

Environment and Sustainability Committee

Thursday 20 June 2019 at 7.30pm

**Council Chamber
Runnymede Civic Centre, Addlestone**

Members of the Committee

Councillors M Heath (Chairman), J Wilson (Vice-Chairman), M Brierley, B Clarke, S Dennett, T Gracey, J Olorenshaw, S Walsh, D Whyte and M Willingale

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Mrs C Holehouse, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425628). (Email: carol.holehouse@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.
- 4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

5) **Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings**

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area.

The Chairman will make the final decision on all matters of dispute in regard to the use of social media audio-recording, photography and filming in the Committee meeting.

LIST OF MATTERS FOR CONSIDERATION

Page

PART I

Matters in respect of which reports have been made available for public inspection

1.	FIRE PRECAUTIONS	5
2.	NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP	5
3.	MINUTES	5
4.	APOLOGIES FOR ABSENCE	5
5.	DECLARATIONS OF INTEREST	5
6.	INTRODUCTION TO THE ENVIRONMENTAL SERVICES BUSINESS CENTRE	5
7.	FOOD SERVICE PLAN 2019/20	12
8.	KEY PERFORMANCE INDICATORS	14
9.	EXCLUSION OF PRESS AND PUBLIC	

PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

a) Exempt Information

(No reports to be considered under this heading)

(b) Confidential Information

(No reports to be considered under this heading)

1. **FIRE PRECAUTIONS**

The Chairman will read the Fire Precautions, which set out the procedures to be followed in the event of fire or other emergency.

2. **NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP**

3. **MINUTES**

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 21 March 2019. The Minutes of this meeting were emailed to all Members in April 2019 and are available on the Council's website.

4. **APOLOGIES FOR ABSENCE**

5. **DECLARATIONS OF INTEREST**

If Members have an interest in an item, please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Democratic Services Officer at the start of the meeting. A supply of the form will also be available from the Democratic Services Officer at meetings. Members are advised to contact the Council's Legal Section prior to the meeting if they wish to seek advice on a potential interest.

Members are reminded that a non pecuniary interest includes their appointment by the Council as the Council's representative to an outside body and that this should be declared as should their membership of an outside body in their private capacity as a director, trustee, committee member or in another position of influence thereon.

Members who have previously declared interests, which are recorded in the Minutes to be considered at this meeting, need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or if the interest could reasonably be regarded as so significant to prejudice the Member's judgement of the public interest.

6. **INTRODUCTION TO THE ENVIRONMENTAL SERVICES BUSINESS CENTRE - (ENVIRONMENTAL SERVICES- PETER BURKE)**

A brief presentation on the role and functions of the Environmental Services Business Centre will be given by Peter Burke, Corporate Head of Environmental Services.

7. **FOOD SERVICE PLAN 2019/20 - (ENVIRONMENTAL SERVICES – PETER BURKE)**

Synopsis of report:

To seek Members approval of the proposed Food Service Plan for 2019/20

Recommendation:

The Food Service Plan for 2019/20 (Appendix A) be recommended for approval by Full Council on 18 July 2019.

1. **Context of report**

- 1.1 The Food Standards Agency (FSA) has produced a framework agreement on local authority food law enforcement. One part of that agreement contains service planning guidance. This ensures that key areas of enforcement covered by the Food Law Enforcement Standard are included within local Food Service Plans, whilst allowing scope for flexibility and the inclusion of any locally defined objectives. The requirement to produce a local Food Service Plan came into effect on 1 April 2001.
- 1.2 The Food Standards Agency requires a Local Authority's proposed service plans to be submitted to the relevant Member forum (which is this Committee) to recommend approval to ensure local transparency and accountability.

2. **Report**

- 2.1 The proposed Plan for 2019/20, attached at Appendix 'A', will satisfy the requirements of the Food Standards Agency. Members are asked to approve the proposals contained within the Plan.

