

Borough Council of  
**King's Lynn &  
West Norfolk**



# Commercial Team Service Plan (Food, Health and Safety and Licensing) 2021-2024

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Reviewed June 2021

### This Service Plan:

- Sets out the key activities that the service area delivers;
- Sets out the key tasks for the service area and the resources allocated to carry out those tasks;
- Identifies the main risks and challenges to the delivery of the service;
- Provides a high-level action plan for the service.

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## 1. Introduction

The Commercial Team Service Plan is an expression of the Council's continuing commitment to the provision of Food Safety, Health and Safety, Licensing and other related services.

Normally relevant parts of this plan would be compiled in accordance with the guidance issued by the Food Standards Agency (FSA), including the information required by the Framework Agreement on Local Authority Food Law Enforcement and guidance issued by the Health and Safety Executive (HSE) under the Health and Safety Executive National Local Authority Enforcement Code.

## 2. Description of Services

Specific functions undertaken by this service area:

The EH Commercial team provides a range of regulatory services to the business community and the general public as follows:

- **Food Safety.** Sustaining and improving the standards of safety and quality of food manufactured, prepared and supplied in King's Lynn and West Norfolk.
- **Port Health/Exports.** Ship sanitation inspections, inspections of shellfish exports and validation and certification of Export Health Certificates.
- **Health and Safety.** Ensuring that risks in the workplace for both workers and the public are properly and proportionally managed.
- **Infectious Diseases.** Investigating incidents of infectious diseases to control spread and identify causes.
- **Private Water Supplies.** Assessing risk and sampling water to ensure that supplies do not pose a threat to health.
- **Health Promotion and Education.** Providing training for food handlers, running campaigns on food safety and hygiene amongst others.
- **Animal Welfare Licensing.** Maintaining the standards of animal welfare in premises such as breeding and boarding establishments, pet shops and riding establishments.
- **Premises Licensing.** Ensuring that the licensing objectives enshrined on the Council's statements of licensing policy are fulfilled.
- **Licensing of Hackney Carriages and Private Hire Vehicles.** Protecting public safety through regulating vehicles, drivers and operators.
- **Licensing of sex shops,** sex cinema and sexual entertainment venues, gambling activities and other miscellaneous activities.
- Our business customers rely on the EH Commercial Team to maintain a level regulatory playing field in the markets they operate so that non-compliant businesses do not gain a competitive advantage. They expect us to be consistent and fair, providing advice and guidance when it is needed, using enforcement tools when appropriate.

- The public expect us to ensure that they are protected and increasingly that they have access to information that allows them to make educated choices including about the businesses they engage with.
- **Corporate Health and Safety.** Provision of advice to the Council and its officers on all aspects of Health and Safety, including the development of corporate Health and Safety policies and related Action Plans.

### 3. Links to the Corporate Business Plan

The EH Commercial Team service area supports the stated organisational vision of The Corporate Business plan for the Borough which is that, West Norfolk is a place where businesses and people can flourish; where communities are active and healthy; where residents and visitors can access fulfilling cultural, leisure and sporting activities; and where a good quality of life and environment are available to all.

Links to other strategies

- All officers are expected to act in accordance with the Council's enforcement policy, which puts the national 'Regulators' Code' at the centre of the Council's approach to regulating businesses and with that, an explicit commitment to carry out regulatory activities in a way that supports businesses to comply and grow.
- The service also has a major current role in the implementation of the Norfolk Covid—19 Outbreak Management Plan.

## 4. Resources

### Financial

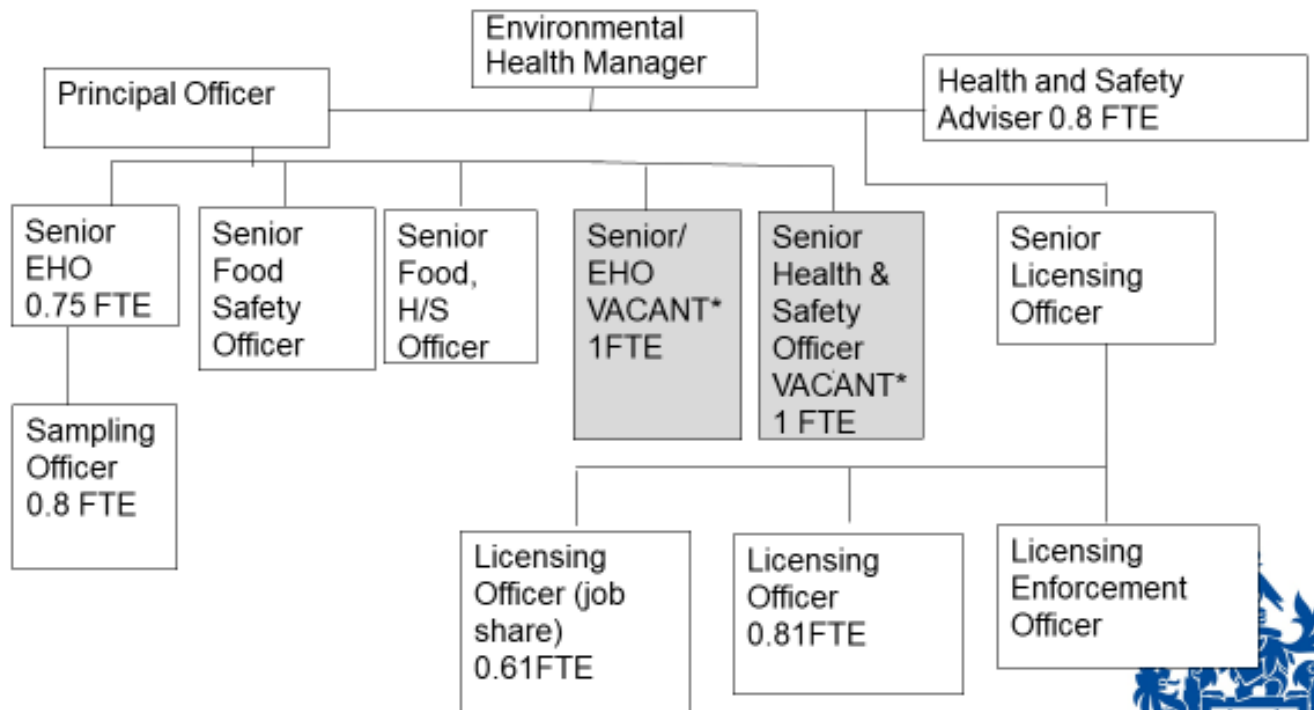
For 2021/22 the EH Commercial service has an internal budget of approximately:

