.5 Food Sampling
2.5.1 We will take part in the PHE UK coordinated microbiological sampling programme in 2019/20
as follows: -
   - Study 67 – Vacuum and MAP RTE foods.
   - Other sampling surveys agreed within the Sussex region
2.5.2 Where necessary, we will undertake sampling of imported food products.
2.5.3 It is estimated that the FTE required to meet this demand is 0.1.

2.6 Control and Investigation of Outbreaks and Food Related Infectious Disease
2.6.1 The Environmental Health Team will continue to investigate all formal and informal
notifications of illness associated with the consumption of food or water. Notifications of
Campylobacter will no longer be investigated, but rather an educational approach will be
adopted by providing information to confirmed cases on preventing its spread. Investigation
will be in accordance with PHE guidelines, Department of Health guidelines, and the West
Sussex Major Outbreak plan. In the order of 75 notifications of sporadic cases are likely to
require investigation, and at least four outbreaks of food poisoning or viral illness requiring
investigation are to be expected.

2.6.2 It is estimated that the FTE required to meet this demand is 0.3.

2.7 Food Safety Incidents
2.7.1 Food Safety Incidents (Food Alerts) will be dealt with in accordance with the documented
procedure which is based on guidance given in the Food Law Code of Practice (England).

2.7.2 It is difficult to predict the service demand likely to be created by “for action” food alerts in
2019/20 but it is anticipated that in the order of 10 warnings will be received.

2.7.3 It is estimated that the FTE required to meet this demand is 0.1.

2.8 Liaison with other Organisations
2.8.1 Formal links exist with the PHE Laboratory Service at Porton Down, Wiltshire and with Kent
Scientific Services.

2.8.2 The Environmental Health Team Leader attends the Sussex Food Liaison Group. The Senior
EHO attends the Sussex Health Protection Committee which is chaired by the CCDC.

2.8.3 A SEHO attends the CIEH Sussex Food Study Group.
2.8.4 In addition, we regularly liaise with Trading Standards on Animal by Products and Waste, allergens and labelling to ensure compliance with relevant European Union legislation, and via local authority county reps in relation to “for action” Food Alerts.

2.8.5 The Environmental Health Team also accesses a strong informal network of local contacts in neighbouring authorities.

2.8.6 Arrangements are in place to ensure that all licensing and planning applications including those relating to food businesses are scrutinized by a member of the Environmental Health Team. It is expected that in the order of 350 plans will be examined during 2019/20.

2.8.7 It is estimated that the FTE required to meet this demand is 0.2.

2.8.8 Food Safety Promotional/Educational work

2.8.9 Some requests for food hygiene training are passed on to neighbouring authorities who regularly run CIEH Food Hygiene Courses.

2.8.10 The Environmental Health Team may also participate in National Campaigns such as Food Safety Week, where doing so will not impact on core functions.

2.8.11 The Environmental Health Team will continue to encourage businesses to display their food hygiene rating stickers. Promotional work will also be undertaken to improve consumer awareness of the Food Hygiene Rating Scheme locally.

2.8.12 It is estimated that the FTE required to meet this demand is 0.1.

3 Resources

3.1 Staffing Allocation

3.1.1 The make-up of the Environmental Health Team was detailed in 2. above. The current effective full time equivalent (EFT) posts are 3. (excluding contractors).

3.1.2 The estimated EFT required to meet this year’s commitments is 4.9.

3.1.3 The shortfall will be met using contractors who will undertake a variety of interventions at food premises.

3.2 Staff Development

3.2.1 The identification of officer training needs is a fundamental part of the Council wide annual staff appraisal process. Progress on meeting the identified needs is tracked at the interim appraisal stage. Training needs will be met by a combination of in-house briefings, external seminars and short courses.

3.2.2 Records for each individual officer will continue to be maintained.

4.0 Quality Assessment (Service-Specific)

4.1.1 The consistency and quality of the food safety service is achieved through both monitoring and evaluation. Quantitative monitoring against targets can be found in 5 below.

4.1.2 Performance against inspection programme targets and response times to service requests is kept under review by the Environmental Health Team Leader.