3. **Policy framework implications**

- 3.1 The Food Service Plan is a key driver in achieving enhancing our environment and providing support to the business community priorities in the Council's Corporate Business Plan 2016-2020. Implementation of National Food Hygiene Rating Scheme (FHRS) is a key performance indicator for the food service within the Environmental Service Business Centre Plan.

4. **Legal implications**

- 4.1 The production of a local Food Service Plan is a matter of following Agency guidance best practice, rather than statutory compliance. Service plans developed under the Framework Agreement provide the basis on which local authorities are monitored and audited by the Agency under The Food Standards Act 1999 and Official Feed and Food Controls Regulations.
- 4.2 The Council has a statutory duty to enforce legislation relating to food. The Food Standards Agency Food Law Code of Practice (England) March 2017 details the minimum training and qualification requirements for officers authorised by Food Authorities to undertake food enforcement work. Food Authorities that do not have regard to relevant provisions of this Code may find their decisions or actions successfully challenged, and evidence gathered during a criminal investigation being ruled inadmissible by a court.

5. **Equality implications**

- 5.1 None

6. **Conclusions**

- 6.1 The Food Service Plan if Members are satisfied, will be submitted to Full Council on 18 July 2019 for formal approval.

(To recommend to Full Council on 18 July 2019)

Background papers

Food Safety Act 1990
FSA Food Law Code of Practice (England) March 2017

RUNNYMEDE BOROUGH COUNCIL

ENVIRONMENTAL HEALTH SECTION,

ENVIRONMENTAL SERVICES

FOOD SERVICE PLAN - YEAR 2019/2020



Runnymede Borough Council

**Runnymede Civic Centre
Station Road
Addlestone
Surrey KT15 2AH
Telephone No.: 01932 838383**

FOOD SERVICE PLAN 2019/2020

1. SERVICE AIMS AND OBJECTIVES

2. BACKGROUND

3. SERVICE DELIVERY

4. RESOURCES

5. QUALITY ASSESSMENT

6. REVIEW

FOOD SERVICE PLAN 2019/2020

1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

- 1.1.1 To ensure that any food purchased and produced in the Borough of Runnymede is safe for consumption.
- 1.1.2 To meet statutory responsibilities in a cost effective and responsible manner in accordance with the Food Standards Agency (FSA), Local Government Regulation (LGR) and other centrally issued guidance.
- 1.1.3 To encourage best practice and publish advice on Food Hygiene Regulations to business and voluntary groups.
- 1.1.4 To carry out enforcement responsibilities as laid down in the Environmental Health Enforcement Policy, the Enforcement Concordat adopted by the Council for Environmental Health Services in November 1999 and the Regulators Code 2014.
- 1.1.5 To undertake discretionary duties in relation to Food Sampling and Food Safety Promotion.

1.2 Links to Corporate Objectives and Plans

- 1.2.1 The Food Service Plan fits into the Authority's corporate planning process forming part of the Environmental Services Business Plan. The Council's Corporate Business Plan 2016-2020 adopted has four key priorities for Runnymede:
 - Supporting Local People
 - Enhancing Our Environment
 - Improving Our Economy
 - Organisational Development
- 1.2.2 The Food Service Plan is a key driver in achieving enhancement of our environment and providing support to the business community. An effective food safety service contributes to the above priorities in protecting the health of its residents and visitors through the provision of safe food outlets, the prevention and detection of food borne illness and food poisoning and ensuring good businesses are not being disadvantaged by non-compliant traders.
- 1.2.3 The National Food Hygiene Rating Scheme (FHRS) is a key performance indicator for the food service within the Environmental Service Business Centre Plan.