		2018/19		2019/20		2020/21		2021/22
		Revised Budget	Actuals	Revised Budget	Actuals	Revised Budget	Actuals	Original Budget
FOOD HYGIENE	Gross Expenditure	552,520	544,812	469,230	484,142	488,140	476,474	565,110
	Gross Income	(32,030)	(34,300)	(41,960)	(17,656)	(8,600)	(19,667)	(24,000)
	NET COST	520,490	510,512	427,270	466,486	479,540	456,807	541,110
LICENSING	Gross Expenditure	289,380	254,685	252,680	258,410	228,660	232,910	255,610
	Gross Income	(263,610)	(256,499)	(273,270)	(275,797)	(202,090)	(216,866)	(277,290)
	NET COST	25,770	(1,813)	(20,590)	(17,387)	26,570	16,044	(21,680)
<b><u>TOTAL COST OF SERVICE</u></b>		<b>546,260</b>	<b>508,699</b>	<b>406,680</b>	<b>449,099</b>	<b>506,110</b>	<b>472,852</b>	<b>519,430</b>

## Staffing

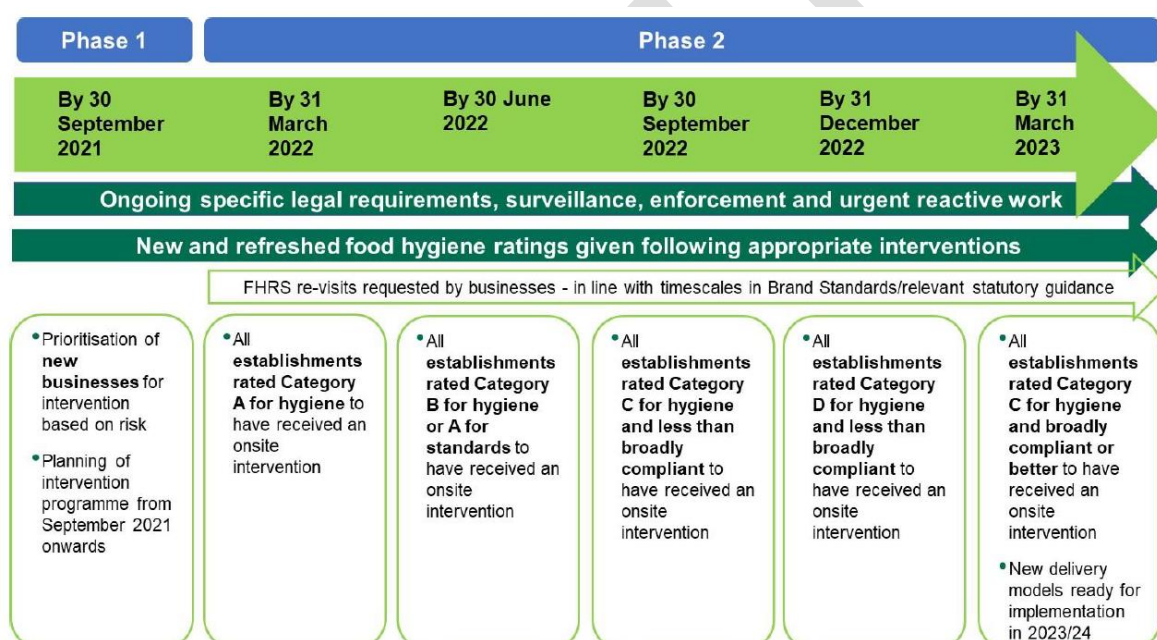
For 2021 the EH Commercial service establishment is shown in the structure chart below:

### Food, Health & Safety and Licensing



## 5. Service Delivery

At the time of writing, the EH Commercial service is still constrained by the impact of the covid-19 pandemic and not operating 'normally'. The service is still recovering from the impact of the pandemic which will possibly carry on throughout the next few years. The FSA has published a recovery plan for local authorities to achieve certain milestones by specific dates. This is the minimum expected and the Council is committed to achieving ahead of the specified dates. A full outline of the recovery plan published by the FSA is outlined below:



The main descriptions below are of the service resourced by the Council's core funding and the additional work being undertaken in response to the pandemic.

### i. Food Safety

#### a. Inspection of food businesses

The Council is committed to carrying out inspections that exceeds the requirement of the recovery plan. Once Phase 2 of the plan is complete the Council is committed to carrying out inspections at a frequency which is not less than that determined by the Food Law Code of Practice. There are around 2000 food businesses registered at the time this plan was written, there are up to 800 routine food safety interventions scheduled each year. An estimated full-time equivalent staffing allocation to food law related matters is 4.8FTE on the current establishment. The main activity for qualified officers will always be in carrying out all high risk and approved premises

inspections due as part of the inspection programme, in addition to Export Health Certificates for shellfish, fishery products and high-risk foods of non-animal origin.

## Total Open Food Premises

Category Description	Total Premises
Primary Producers	25
Manufacturers & Packers	105
Importers/Exporters	2
Distributors/Transporters	46
Supermarket/Hypermarket	29
Small Retailers	252
Retailers - Others	84
Restaurant/Cafe/Canteen	269
Hotel/Guest House	92
Pub/Club	193
Take-away	116
Caring Premises	176
School/College	114
Mobile Food Unit	113
Restaurants & Caterers - Other	310
	<b>1926</b>
Reg Authority ONLY/Exc from Scheme	2
Premises Not Yet Trading	10



b. Food complaints and complaints about food premises

The Council investigates complaints it receives relating to food where it is the enforcement authority and will liaise with Home, Primary and Originating Authorities as appropriate. The Food Safety service aims to make a first response to this type of complaint within three working days.