4.1.3 The Service has also been subject to peer review as part of the inter-authority auditing exercise organized by the West Sussex Food Liaison Group in 1999, 2003 and 2015. We also take part in FSA and local consistency exercises relating to the FHRS.
4.1.4 Documented food safety procedures are in place.

4.2 Summary of STANDARDS OF SERVICE
4.1.1 See appendix B

5 Review
5.1.1 Review against the Service Plan 2019/20 Identification of Variations and Actions to Address
5.1.2 The following tables identify performance against targets:

5.1.3 Food Hygiene Inspections – 603 were undertaken in 2018/19. Only three inspections remained outstanding, resulting in a 99.5% inspection rate for 2018/19.

5.1.4 The number of food businesses in the district is increasing. The risk profile of those businesses is also changing which means that inspections are due more frequently. The number of new food business registrations is also increasing.

5.1.5 Complaints

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</thead>
<tbody>
<tr>
<td>Food complaints – dirty bottle/container</td>
<td>Not measured</td>
<td>Not measured</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Food complaints - extraneous matter</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Food complaints - mouldy</td>
<td>Not measured</td>
<td>Not measured</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Food complaints - out of condition</td>
<td>11</td>
<td>11</td>
<td>23</td>
<td>6</td>
</tr>
<tr>
<td>Food complaints - unfit</td>
<td>19</td>
<td>19</td>
<td>27</td>
<td>16</td>
</tr>
<tr>
<td>Food Premises</td>
<td>105</td>
<td>105</td>
<td>115</td>
<td>123</td>
</tr>
<tr>
<td>Infectious Disease</td>
<td>136</td>
<td>136</td>
<td>289</td>
<td>289</td>
</tr>
<tr>
<td>TOTAL</td>
<td>279</td>
<td>279</td>
<td>470</td>
<td>445</td>
</tr>
</tbody>
</table>

5.1.6 Other work volume indicators from Service Plan

<table>
<thead>
<tr>
<th>Item</th>
<th>Planned/Estimated</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning application consultations</td>
<td>300</td>
<td>352</td>
</tr>
</tbody>
</table>
5.1.7 Food Hygiene Rating Scheme Information

The introduction of the Food Hygiene Rating Scheme in April 2011 brought with it some additional work in applying the safeguards for businesses. The following table shows the extent to which these safeguards were used by businesses, and the resulting demand placed on the service, and to what extent we expect them to be in 2019/20.

### Food Hygiene Rating Scheme: Safeguards for Businesses

<table>
<thead>
<tr>
<th></th>
<th>Expected 19/20</th>
<th>2018/19</th>
<th>2017/18</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Appeals received</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Number of Requested Re-inspections</td>
<td>10</td>
<td>10</td>
<td>19</td>
<td>25</td>
</tr>
<tr>
<td>Number of ‘Right to Replies’ submitted for upload to website</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

5.1.8 Food Hygiene Rating Scheme: Premises Profile

The following table shows what proportion of Arun’s food businesses received each rating (0 = ‘urgent improvement necessary’, 5= ‘very good’). Overall, (for all Arun’s food businesses) 97% of food businesses met the FSA’s definition of ‘broadly compliant’ (the equivalent of a food hygiene rating of 3 or better).

### Food Hygiene Rating Scheme: Distribution of Ratings for (Rated) Arun food businesses

<table>
<thead>
<tr>
<th>Rating</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Numbers of businesses at April 2015</td>
<td>2</td>
<td>42</td>
<td>44</td>
<td>100</td>
<td>355</td>
<td>669</td>
</tr>
<tr>
<td>Numbers of businesses at April 2016</td>
<td>0</td>
<td>27</td>
<td>31</td>
<td>71</td>
<td>294</td>
<td>657</td>
</tr>
<tr>
<td>Numbers of businesses at April 2017</td>
<td>0</td>
<td>18</td>
<td>28</td>
<td>93</td>
<td>279</td>
<td>643</td>
</tr>
<tr>
<td>Numbers of businesses at April 2018</td>
<td>1</td>
<td>4</td>
<td>27</td>
<td>52</td>
<td>248</td>
<td>704</td>
</tr>
<tr>
<td>Numbers of businesses at April 2019</td>
<td>0</td>
<td>7</td>
<td>18</td>
<td>46</td>
<td>191</td>
<td>774</td>
</tr>
</tbody>
</table>