2. BACKGROUND

2.1 Profile of the Local Authority

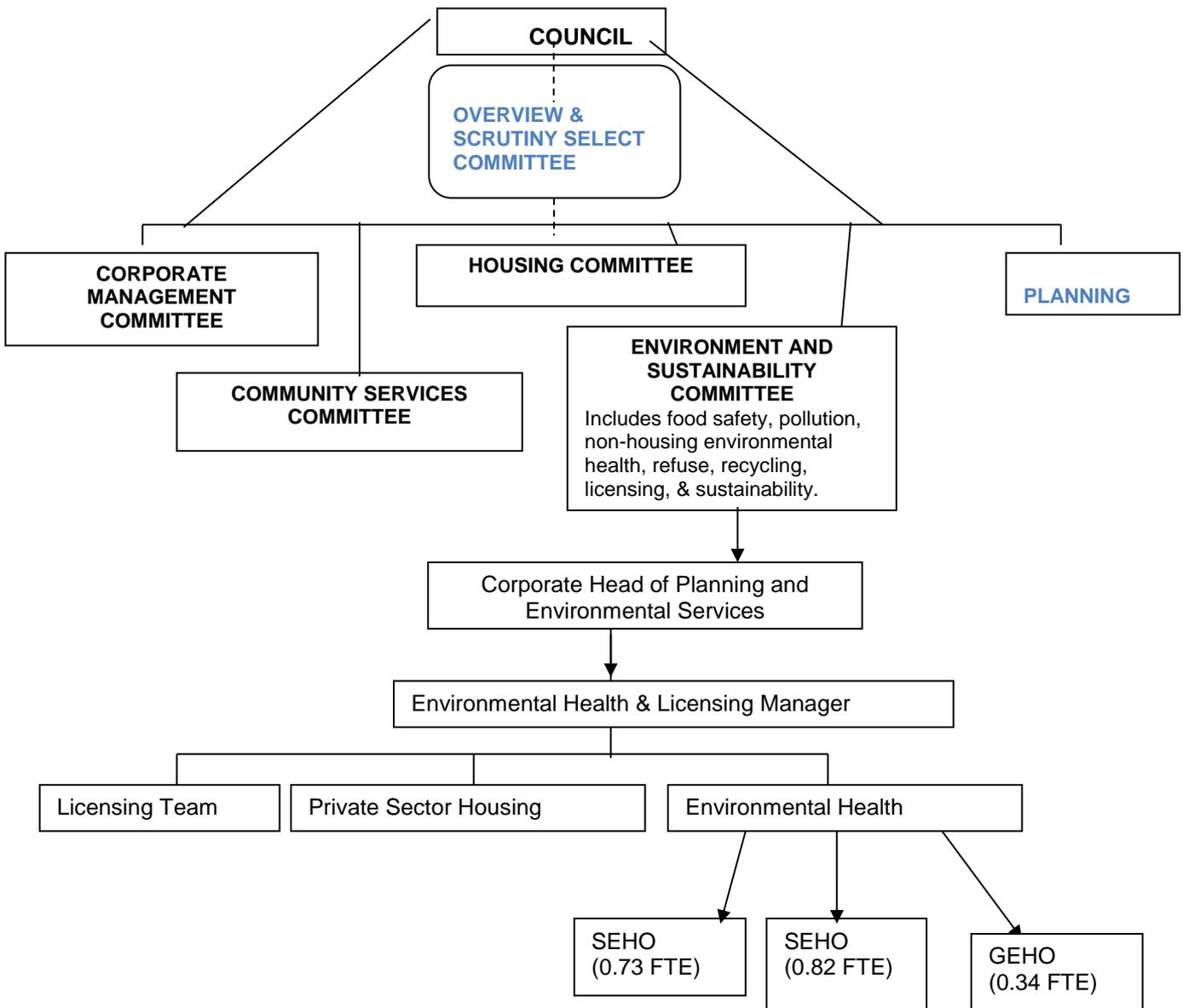
- 2.1.1 With a population of 86,882 (Office for National Statistics, UK mid-year estimates 2017) the Borough of Runnymede covers 7,804 hectares in the north west of Surrey where it has a lengthy boundary formed by the rivers Thames and Wey. Within its boundaries, which reach from Windsor Great Park almost as far south as Woking, the Borough comprises a number of towns and villages, including in the north, the town of Egham and the residential areas of Virginia Water, Thorpe and Englefield Green. Further south is the town of Chertsey, the town of Addlestone and the villages of New Haw, Ottershaw and Woodham. Although it has a number of businesses Runnymede is basically a residential area bisected by the M25 running north-south and the M3 running east-west.