The Council can elect not to deal with certain foreign body complaints that do not pose a threat to public health and manufacturers/suppliers cannot guarantee the absence of the foreign bodies. Examples include:

- Fruit flies and green flies in fruit and vegetables
- Grubs in tinned vegetables
- Small stones and soil in fruit and vegetables
- Struvite crystals in canned fish
- Sugar crystals in sweet and chocolates
- Codworm in white fish
- Bakery char in bakery products
- Carbonised grease in bakery products
- Lead shot in game

c. Advice to businesses

Officers are committed to building positive working relationships with food business operators (FBOs) and work with them to help them comply with the law and to improve food safety standards. Both new and existing businesses are encouraged to contact the service for advice and are obliged by law to register and tell us when significant changes are made.

d. Food Hygiene Rating System (FHRS)

The FHRS is a system operated by all English local authorities and continues to create a positive environment where, due to the public nature of the ratings (published on the FSA website at: <https://www.food.gov.uk/business-industry/hygieneratings>), there is a desire on the part of businesses to achieve a good rating. Businesses are able to request a rescore visit at any time after a rating is given following an inspection and a fee is charged for this. There is no limit to the number of rescoring a business can request. Rescore visits will be carried out within 3 months following payment of the fee.

e. Food inspection and sampling

Food samples are taken either in response to complaints or as part of the Council's proactive surveillance procedures for ensuring that food produced and/or sold in the district is safe to eat. The Council also participates in a regional sampling programme, coordinated from the Eastern Region Coordinated Food Sampling Liaison Group. The national sampling programme comes from Public Health England. Both programmes provide intelligence that can help identify the focus of food safety visits.

f. Export Certificates

Receipt and validation of Export Health Certificate (EHC) applications, information/evidence. Verification visits to food businesses exporting fish and fishery products, High Risk Foods of Non-Animal Origin and exports to third countries.

g. Shellfish Monitoring

Monitoring and sampling of bi-valve mollusc production areas and coastal waters. Monthly sampling for micro bacterial contamination and algal toxins in the winter months and bi-monthly sampling in the summer months for algal toxins.

## ii. Health and Safety

Section 18(4) of the Health and Safety at Work etc. Act 1974 places a duty on Local Authorities to make 'adequate arrangements for the enforcement' of health and safety and the council has responsibility for the regulation of health and safety in the following types of businesses:

### Total Open H&S Premises

Category Description	Total Premises
Retail Shop (HSW)	758
Wholesale/Fuel Depot (HSW)	97
Offices (HSW)	233
Catering Premises (HSW)	628
Hotel/Short-stay Accom	140
Leisure/Cultural (HSW)	530
Consumer Services (HSW)	345
Residential Care	79
Other Premises (HSW)	43
<b>TOTAL</b>	<b>2853</b>

There are approximately 3000 recorded businesses in the Council's district that fall in these categories, but it is known that there are many more not recorded. 0.8FTE is

allocated to health and safety work along with 0.20 FTE of the EHMs time which is described below.

a. Proactive Health and Safety interventions

HSE guidance (LAC67/2) gives local authorities the following overarching principle regarding planning regulatory interventions:

*LAs should use the full range of interventions available to influence behaviours and the management of risk.*

The National Local Authority Enforcement Code (the Code) advises that LAs should achieve targeting interventions on those activities that give rise to the most serious risks or where the hazards are least well controlled and do this by:

- Having risk-based intervention plans focussed on tackling specific risks;
- Considering the risks that they need to address and using the whole range of interventions to target these specific risks;
- Reserving unannounced proactive inspection only for the activities and sectors published by HSE or where intelligence suggests risks are not being effectively managed; and
- Using national and local intelligence to inform priorities.

LAC 67/2 states proactive inspection should only be used:

- a) For high risk premises/ activities within the specific LA enforced sectors published by HSE; or
- b) Where intelligence shows that risks are not being effectively managed.

There are 12 activities/issues identified by the HSE where proactive inspections are specifically allowed:

1. Legionella infection.
2. Explosion caused by leaking LPG.
3. E.coli/ Cryptosporidium infection.
4. Fatalities/injuries resulting from being struck by vehicles.
5. Fatalities/injuries resulting from falls from height/ amputation and crushing.
6. Industrial diseases (occupational deafness/cancer/ respiratory diseases).
7. Falls from height.
8. Manual Handling at high volume warehousing/distribution.
9. Unstable loads at high volume warehousing/distribution.
10. Crowd management & injuries/fatalities to the public at large scale public gatherings
11. Carbon monoxide poisoning at commercial catering premises using solid fuel cooking equipment
12. Violence at work at premises with vulnerable working conditions
13. Fires and explosions caused by the initiation of explosives such as fireworks
14. Musculoskeletal disorders in care homes

The focus of pro-active health and safety work is currently on-hold and only reactive work within health and safety is being carried out.

b. Accident Investigations

The law requires employers to report certain types of work-related accidents, diseases or dangerous occurrences. The Health and Safety Officer will investigate the most serious of these incidents to establish if health and safety law has been broken and also with the aim of preventing similar accidents from occurring and taking any appropriate enforcement action. LAs will, in accordance with their duty under Section 18 of the Health and Safety at Work etc Act 1974, allocate sufficient time and resources to investigate accidents, dangerous occurrences and causes of occupational ill health.

c. Complaints

Complaints from the public and employees concerning unsafe practices, poor working environment, excessive working hours and poor facilities e.g. toilet provision, are investigated. We have a range of legal powers to ensure the necessary improvements are made although it is our stated aim to work, wherever possible, with all parties concerned to achieve these objectives without having to take formal action.

d. Advice to Businesses

Officers are committed to building positive working relationships with business proprietors and work with them to help them comply with the law and to improve health and safety standards. Increasingly officers will point businesses at web-based resources, particularly those produced by the HSE and information is both held on and signposted from the Council website. Both new and existing businesses are encouraged to contact the service for advice.

e. Safety Advisory Group

The Safety Advisory Group (SAG) provides a forum where the Council and other agencies may develop a co-ordinated approach to crowd and spectator safety.

f. Smoke free

The EH Commercial team enforces the smoke free legislation which since July 2007 has made it illegal for workplaces and indoor public places to permit smoking. Advice is given to businesses and complaints relating to this law are investigated.

g. Registration of skin piercing

Businesses that carry out skin piercing activities, including acupuncture, tattooing, cosmetic piercing, semi-permanent skin-colouring or electrolysis, are required to register both people and premises with the local authority. The Health and Safety Officer ensures that those operating registered businesses understand what they need to do to prevent the transmission of blood borne diseases. The Council has published Byelaws covering these matters.