The number of businesses in April 2019 with a food hygiene rating of 3 or above was 98%, against the Council’s corporate performance indicator target of 93%.
Appendix A

Food Safety Intervention Plan 2019/20

Objectives and Outcomes

- To inspect all premises rated A, B, C and eligible D and ensure
  (a) compliance with minimum statutory standard
  (b) improvement in premises practice or arrangements through targeted advice, guidance and enforcement
  (c) assessment under the Food Hygiene Rating System.
- To target premises with rating of 2 and below for further attention.
- To assist businesses in maintaining and improving food hygiene ratings.
- To provide sufficient guidance to all businesses inspected to avoid food borne illness.

Key Actions

The following interventions are proposed in 2019/20 in particular:
- 9 A rated premises inspections (as these are six monthly, this equates to 18 inspections over 2019/20)
- 31 B rated premises inspections
- 127 C rated premises inspections.
- 251 D rated premises inspections.
- Alternative enforcement approaches to maintain contact with and assessment of 142 E rated premises.
- Inspect approximately 130 newly registered businesses.
- Targeting of premises rated 2 and below for additional support, and assistance including training sessions and/or enforcement as appropriate.
- Operate the Food Hygiene Rating Scheme safeguards for businesses, includes undertaking appeals within 21 days, and requested re-inspections within 3 months of their request being accepted.
- Provide free training / advice to support food business operators on the E.Coli 0157 Control of Cross Contamination guidance, the Food Hygiene Rating Scheme.

Other Considerations

- Intervention Plan should be considered in light of other work to be undertaken and proposed for Environmental Health Team including:
  - Food premises and food complaint investigation;
  - PHE and local sampling;
  - Investigation of infectious disease outbreaks;
  - Response to Food Alerts;
  - Consultation on planning and licence application for the EH service;
  - Health and safety investigative, complaint and project work;
  - Environmental Protection work including complaint investigations, LAPPC, contaminated land, air quality;
  - Caravan site licensing; and
  - Corporate health and safety.
Appendix B

SERVICE STANDARDS
FOOD SAFETY

1 Annual Action Plan
This gives details of the Food Safety activities which we plan to undertake in this coming year, the measures of performance (MOP) which will be achieved and the monitoring regime for the MOP. The detailed components are as follows:

(a) We will undertake 433 inspections of our highest risk and unrated premises to comply with the Food Standards Agency Code of Practice. [MOP: Completion of our inspection program].

(b) We will make an alternative enforcement intervention in respect of 142 lower risk premises. This may include questionnaires or the provision of information on issues of concern. [MOP: All lower risk premises to receive an alternative enforcement intervention].

(c) We will operate the Food Hygiene Rating System across the Arun district linked to our inspection program and other visits. [MOP: All premises receiving an inspection, audit or monitoring visit will be rated under the Food Hygiene Rating System in accordance with the requirements of the FHRS brand standard].

(d) We will participate in the Sussex Local Sampling Programme and the national Public Health England led sampling programmes to monitor the safety of food produced and sold in the Arun area. [MOP: Sampling plan delivered].

(e) We will ensure we liaise with national Primary Authorities where they have been appointed for premises in our area [MOP: Clear liaison undertaken where appropriate].

(g) We will develop training and information/education campaigns based on our local knowledge and consider contribution to those promoted nationally, as appropriate. [MOP: To be developed as appropriate].

(h) We will enforce only where necessary and only in line with our Enforcement Policy. [MOP: All statutory action in line with the Enforcement Policy and monitored through our quality monitoring procedures].

(i) We will produce an annual review of our performance and further intentions to secure food safety in the Arun district. [MOP: Annual Food
2 General Complaints

We will deal with complaints by

(a) Logging the receipt of the complaint; [MOP: Urgent complaints within one working day (periodic checks by Environmental Health Team Leader to gauge compliance) Note "Urgent" complaints are classed as Food Poisoning outbreaks and 'Food Alert For Action' Warnings].