2.2 **Organisational Structure**

2.2.1 The organisational structure of the Council comprises the full council and 5 main service committees. Food safety issues fall under the terms of reference of the Environment and Sustainability Committee. The Corporate Head of Planning and Environmental Services (CHPES) and the Environmental Health and Licensing Manager (EH&LM) have delegated responsibility for food safety enforcement with service delivery undertaken by the authorised officers of the Environmental Health and Licensing Section.

2.2.2 The organisational structure of the Council and Environmental Services Business Centre is as follows:

RUNNYMEDE BOROUGH COUNCIL – ORGANISATIONAL STRUCTURE



SEHO Senior Environmental Health Officer
 GEHO Graduate Environmental Health Officer

- 2.2.3 Additional specialist services are provided by:
- (i) Public Analyst: Eurofins Scientific Ltd, 28-32 Brunel Road, Westway Estate, Acton, London W3 7XR
 - (ii) Food Examiner: Health Protection Agency, Food Water & Microbiology Laboratory Porton, Porton Down, Salisbury, SP4 0JG
 - (iii) Kent, Surrey & Sussex Public Health England: Consultant in Communicable Disease Control County Hall North, Chart Way, Horsham, West Sussex, RH12 1XA

2.3 **Scope of the Food Service**

2.3.1 As a designated Food Authority the Council is responsible for the full range of duties under the Food Safety Act 1990, including:

- the provision of advice to businesses and the public on food safety matters
- the investigation of complaints and requests for service relating to food safety matters
- food premises inspection
- food inspections
- investigations of food complaints
- responding to food safety incidents
- provision of training
- investigation of food related infectious diseases
- control of imported foods

2.3.2 The Council has additional food related responsibilities under the European Communities Act 1972 in respect of Products of Animal Origin imports and exports.

2.3.3 Further service elements are provided at the discretion of the Council, e.g. health education, start up advice and water sampling. These discretionary services have a complementary and reinforcing role in the Council's overall objectives of protecting public health.

2.3.4 Enforcement of Food Standards and Animal Feeding Stuffs legislation is the responsibility of the Surrey County Council Trading Standards Department and is outside the scope of the service.

2.3.5 In addition to food safety, other environmental health functions are delivered alongside the food service. These include health and safety at work, infectious diseases, private water supplies, animal welfare licensing, pollution, contaminated land, environmental crime, health and safety and smoke-free enforcement responsibilities.

2.4 **Demands on the Food Service**

2.4.1 The majority of food premises in the area are predominately small to medium sized catering or retail businesses. The premises profile for the Authority as at 1 April 2019 was:

Type of Premises	Number
Primary Producers	2
Manufacturers & packers	2
Importers/Exporters	2
Distributors/Transporters	2
Retailers	163
Restaurant/Caterers	577
Total	748

Categorisation as per FSA LAEMS Return 2019

2.4.2 In addition there is:

- an international golf tournament held each year at Wentworth requiring the inspection of a number of visiting food outlets
- a large activity centre at Thorpe Park with in excess of 20 food outlets catering for up to 1½ million visitors a year
- a number of annual agricultural show/fairs e.g. Egham, Chertsey and the Black Cherry Fair.