### **iii. Infectious Diseases**

The Food Safety team carries out the statutory responsibilities of the authority with regards to infectious diseases. This includes but is not solely in relation to food borne illness so whilst the service will investigate outbreaks of Salmonella and E. coli for example, it will also follow up incidents of Legionella and Hepatitis. The duties include working with Public Health England (PHE) to identify sources of disease, reducing the risk of transmission, gathering data, liaising with people suffering from infectious diseases and when necessary taking formal legal action to prevent the spread of disease.

Investigation and control of major outbreaks is undertaken in conjunction with the Consultants in Communicable Disease Control at PHE. Investigation, the establishment of an Outbreak Control Team and control measures are all implemented in accordance with the agreed Joint Communicable Disease Incident/ Outbreak Management Plans.

#### iv. Private Water Supplies

The Water Industry Act requires a local authority to keep itself informed about the wholesomeness and sufficiency of every private water supply within its area. This is achieved through statutory duties which include; risk assessments, investigations, authorisations and monitoring (sampling and analysis). Regulations also make provisions for local authorities to charge fees to the relevant person(s) for conducting these duties. If through these duties the councils deem a private water supply to be unwholesome and/or insufficient then it has the power to serve notices on the supply in order to mitigate against these.

There are 85 private water supplies in the district:

<b>Large Supplies</b> ( $10\text{m}^3$ /day or serve 50 people) or two or more dwellings where the water is used for a commercial premises	42
<b>Small Supplies</b> ( $< 10\text{m}^3$ /day or serve $< 50$ people) to two or more dwellings (Domestic only)	7
<b>Single dwellings</b> water supplied to a single domestic dwelling	36
<b>Private Distribution Systems</b>	1

#### v. Port Health

The International Health Regulations provide for the global issuance of ship sanitation control/ exemption certificates. Ship Sanitation Certificates are designed to prevent international vessels from causing a public health risk and cover all areas of ship borne public health risks including vector control, potable and ballast water and food safety controls.

Ship Sanitation Certificates are issued by officers from the Food Team following an inspection of the ship and are valid for six months. Ship Sanitation Certificates can only be issued at ports which have been authorised to do so. If the ship inspection is satisfactory a Ship Sanitary Exemption Certificate will be issued. If Public Health risks are found on board ship officers will issue a Ship Sanitation Control Certificate and require that the problems are remedied within a certain timescale.

This is a chargeable service with the fee being set nationally by the Association of Port Health Authorities. The current fees are below and based on the tonnage of the vessel:

Gross tonnage:

Up to 1,000:	£105.00
1,001 - 3,000:	£140.00
3,001 - 10,000:	£210.00
10,001 - 20,000:	£270.00
20,001 - 30,000:	£345.00
Over 30,000:	£405.00

In 2020/21 there were 12 ship sanitation visits carried out compared to 9 the previous financial year.

## vi. Health Promotion and Education

Dependant on the availability of resources, there are a variety of health promotion and Health education activities undertaken by the EH Commercial service as follows:

- FSA campaigns  
Campaigns sponsored by the FSA to promote food safety including Food Safety week are participated in as appropriate.
- Use of social media  
The Food and Safety service uses Twitter to promote the Food Hygiene Rating System in particular including by publicising businesses achieving a 5 rating as well as supporting the health promotions of other organisations around food safety and healthy lifestyles.

## **vii. Licensing**

The service is responsible for the administration and enforcement of a number of licensing regimes as follows:

- Alcohol and Entertainment Establishments
- Gambling Establishments and Lotteries
- Temporary Events Notices
- Personal Licences
- Taxi and Private Hire
- Charity Collections
- Sex Establishments
- Caravan, Park Homes and Camping sites
- Animal welfare including
- Animal Boarding Establishments
- Dangerous Wild Animals
- Dog Breeders
- Pet Shops
- Riding Establishments
- Zoos.

The majority of licenses are administered by the Licensing Officers with enforcement carried out by the Licensing Enforcement Officer.

Licensing fees are charged on a cost recovery basis for most areas, apart from licences under the Gambling Act and Licensing Act.

## **viii. Covid-19 response**

The EH Commercial team has taken a lead role for the Council in working with the Director of Public Health and other partners in Norfolk to implement the covid-19 Outbreak Control Plan and subsequent Outbreak Management Plan.

Representatives of the team have attended the Health Protection Board, set up in response to the pandemic. The Norfolk groups have acted to coordinate the response across Norfolk in implementing regulations created to deal with covid-19 through the Public Health (Control of Disease) Act 1984 and the Coronavirus Act 2020.

- The majority of work has been to provide advice and guidance to businesses and the wider public on the changing regulatory controls as well as having an enforcement role.

## **ix. Corporate Health and Safety**

Coronavirus has dominated the work of Corporate Health and Safety since March 2020 and has provided challenges in dealing with new work areas or managing how to undertake work in new safe ways.



- Accidents/Incidents

The number of accidents reported during the period of April 2019-March 2020 totalled 30, of which 8 were required be reported to the Health and Safety Executive (HSE) under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR). This resulted in 93 FTE lost days.

The reportable accidents included three slips on wet or icy surfaces, three industrial diseases of which two were Hand Arm Vibration (HAVs) related and one work aggravated Tendonitis. One injury was due to being hit by a moving object and there was a fall in a stairwell. The other non RIDDOR accidents included cuts to arms and legs, mainly from employees from public open space. Slips and trips and also some injuries from dogs mostly made up the other reports.