(b) Acknowledging the complaint and in appropriate circumstances send a "A Guide to our Services" leaflet; [MOP: periodic checks by Environmental Health Team Leader to gauge compliance]

(c) Responding to the complainant advising them on the legal position and possible outcomes; [MOP: immediately where there is serious and/or imminent risk, otherwise within 7 working days (quarterly computer checks with reports to Environmental Health Team Leader to gauge compliance - overall compliance 95%)] NOTE: a RESPONSE excludes mere acknowledgements and should consist of: a telephone contact, a visit to the person complaining, or a meeting with the complainant; OR a letter that covers the action to be taken, the timing of the next step by us, the name of the person dealing with the complaint; OR complying with the request i.e. sending the information required.

(d) Gathering evidence of the complaint where required in line with statutory requirements; [MOP: Environmental Health Team Leader to check one complaint file per officer per quarter and check that action is being taken in due time.]

(e) Taking action in accordance with the Council's Enforcement Policy and where required produce the appropriate files and documents for legal opinion; [MOP: action taken in accordance with Enforcement Policy and checked by Environmental Health Team Leader. Environmental Health Team Leader checks prior to enforcement panel, case notes to panel 3 working days prior to panel. Cases followed up at least monthly with case officer, until case completed or withdrawn].

(f) Informing the complainant of progress with the complaint - minimum is monthly intervals; [MOP: Environmental Health Team Leader to choose one complaint file per officer per quarter and check that action is being taken in due time.]

(g) Writing or telephoning to complainants confirming when in our opinion the complaint is resolved and/or moved on to formal enforcement procedures; [MOP: Environmental Health Team Leader to choose one complaint file per officer per quarter and check that action is being taken in due time.]

Page 2 of 7
Appendix B

(h) Reviewing all complaints which are still unresolved at the end of 3 months from receipt. [MOP: Monthly computer printout of "outstanding" over 3 months since logged; Environmental Health Team Leader to discuss issue with case officer and agree action to be taken]

3 Food complaints

In addition to the above:-

(a) If the complaint relates to food produced outside of the district, we will normally refer the complaint details to the Home/Originating/Primary Authority, the manufacturer/vendor/packer/wholesaler or retailer as appropriate, within 7 working days of receiving the complaint; [MOP: Home/Primary Authority details kept up-to-date EH Computer System by Environmental Health Team Leader; Environmental Health Team Leader to choose one complaint file per officer per quarter and check that appropriate action is being taken in due time.]

(b) In the case of food produced within the district we will normally investigate and visit within 7 working days if appropriate. [MOP: Environmental Health Team Leader to choose one complaint file per officer per quarter and check that appropriate action is being taken in due time.]

(c) In the case of food complaints with national significance the case officer supported by Environmental Health Team Leader, and supported by wider team as necessary, will contact other agencies such as the Food Standards Agency (FSA) Department for Environment, Food and Rural Affairs (DEFRA), Department of Health, or the Consultant in Communicable Disease Control (CCDC) as soon as possible and not less than within 2 working days. [MOP: Environmental Health Team Leader to choose one complaint file per officer per quarter and check that appropriate action is being taken in due time.]

We will **not**:

(a) Automatically submit the complaint to the Analyst or Manufacturer. Where food complaints are to be sent for analysis (either by a Public analyst or the Manufacturer) they will be sent in a manner appropriate to ensure continuity of evidence.

(b) Enter into negotiations regarding any compensation claims made by the complainant.

(c) Investigate anonymous complaints UNLESS there is a clear and imminent threat to public health, or where an officer is already aware of the issue raised

(d) Investigate complaints about food produced outside the district. These will be referred to the relevant local authority in whose area the food originates.
4 **Food Alerts and Trade Withdrawals**

We will ensure that we have a system which responds appropriately to Food Alerts issued by the Food Standards Agency or the Consultant in Public Health Medicine (CPHM). This will include:

(a) Adequate arrangements for the receipt of warnings usually via e-mail - including procedures for cover in the event of leave, illness etc. [MOP: periodic checks by Environmental Health Team Leader]

(b) Compliance with FSA/COP Chapter 2.2 section 2.2.2 & Chapter 2.3 section 2.3.1 (Directory of EH Departments) [MOP Environmental Health Team Leader to ensure Arun’s entry is correct and maintained]

(c) Food Alert for Action (FAFA):- Response to be made as soon as possible following receipt. Response to include (as per FSA instruction):

- E-mail, letter or telephone call to premises which are open;
- Food Team to be notified and visits to be made if appropriate on day of receipt with outstanding premises by following day;
- Other relevant premises to be notified by other means e.g. phone;
- Information dissemination via media and through our website.