2.4.3 The service is delivered through the Environmental Health and Licensing Section based at the Runnymede Civic Centre and the service is available from 8.30 a.m. to 5.00 p.m. Monday to Thursday and 8.30 a.m. to 4.30 p.m. on Friday (e-mail messages can be left outside normal work hours via the Council website). In the event of a major incident or an outbreak of food poisoning the Safer Runnymede Centre holds contact details of Senior Officers who could be contacted in the event of an emergency.

2.4.4 A significant number of catering establishments are operated by people whose first language is not English. Where appropriate and feasible, documentation and information is provided in the business owners' first language.

2.5 **Enforcement Policy**

2.5.1 The council adopted the Central and Local Government Enforcement Concordat in regard to its Environmental Services Department in November 1999 expanding this adoption to all other Council enforcement services in 2001. Additionally the Environmental Services works to the current Environmental Health Enforcement Policy. All food safety enforcement decisions are made in consideration of the enforcement policy and any deviations from the policy will be documented. Statutory action may only be taken with the agreement of the CHPES or EH&LM.

2.5.2 Copies of the Environmental Health Enforcement Policy are available on request and the Policy is made available on the Council's website.

2.5.3 As a follow-up to inspections carried out in 2018/2019 the Division undertook the following enforcement actions;

Action	2018/2019
Prosecutions taken	1
Simple cautions issued	1
Food Safety Act Notices issued	4
Written warning Food	134
Voluntary closures	2

3. **SERVICE DELIVERY**

3.1 **Food Premises Interventions (Inspections, audits, monitoring)**

3.1.1 It is the Council's policy to carry out programmed food hygiene interventions in accordance with the minimum inspection frequencies defined in the Food Safety Act Food Law Code of Practice issued November 2017. Priority will be given to inspections of higher risk premises and any product specific approved premises.

3.1.2 The current profile of premises by risk rating in Runnymede and the anticipated number of interventions/inspections to be undertaken during the year 2018/2019 is as follows:

Risk Category *	Number of Premises	Inspection Frequency	Number of Inspections Due 2018/2019
A	2	6 months	4
B	32	12 months	32
C	112	18 months	77
D	260	24 months	140
E	331	(AES**) 36 months	73
Unrated	11		11
Total	748		337
Number of inspections outstanding from 2018/2019			16***
Estimated total number of inspections due 2019/2020			353

*Risk categories are derived from the scoring system laid down in Annex 5 the FSA Food Law Code of Practice (England) November 2017. Scores being given for the type of food produced, size of the business, level of compliance with hygiene and structural requirements and extent of management control, the higher the score the higher the risk category.

** AES Alternative Enforcement Strategy.

***The majority of these inspections relate to access problems and seasonal variations in trading hours.

In addition it is estimated that:

- 50 premises will require revisiting to check compliance following adverse reports after initial inspection
- 15 new food premises will open and require inspection
- 30 outdoor/temporary mobile food traders at show/fairs will be visited
- 20 premises will request official re-visiting under the FHRS (17 official requests in 2018/19).

Total 115

3.1.3 The authority endeavours to carry out 100% of the inspections due for 2019/2020. The service will continue to respond to any inspection priorities identified by the Food Standards Agency.

3.1.4 An Alternative Enforcement Strategy (AES) continues to be applied to some premises in the lower risk category C and the majority of the low risk premises in categories D and E.

3.2 **Food Complaints**

3.2.1 The authority will investigate all food complaints or complaints relating to the hygiene of food premises in accordance with the relevant Food Safety Act Code of Practice, centrally issued guidance and its own Food Complaint Procedures. All food complaints involving an imminent risk to health will be responded to as soon as possible and all others within 3 working days.

3.2.2 Enforcement of food safety is undertaken in accordance with the Food Safety Act 1990 and associated legislation, Codes of Practice and in particular the LACORS “Guidance on Food Complaints” for Local Authorities Dealing with Food Complaints, Second Edition November 1988. Decisions shall be made in accordance with the Council’s Environmental Health Enforcement Policy.