From April 2020, there were 11 accidents reported; none were RIDDOR reportable. These accidents have mainly concerned cuts and grazes from work activities, however another animal injury was also reported. This has resulted in 21 FTE lost days (up to 30.11.20)

Table below to show number of accidents reported through the Accident/Incident Form Process

Dates	RIDDOR	Non RIDDOR
1.4.20 - 31.12.20	0	11
1.4.19 - 31.3.20	8	22
1.4.18 -31.3.19	1	39

- Service Requests

There were 527 requests in 2020/21 compared with 196 for the previous year. The increase being attributable to advice or issues relating to coronavirus. The coronavirus requests were varied and ranged from information about PPE to guidance on legislation or how to undertake an activity safely.

Health and Safety documentary checks on companies going through the Procurement process also increased due to the Care and Repair Framework process. Additional checks were also made into contractors coronavirus plans.

## **x. General**

### **a. Enforcement Policy**

The Council has adopted a corporate wide enforcement policy. All officers are expected to act in accordance with this policy. The policy is freely available for inspection by the public and local businesses and is posted on the Council's website. The policy puts the Regulators Code at the centre of the Council's approach to regulating businesses and with that, an explicit commitment to carry out regulatory activities in a way that supports businesses to comply and grow.

### **b. Home authority and primary authority principles**

The EH Commercial service of the council supports the Home Authority Principle and will provide advice to businesses where they act as the Home or Originating Authority. Officers have regard to information that they receive from any liaison with Home/Organising Authorities and where advice has been received, the relevant Authority will be kept informed of actions taken by this Council.

The Council acknowledges the primary authority system and appropriate adjustments are made to the way in which interventions are made when businesses have entered an arrangement with a local authority as a primary authority.

### **c. Liaison with other organisations and partnership working.**

Officers represent the Councils at the following meetings:

- Norfolk Food Liaison Group
- Norfolk and Suffolk Health and Safety Liaison Group
- Food Standards Agency Food Leads Regional Meetings
- Food Standards Agency Food Hygiene Rating System User group
- Norfolk Event Safety Advisory Group
- Norfolk Head of Regulatory Services
- Norfolk EH Leads
- Norfolk Social Distancing Delivery Group

These Groups offer the opportunity to share information, organise low-cost training for our food and safety officers, help to ensure consistent enforcement and provide an opportunity to influence the development of activity across the County. They also enable our professional officers to have access to regional and national food safety and health and safety information.

## 6. Performance and Review

The current performance of the Service is measured and monitored via the Council's performance management system.

The key indicators for the service are under review.

Monitoring arrangements are in place to assist in the quality assessment of the work being carried out by the team including as follows:

- Regular team meetings
- Individual performance review
- Regular FHRS consistency training exercises with the FSA

### Service Standards

The EH Commercial Team has adopted the following service standards:

#### Food hygiene

- Provide a summary inspection report at the time of inspection clearly indicating required and recommended actions.
- Respond to requests for advice and information about food safety within 5 days for requests that do not have a public health impact.
- Respond to complaints of poor hygiene and unsatisfactory food within 3 days.

#### Health and safety enforcement

- Respond to complaints of poor health and safety within 3 days.
- Respond to requests for advice and information about health and safety within 3 days.

#### Infectious diseases - control

- Respond to reports of any notifiable infection where the risk to public health is immediate and significant, including outbreaks, within the same working day.
- Respond to reports of less serious notifiable infections within 3 days.

#### Private Hire and Hackney Carriages

- Investigate complaints/reports and take appropriate action including the requirement for Members of the Licensing & Appeals Panel to consider whether licence holders remain 'fit and proper' persons to hold a licence.

- Monitor vehicle compliance through reports from approved testing stations.
- Investigate vehicle accidents ensuring all licensed vehicles are safe and suitable for use.
- Complaints will be investigated within 3 days of receipt of them.

## 7. Challenges to Service Delivery

- Covid-19. The continuing constraints on service delivery and the businesses regulated by the service have created a significant backlog of work across all categories.
- Brexit. Risks remain around our shellfish industry. The EU exit had a huge impact upon the local sector, mainly due to increased costs of exporting. Some have adapted to the new rules, some have diversified away from export completely. The EU exit meant increased regulatory burdens, and the Food Team have been required to support the sector in understanding the complex web of requirements. Additional species of shellfish have been required to be classified, with others likely to follow, marine bio-toxin monitoring has increased significantly under a new risk assessment, all incurring an additional regulatory and budgetary burden for the coming years. Much of the environmental legislation and the food law currently enforced by local authorities is predominantly based on European regulations, transition arrangements mean that there is little initial change but at some point, it will require reproducing domestically. Government may take this opportunity to change public health and environmental regulation.
- The FSA have reviewed the way in which competency is assessed and demonstrated. This will impact heavily on the management capacity of the service and may result in additional costs.
- Continuing to adapt to changing customer expectations and service delivery models arising from changes to the way we work both through choice and necessity.
- Food Exports. From the 1<sup>st</sup> January 2021, exporters of certain food products are required to provide an export health certificate (EHC) to accompany the consignment when exporting to the EU and NI. The EHC is an official document that confirms that the export meets the health requirements of the destination country.