(d) Food Alert for Information (FAFI) – as per FSA instruction

(e) Where necessary, liaison will take place with Trading Standards via the Sussex Food Liaison Group reps. They will confirm what action is to be taken (if any), where the Food Alert relates to a Trading Standards matter.

(f) Phone calls or visits will commence on the working day the notification is made. [MOP: We will aim to reach all targeted premises within 2 working days for urgent cases and within 7 working days for less urgent cases].

(g) We will facilitate Trade Withdrawals of suspect food in a similar manner to official Food Alerts as above.

(h) **We will not** always action Food Alerts where the risk to public health and/or the type of product involved has no significance within Arun District
Appendix B

5 Outbreaks of food poisoning

(a) A Food Poisoning Outbreak (defined by the CCDC) will be investigated ideally immediately but or within a maximum of 72 hours (includes weekends/holidays), according to the PHE KSS outbreak incident control plan. [MOP: Computer check to monitor response time to initial complaint]

(b) Investigations will be conducted in liaison with, and under the guidance of, the CCDC) and in accordance with our procedures and the PHE KSS outbreak incident control plan. At close of outbreak, a full debriefing report be prepared

(c) We will:

a. Contact Public Health England Unit (PHE) immediately on receipt of information pointing to a possible food poisoning issue and take instruction. A specific decision will be made on establishment (or not) of outbreak control team and clarity of roles and responsibilities. Decision recorded and conveyed to Environmental Health manager;

b. Be part of any outbreak control team and/or review team;

c. Attempt within 2 working days to discuss the situation with suspected cases and contacts and give them advice regarding the need to visit their own General Practitioner;

d. Liaise with other local authorities within 2 working days of the notification;

e. Visit and carry out an investigation where premises are identified in this area, ideally on the day of notification and not less than the next working day;

f. Take samples of food and other evidence as required and arrange for their delivery to the appropriate laboratory for examination;

g. Advise proprietors of the legal position and in particular give specific instructions as to the hygiene requirements for food handlers and the arrangements which are needed for exclusion from work;

h. Send out questionnaires, when instructed by the CCDC, as part of the investigation;

i. Liaise with Public Health laboratory as necessary;

j. Contact those who have been involved in the case, at the conclusion of our investigation, and inform them of the outcome.

k. Take action in accordance with the Council’s Enforcement Policy and where required produce the appropriate files and documents for legal opinion.[MOP: At close of outbreak, a debriefing report be prepared]
(d) We will **not**
   a. Become involved in claims for compensation.
   b. Investigate outbreaks originating from the home unless advised to do so by the CCDC.

6 **Sampling**
We will, subject to available resources:-
(a) Carry out all **Statutory** sampling as defined in Food Legislation & Code of Practice;
(b) Complete our PHE sampling programme as agreed by Sussex Food Liaison Group;
(c) Review the sampling requirements for "Approved" premises;
   [MOP: Contribution to Sussex and PHE Sampling programmes delivered]

7 **Risk Interventions**
(a) We will draw up an annual programme at the beginning of the financial year based on the current risk scores for food premises. This programme will form the annual list of food premises risk interventions as based on the CoP weighting criteria. [MOP: data extracted by the end of first week of April and list compiled, checked and circulated to staff by the end of this week]

(b) Food officers will:
   a. Check the premises file record on the EH database.
   b. Assess previous risk score and individual rating criteria.
   c. Assess any relevant complaints, information on layout and management systems etc.
   d. Discuss any contentious issues with the previous case officer /Environmental Health Team Leader.
   e. Ensure all equipment, notices, inspection pro-forma and report forms are available for the intervention.
   f. Visit the premises, identify and interview the proprietor, where available.
   g. Carry out the risk intervention in accordance with the "Programmed Food Hygiene Risk Interventions" procedure note.
   h. Give an immediate record of intervention, Food Hygiene Rating unless in need of second opinion, and agree an action plan at the conclusion of the audit. A copy will provided to the business;
   i. Confirm any legal requirements, the rating outcome and recommendations in writing within 7 working days;
   j. Where contentious matters are identified, consider whether further visits/action is necessary by discussion and peer/team review, record the agreement and inform the business as required.
   [MOP: Checks carried out monthly and quarterly by Environmental Health Team Leader to ensure the above service standards are being achieved and where they are not to take corrective action to secure compliance]
8 Planning Applications

We will:

(a) Provide comments, if required, to the within the deadline provided by the Planning Department.