3.2.3 The number of food complaints and complaints relating to food hygiene practices investigated in 2018/2019 was 109 up from 91 complaints investigated in the previous 2018/2019 period. It is estimated that a similar number of complaints (approx. 95) will require investigation in 2019/2020.

3.3 Home Authority Principle/Primary Authority

3.3.1 The authority endorses and supports both the LACORS Home Authority Principle, and the Department for Business, Energy & Industrial Strategy (BEIS) Primary Authority scheme which entails the local authority in whose area the decision making body of large or national food business are located to act as a lead and coordinating authority for other local authorities when dealing with such business’s to ensure consistency of advice and enforcement across the whole of that individual business undertakings.

3.4 Advice to Business

3.4.1 The authority will work with food businesses to help them comply with the law. It is the Council’s policy to provide advice to businesses including:

- providing on the spot advice during routine visits and inspections
- responding to queries
- advisory visits on request
- provision of advice relating to planning applications
- provision of free advisory leaflets and information sheets (including leaflets in other languages)
- targeted mail shots arising from legislative and policy changes
- the use of consultation mechanisms to seek comments on proposals and policy

3.4.2 The authority is an activate participant in the BDRO (Better Regulation Delivery Office now part of Regulatory Delivery), Better Business for All (BBfA) programme a partnership approach to better regulation whose purpose is to bring businesses and local regulators together to consider and change how local regulation is delivered and received.

3.4.3 In 2018/2019 the department dealt with a total of 97 specific requests from food businesses and individuals for information requiring officer input on food safety matters in addition the service provided consultation on a number of planning applications in respect of food premises.

3.5 Food Sampling

3.5.1 The Authority recognises the important contribution sampling makes to the protection of public health and the food law enforcement functions of the Authority. The Authority will actively participate in:

- EU coordinated control programmes
- LGR/PHA voluntary coordinated sampling programmes
- Coordinated programmed surveillance sampling with other members of the Surrey Food Liaison Group

In addition, the Authority where necessary, and in accordance with its Food Sampling Policy, will submit samples for analysis or examination which arise from the investigation of food contamination and food poisoning incidents, as a result of inspection and/or complaint work. Three national sample studies ran in 2018/19 with RBC submitting 13 samples under study 64: Pastry Products

3.5.2 For the year 2019/2020 it is intended that the following LGR /HPA studies will be undertaken.

- Year round : Study 67 Vacuum/modified atmosphere packers - swabbing
- Year round: Study 68 Raw milk, cheese

This will result in approximately 10 – 15 samples being submitted for examination.

3.5.3 Unless otherwise directed as part of a nationally coordinated sampling programme, analysis and/or examination of all food samples is undertaken by one of the 'Official Food Control Laboratories in the UK' as indicated at 2.2.3.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

3.6.1 In the event of an outbreak of food poisoning the Authority follows the procedures set out in the Surrey Outbreak Control Plan and the Environmental Protection Division will act in conjunction with the Public Health England and if necessary, under the direction of the Consultant in Communicable Disease Control (CCDC).

3.6.2 There were no major food poisoning outbreaks reported in the Borough during 2018/19.

3.6.3 Notifications of food related infectious disease are investigated in accordance with the Environmental Health Infectious Disease Procedures. In 2017/2018 the division received 164 individual food related infectious disease notifications, up from the previous year's figure of 104. It is estimated that a similar number of notifications will require investigation in 2018/2019.

3.7 Food Safety Alerts

3.7.1 The Authority will on receipt of any food alert warnings issued by the FSA respond as appropriate and in accordance with:

- The sections documented procedure
- Food Safety Act Food Law Code of Practice March 2017
- Instructions issued by the FSA

3.7.2 Out of hours contact arrangements are in place whereby the EH&LM can be contacted by the FSA.

3.7.3 The resource implications are very much dependent on the category of any particular food alert warning. All work relating to food alert warnings is undertaken by officers of the authorised food officers. In the event of a large scale warning support staff would be utilised from other areas of the department.