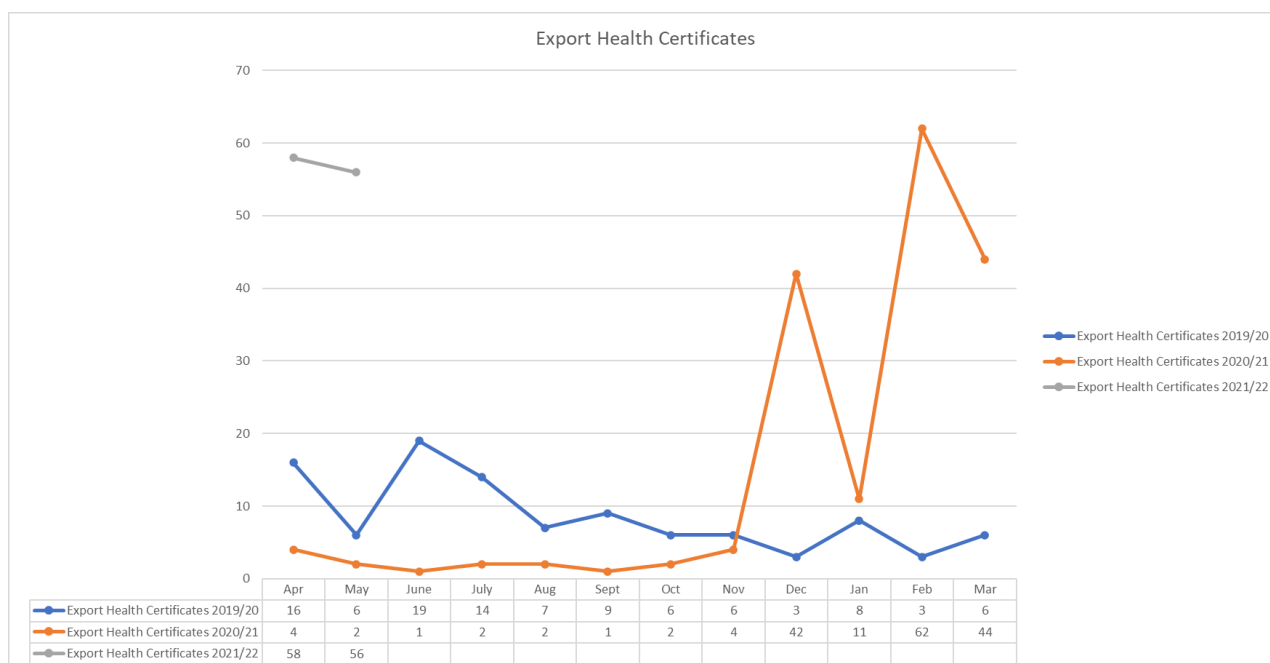
Food Officers are responsible for the inspection, validation, and certification of exports of:

- Shellfish
- Fishery Products
- High Risk Products of Non-Animal Origin
- Products going to China, USA and Australasia

Since January 2021 there has been a significant increase in the amount of EHCs that have been issued. During the main cockling season, it is

anticipated that around 8 consignments per week are expected to be exported to the EU, all of which will require an EHC. This will have a significant impact on the resource within the Food Team as outlined in the service activity in Appendix 1.

This service is cost recovery where the exporter pays a fee to cover the cost of the service provision.



**Dog Breeding.** Since the introduction of the Animal Welfare Regulations in 2018 there has been an increase in the number of premises requiring licenses under the regulations. During 2020 the number of unlicensed breeders operating throughout the Borough increased significantly due to the cost of puppies more than doubling. For example, pre-lockdown a Labrador puppy would cost in the region of £750, now the cost has risen to more than £2000. Because of this dog owners are now breeding their dogs, where once they would not consider it. Most of these breeders are not licensed. Where unlicensed breeders are notified to the authority the Licensing Team informs the 'selling site' who then removes the adverts. In April and May 2021, 71 adverts were removed from such selling sites. The Licensing Team then follow up the adverts and contact the sellers to advise them of the requirement to be licensed. This has and will continue to impact on the workload of the team where they is currently a 1FTE dealing with animal welfare licences. This service is cost recovery where the licence holders pay a fee to cover the cost of the service provision.

## 8. Service Action Plan 2021/24

### 21/22 Quarter 1.

- Develop strategies for clearing work backlogs post covid lockdown including for, food safety and health and safety. Adopting whatever guidance is forthcoming from government agencies and follow the FSA recovery plan and any further updates
- Respond to consultation on Department for Transport (DFT) for Statutory Standards for taxi and private hire vehicles (PHV) licensing authorities.

### 21/22 Quarter 2.

- Recruit to vacant HS Officer post.
- Ensure that the Corporate Enforcement Policy is reviewed.
- Respond to changes in the revised Food Law Code of Practice, particularly in relation to the Competency Framework for Food Officers including assessing the cost of this change (officer time and training costs).

### 21/22 Quarter 3.

- Recruit to Level 6 Environmental Health Apprentice posts.
- Respond to changes in the revised Food Law Code of Practice, particularly in relation to the Competency Framework for Food Officers including assessing the cost of this change (officer time and training costs).
- Recruit to S/EHO post in Food Safety.

### 21/22 Quarter 4

- Review of Gambling Act Policy.
- Review of Taxi Conditions.
- Review Commercial Team Risk Assessments.

### Ongoing

- Work with Norfolk Public Health and other Norfolk partners to implement the covid-19 Outbreak Management Plan.
- Work with Norfolk partners to implement new regulations as Covid lockdown is lifted, supporting businesses and communities.
- Undertake a food premises intervention programme in accordance with the requirement of the FSA Code of practices, however this may be adapted to resolve the current national backlog, to protect the public.
- Continue to engage with the Food Standard Agency on promotion of food safety initiatives and the promotion of the Food Hygiene Rating System.
- Participate in local and national food sampling programmes, where resources allow.

- Undertake an intervention programme in accordance with the requirements of HSE guidance LAC67/2 or its successor and the National Local Authority Enforcement Code to protect both people in the workplace and the public.
- Continue to engage with the HSE and other Norfolk local authorities on promotion of health and safety initiatives and interventions.
- Continue to improve support for small and medium sized businesses in the district in conjunction with other council services, external regulatory services and the New Anglia LEP.

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## Appendix 1: Food Service Activity in Detail

Activity Type	Service Demand 2021/22	Estimate time in hours for Inspection (including travel~1hour)	Estimate time in hours for follow up action e.g. letters, notices, revisit	FTE Equivalent 44 wks at 37 hrs/wk (1628 hrs)
Total Number of food premises	1672			
Programmed Inspections				
Category A premises	3 (*2)	4hrs	4hrs	0.03
Category B premises	84	3hrs	3hrs	0.31
Category C premises	220	3hrs	2hrs	0.68
Category D premises	485	2hrs	1hrs	0.89
Category E premises	497	1hrs	0.5hrs	0.46
Unrated premises	103	2hrs	1hrs	0.15
Food related complaints	~150	2.5hrs	1hrs	0.32
Fishing Boat Approvals	46	3hrs	3hrs	0.17
Manufacturers	36	7hrs	18hrs	0.55
Infectious Disease notifications	~270	1hr	1hr	0.33
Shellfish sampling	24(*2)	3hr	1hrs	0.12
Port Health Sampling	12	1	0.5	0.01
Sampling - Local Programme	13	2	0.5	0.02