(b) Undertake a review of relevant planning applications to ensure applicants are informed to their statutory duties as far as is possible.

We will not normally:

(a) Contact the applicant direct to discuss the application. If such contact does occur and written confirmation of discussions/decisions is required this should be logged as a “complaint” and dealt with as above, with a copy to the Planning Officer.

9 Information and advice to new businesses or those where major refurbishment is planned.

(a) Initial enquiries concerning the standards for new or existing premises will be logged as “complaints” and dealt with as above.

(b) Site visits will be the exception and will be carried out as follows:

   i) Meetings will be arranged only for premises where the risks posed by the business would be assessed as between categories A - C using the Code of Practice.

   ii) Site visits will only be made if the request is from the existing owner/proprietor or with his/her express permission (confirmed in writing).

   iii) Any requirements will be confirmed in writing within 14 working days of the site visit.

9 Premises Licence applications

We will:

(a) Provide comments if required, to the written deadline provided by the licensing manager.

(b) Undertake reviews of relevant premises licence applications to ensure applicants are informed of their statutory duties as far as possible.
ARUN DISTRICT COUNCIL

ENVIRONMENTAL HEALTH

HEALTH & SAFETY SERVICE PLAN

2019/20
**Aims**

In delivering a health and safety service, the Council aims to support businesses and work with people who live and work in the district to protect and enhance their health by ensuring workplace risks are properly managed and by using the workplace as a setting to promote health.

**Background**

Local Authorities are directed by the Health and Safety Executive in how to deliver our health and safety regulatory service by way of the National Local Authority Enforcement Code\(^1\) using a targeted, risk based approach. The code comes with Supplementary guidance\(^2\) and a list of activities/sectors suitable for targeting proactive inspection\(^3\). The “LAC67/2 rev.8 – Advice/guidance to local authorities” provides further information on how local authorities should target their interventions. In addition to the above guidance, in developing the service plan local factors and the wider public health agenda have been taken into account.

**Local Priorities**

Arun District has a population close to 157,000 (Mid-2016 population estimates). Arun has some of the most deprived areas nationally.

There are health inequalities identified with life expectancy amongst men in the most deprived areas around ten years lower than those from the least deprived area. The gap is seven years for women.

Health challenges for the district include:

\(^\wedge\) hospital stays for alcohol related harm and diabetes;

\(^\wedge\) constraining levels of smoking and early death from heart disease and stroke to around national averages;

\(^\wedge\) sustaining and improving levels of healthy eating;

\(^\wedge\) improving educational attainment which is below average;

\(^\wedge\) increasing levels of physical activity which are placed towards the lower end of the average range.

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\(^1\) http://www.hse.gov.uk/lau/national-la-code.pdf

\(^2\) http://www.hse.gov.uk/lau-supplementary-guidance.pdf

\(^3\) http://www.hse.gov.uk/lau/activities.pdf

\(^4\) Insight and Intelligence WSCC – Business Counts in West Sussex & Employment trends in Arun
Activity across West Sussex has been targeted at obesity, premature mortality, inequality and alcohol related harm.

**Arun Business Profile**

There are approximately 2,585 businesses and 45,100 employee jobs within Arun. Approximately 39,730 of these are within the private sector. The majority of businesses employ less than 10 people (84.9%). Four main sectors account for over half of employee jobs and these are in the wholesale and retail trade, including the repair of motor vehicles (18.9%), human health and social work (15.6%), accommodation and food services (11.1%) and administration and support services (9.1%).