Sampling - National Programme	12	3	0.5	0.26
EC 853 and 854/2004 premises	16	2	0.5	0.02
Other service requests/information	75	2hrs	1hr	0.14 (tot – 4.46)
Level 2 Training	6(*2)	8hrs	2hrs	0.07
Officer training		30	5	0.02
Private Water Supplies	62	3hrs	3hrs	0.23
Large Scale Events	2 (at least)	Pre-event 60 During event 90	30	0.22
Ship Sanitation Certificates	12	3	2	0.04
Export Certificates* (£66.50 per certificate)	161	0	0.25	0.02
Shellfish/Fishery Products/ HRFNAO EHC * (£66.50 per certificate + £58.50ph (one hour charge))	312	3	1	0.77
Covid response #	432	1	1	0.53
<b>TOTAL FTE required</b>				<b>6.36</b>
<b>TOTAL FTE available</b>				<b>4.8</b>

\*Estimated income £49,706.50

#2020/21 figures - Expected decline in numbers 2021/22, unable to predict.

## Appendix 2: Licensing – service activity 2020-2021

**Environmental Health - Licensing**

Month	Taxi / PH				LA2003	Licensing Act 2003				Gambling Act 2005				Animal Welfare Licensing		
	Apps	IVA	SR	Hear	TEN's	Apps	IVA	SR	Hear	Apps	IVA	SR	Hear	Apps	IVA	SR
April 2020	27	11	11	0	3	8	7	7	0	0	0	0	0	5	8	8
May 2020	32	5	5	0	4	7	10	10	0	0	2	2	0	0	12	12
June 2020	31	11	11	0	0	18	26	26	0	0	0	0	0	8	8	3
July 2020	20	11	11	0	8	19	13	13	0	0	0	0	0	3	13	6
August 2020	29	8	8	0	16	12	10	10	1	0	1	1	0	3	6	4
September 2020	37	10	8	1	9	20	27	23	0	0	0	0	0	1	6	1
October 2020	49	20	20	0	10	14	8	26	0	0	0	0	0	15	15	16
November 2020	29	10	10	0	5	16	17	17	1	10	1	1	0	8	17	17
December 2020	10	4	4	0	5	17	21	21	0	4	1	1	0	6	4	4
January 2021	26	0	9	0	3	5	0	6	0	0	0	0	0	5	2	9
February 2021	21	0	2	0	3	8	0	5	1	1	0	0	0	10	19	9
March 2021	33	0	3	0	2	7	0	8	0	0	0	0	0	10	21	4
Quarter Ending	Taxi / PH				TEN's	Licensing Act 2003				Gambling Act 2005				Animal Welfare Licensing		
	Apps	IVA	SR	Hear		Apps	IVA	SR	Hear	Apps	IVA	SR	Hear	Apps	IVA	SR
June 2020	90	27	27	0	7	33	43	43	0	0	2	2	0	13	28	23
September 2020	86	29	27	1	24	51	50	46	1	0	1	1	0	7	25	11
December 2020	88	34	34	0	20	47	46	59	1	14	2	2	0	29	36	37
March 2021	80	0	14	0	8	20	0	19	1	1	0	0	0	25	42	22
Totals:	344	90	102	1	59	151	139	167	3	15	5	5	0	74	131	93
					537						460					
					59						25					

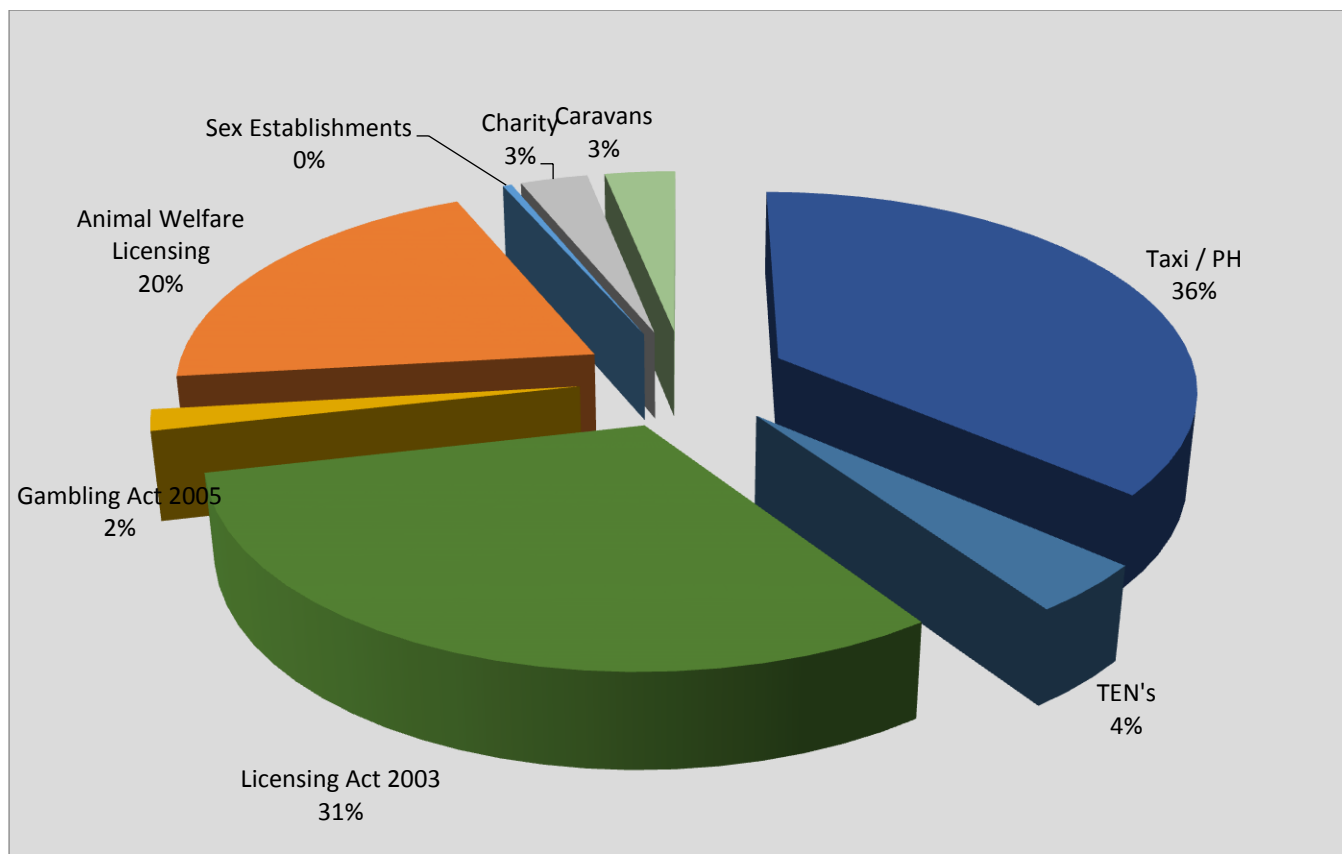
Sex Establishments				Charity			Caravans		
Apps	IVA	SR	Hear	Apps	IVA	SR	Apps	IVA	SR
0	0	0	0	3	0	0	0	1	1
0	1	1	0	1	0	0	0	5	5
0	1	1	0	6	0	0	0	3	3
0	0	0	0	0	0	0	1	4	4
0	0	0	0	1	0	0	1	0	2
0	0	0	0	4	0	0	0	0	1
0	0	0	0	5	0	0	0	4	4
1	0	0	0	6	1	1	0	1	1
0	0	0	0	5	0	0	0	1	1
0	0	0	0	3	0	0	2	0	0
0	0	0	0	4	0	0	1	0	1
0	0	1	0	5	0	0	0	0	0
Sex Establishments				Charity			Caravans		
Apps	IVA	SR	Hear	Apps	IVA	SR	Apps	IVA	SR
0	2	2	0	10	0	0	0	9	9
0	0	0	0	5	0	0	2	4	7
1	0	0	0	16	1	1	0	6	6
0	0	1	0	12	0	0	3	0	1
1	2	3	0	43	1	1	5	19	23