**Achievements in 2018/19**

- During early 2018 officers were involved in the investigation of a large outbreak of cryptosporidium at seasonal animal visitor attraction. Approximately 200 people were infected after visiting the farm during their lambing season. Health and safety at the farm is enforced by the HSE but officers played a key role in the investigation and the follow up work, liaising closely with Public Health England and the HSE.
- A representative attends the Sussex Health and Safety Liaison group which provides support and guidance and peer review of different topics. For 2018/19 this included inspection approaches, fatal accident investigations and dealing with gas safety in catering premises.
- We have launched a new EH database during the last year and this has resulted in a change in the way some of the data is recorded and data cleansing of historic data.
- The information below gives an overview of health and safety actions undertaken during 2018/19:
Accidents by type:

<table>
<thead>
<tr>
<th>Accident type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact with machinery</td>
<td>1</td>
</tr>
<tr>
<td>Drowned / asphyxiated</td>
<td>1</td>
</tr>
<tr>
<td>Exposure to harmful substances</td>
<td>7</td>
</tr>
<tr>
<td>Fall from height</td>
<td>6</td>
</tr>
<tr>
<td>Injured by animal</td>
<td>1</td>
</tr>
<tr>
<td>Lifting and handling injuries</td>
<td>8</td>
</tr>
<tr>
<td>Physical assault</td>
<td>1</td>
</tr>
<tr>
<td>Slip, trip, fall on same level</td>
<td>15</td>
</tr>
<tr>
<td>Struck against</td>
<td>1</td>
</tr>
<tr>
<td>Trapped by something collapsing</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>46</strong></td>
</tr>
</tbody>
</table>

Requests for service by type:

<table>
<thead>
<tr>
<th>Request type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asbestos notifications</td>
<td>2</td>
</tr>
<tr>
<td>Health &amp; Safety at Work</td>
<td>22</td>
</tr>
<tr>
<td>Accident unspecified</td>
<td>7</td>
</tr>
<tr>
<td>RIDDOR – Dangerous occurrence</td>
<td>1</td>
</tr>
<tr>
<td>RIDDOR – Fatal/ public</td>
<td>1</td>
</tr>
<tr>
<td>RIDDOR – Major/employee</td>
<td>2</td>
</tr>
<tr>
<td>RIDDOR – Major/ public</td>
<td>5</td>
</tr>
<tr>
<td>RIDDOR – over 7 day injury</td>
<td>14</td>
</tr>
<tr>
<td>Requests for information/advice</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>55</strong></td>
</tr>
</tbody>
</table>
Actions by type:

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-inspection intervention – other contact/intervention</td>
<td>17</td>
</tr>
<tr>
<td>Non-inspection intervention – other visits / face to face contacts</td>
<td>4</td>
</tr>
<tr>
<td>Reactive visits/investigation h&amp;s complaint</td>
<td>11</td>
</tr>
<tr>
<td>Reactive visits h&amp;s related incident</td>
<td>1</td>
</tr>
<tr>
<td>Revisit following earlier intervention</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>34</strong></td>
</tr>
</tbody>
</table>

**Summary Interventions planned for 2019/20**

The following activities will be undertaken in 2019/20.

- Targeted investigation of accident notifications (in accordance with incident selection criteria);
- Risk based assessment of asbestos works notifications;
- Investigation of complaints and requests for service where intervention is likely to bring positive change;
- Revisiting to ensure compliance;
- Role as statutory consultee regarding public safety for licensing applications, planning consultations and outdoor events;
- Investigate LOLER inspection failure notifications;
- Responding to local, regional and national priorities;
- Continue with gas safety project – Sussex LA’s
- Providing advice/guidance on safe use of inflatable play equipment.
- Visits to outdoor events (funfairs and festivals) in a targeted manner;
- Providing advice for duty holders;
- Participating in effective partnership working with co-regulators;
- Securing justice;
## Intervention Plan 2019/20

<table>
<thead>
<tr>
<th>Sector, premises type or specific cross sector activity</th>
<th>Evidence that identified the concern and set its priority</th>
<th>Planned intervention type</th>
<th>Rationale for intervention</th>
<th>Planned activity or Resource Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outdoor Events Industry</td>
<td>The local tourist industry sector relies on events. To support events locally by ensuring they are delivered safely.</td>
<td>Partnerships Sector and Industry-wide Initiatives Education and Awareness Dealing with Issues of Concern and Complaints Working with other Regulators</td>
<td>To work in partnership with event organisers at the earliest stage of event planning and in partnership with other regulators to ensure health and safety risks are reduced to sensible levels through good layout and risk management. Proactive, preventative approach to protect public safety and ensure the events industry enjoys the public confidence it needs to be able to grow.</td>
<td>Review of event management plans and risk assessments for events of significant scale or safety risk. Participation in Safety Advisory Group to advise event organisers of steps to take to reduce risk where necessary. ADIP documentary checks prior to funfairs operating on Arun District Council land. Spot checks. 10 days.</td>
</tr>
<tr>
<td>3,200 LA enforced businesses in Arun.</td>
<td>Where RIDDOR reportable incidents notified to LA</td>
<td>Incident and III Health Investigation</td>
<td>To Investigate only those incidents where intervention is likely to bring positive change. Determine causes of such occurrences and identify poor risk management and other practice. To correct such practice and bring it in line with statutory requirements as a minimum. To ensure preventative action is taken to reduce the likelihood of</td>
<td>To Investigate serious complaints, accidents and incidents in line with the Sussex incident investigation selection protocol based on <a href="http://www.hse.gov.uk/lau/lacs/22-13.htm">http://www.hse.gov.uk/lau/lacs/22-13.htm</a> within 7 working days of notification. Estimated 20 days.</td>
</tr>
</tbody>
</table>
## Intervention Plan 2019/20

<table>
<thead>
<tr>
<th>Sector, premises type or specific cross sector activity</th>
<th>Evidence that identified the concern and set its priority</th>
<th>Planned intervention type</th>
<th>Rationale for intervention</th>
<th>Planned activity or Resource Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,200 LA enforced businesses in Arun</td>
<td>Complaints relating to health, safety and/or welfare relating to LA enforced businesses from employees and members of the public.</td>
<td>Incident and Ill Health Investigation Dealing with Issues of Concern and Complaints</td>
<td>Investigate health, safety and welfare concerns but only those where intervention is likely to bring positive change.</td>
<td>Investigation by correspondence, telephone and/or visits. 20 days</td>
</tr>
<tr>
<td>3,200 LA enforced businesses in Arun</td>
<td>Requests for advice and guidance from businesses.</td>
<td>Education and Awareness Dealing with Issues of Concern and Complaints</td>
<td>In line with LAC 67/2 rev 8 guidance, the service will provide/ signpost to information to make it simple for businesses to comply with health and safety requirements.</td>
<td>Keep website up to date, primarily using links to authoritative sources. 1 days</td>
</tr>
<tr>
<td>LA enforced businesses across Sussex</td>
<td>On request from another Sussex LA</td>
<td>Partnerships Incident and Ill Health Investigation Dealing with Issues of Concern and Complaints</td>
<td>Provide swift, consistent response in the event of a major incident and improve resilience across local authorities.</td>
<td>Participation in the major incident team as demanded i.e. no time allocated but it will be made available on request. 0 days allocated but will respond on request.</td>
</tr>
</tbody>
</table>
## Intervention Plan 2019/20

<table>
<thead>
<tr>
<th>Businesses applying for planning approval or a premises (or other) licence.</th>
<th>Statutory duty outside of the scope of the code.</th>
<th>Partnerships Design and Supply Other Interventions</th>
<th>To ensure that new developments do not design-in hazards (e.g. inability to adequately segregate vehicles and pedestrians). To ensure premises design and operation facilitate public safety.</th>
<th>Reviewing licensing and planning applications and making recommendations as statutory consultee. 15 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas safety in catering establishments with a food hygiene rating of 2 or below</td>
<td>Sussex LA led intervention</td>
<td>Provision of advice and guidance, and signposting to businesses with a rating of 2 or below and hazard spotting during food hygiene inspections</td>
<td>Evidence that businesses with a low food hygiene rating also have poorer health and safety compliance levels.</td>
<td>Provision of information and inspection of low rated businesses. 8 days</td>
</tr>
<tr>
<td>LA enforced sector</td>
<td>Sussex LA led intervention</td>
<td>Provision of advice to businesses to highlight the legal requirements around the reporting of accidents and incidents in line with RIDDOR requirements.</td>
<td>It is accepted that higher performing businesses are more likely to report. This project is to raise awareness among across all LA sectors and with employees and members of the public.</td>
<td>Promotional activity to provide additional information direct to businesses and members of the public. 3 days</td>
</tr>
</tbody>
</table>

**TOTAL** | | | | 79 days |