6

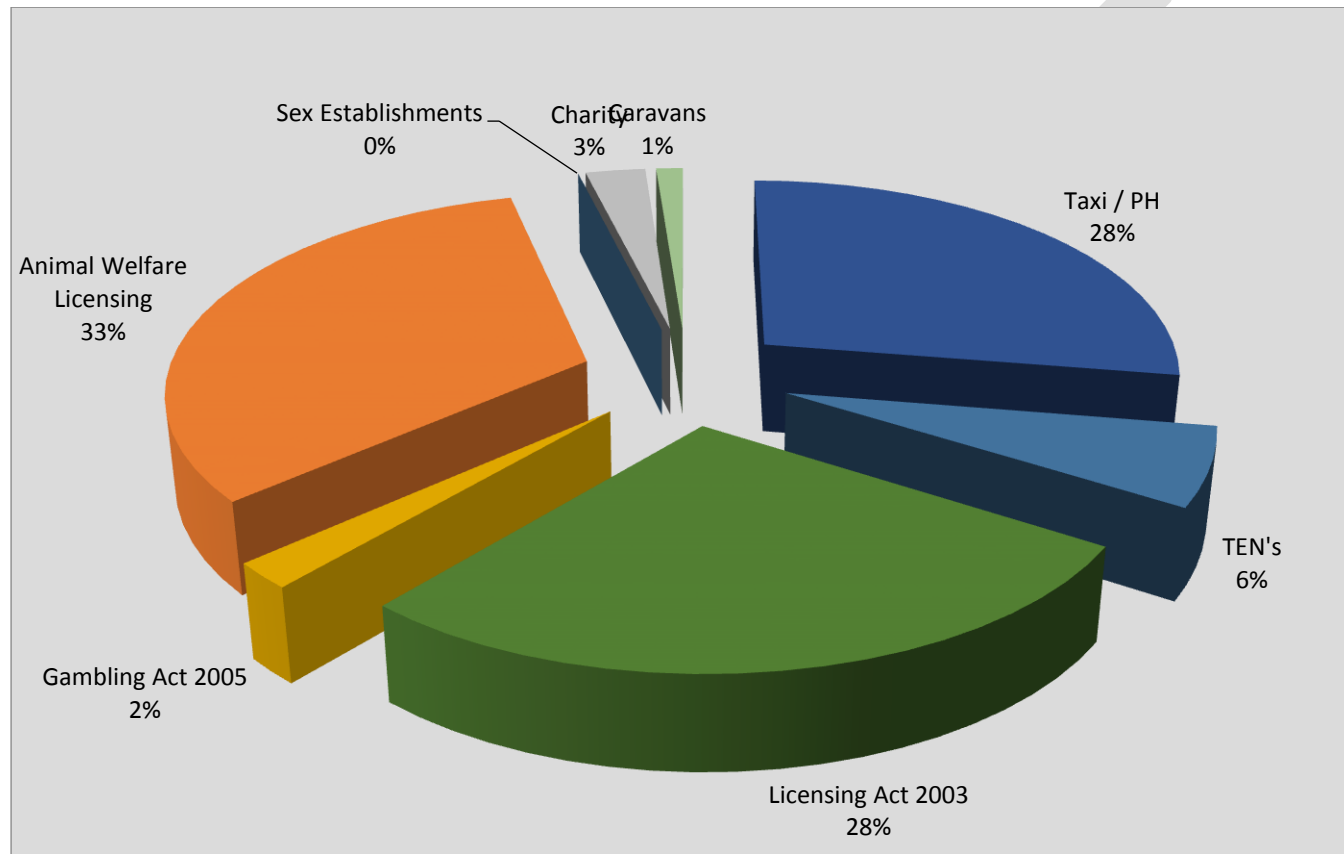
45

47

**% of work over the last financial year 2020/2021**



**% of work up to end of May 2021**



MAM FT, AP FT, LCH 22 JFR 31.75 44 weeks x 127.75 = 5621. 1764.75 shortfall. Equates to 1.08 FTE post