3.8 Liaison with Other Organisations

3.8.1 The authority has in place various arrangements to ensure that enforcement action taken in its area is consistent with those in neighbouring local authorities.

- A senior officer sits on the Surrey Food Liaison Group which includes Buckinghamshire & Surrey County Council's Trading Standards and representation from LGR.
- The group has professional representation from the Chartered Institute of Environmental Health (CIEH) the professional body for environmental health officers and the FSA.

3.8.2 There is formal liaison with the Kent, Surrey & Sussex Public Health England Unit and the local water company in relation to public water supplies.

3.9 Food Safety Promotion

- 3.9.1 The authority will aim to accommodate any request to run basic food hygiene courses during the course of the year (subject to minimum attendance numbers being available). Requests for in-house or one off company training courses will be met subject to staff availability. The service will continue to provide a range of suitable and relevant food safety promotion materials, publications and advice sheets on request and where required in other languages.
- 3.9.2 The service continues to operate the FSA's National Food Hygiene Rating Scheme (FHRS) across the Borough. As of the 31 March 2019, was at 94% of premises included within the scheme had achieved ratings of 3 or above, meeting the target set in the Environmental Services Business Centre Plan for 2019. In addition the Authority in partnership with Buckinghamshire & Surrey Trading Standards continues to support the Eat Out Eat Well scheme.

4. RESOURCES

4.1 Financial Allocation

4.1.1 The actual costs of the service for the year ending 31 March 2019 were

Expenditure	
Salaries	£113,000
Training and Recruitment	£1,557
Travelling and Subsistence	£5,404
Furniture and Equipment	£252
General Office Expenses	£925
Communication and Computing	£1,682
Support Service Recharges	£39,370

	£162,190
Income	
Costs recovered	£2,550
Total	£159,640

4.2 Staffing Allocation

- 4.2.1 The 2019/2020 staffing allocation is presently 1.89 full time equivalents (FTE).

4.3 Staff Development Plan

- 4.3.1 The Council operates a staff appraisal scheme which includes an agreed Personal Development Programme for the forthcoming twelve months following any appraisal. Each year training needs are identified and may be provided in house or externally depending on the requirement. Environmental Health Officers are required to undertake 20 hours per year Continuous Professional Development. Under the statutory Food Law Code of Practice March 2017 there is a minimum requirement of 20 hours on-going CPD for officers specifically engaged in food related work. Records are kept of training undertaken and continuous professional development records are available for scrutiny by the professional body (CIEH) or for audit purposes.

5. **QUALITY ASSESSMENT**

5.1 **Quality Assessment**

- 5.1.1 Ranges of monitoring arrangements are in place to assess performance, particularly having regard to the number of premises due for inspection that are to be inspected during the year.
- 5.1.2 Officers may be monitored by accompanied visits to assess conformance to standards and to ensure consistency of approach. Section meetings, routinely address consistency issues within the team.
- 5.1.3 The information is used by the FSA to assess the compliance of the authority in relation to the standards set out in of the FSA Framework Agreement on Local Authority Enforcement and in the compilation and publishing of enforcement information this provides a continuing assessment by which the Food Safety Service is measured.

6. **REVIEW**

6.1 **Review against the Service Plan 2018/2019**

- 6.1.1. The service has continued to provide a professional and quality service to both its external and internal customers. Overall the main food objectives of the Council's food service were met. The service completed 97% of its programmed inspections, had limited participation in the national food sampling surveys, regularly attended all the relevant liaison body meetings and generally met its internal performance targets across all food enforcement areas.
- 6.1.2. The FSA's National Food Rating Scheme has now been running within the Borough since April 2012. The scheme is well embedded within the food business community and use of the rating scheme via the FSA website by the general public continues to grow. 94% of Runnymede's eligible businesses under the scheme have ratings of 3 or above, 2% up from that of the previous year.
- 6.1.3. The number of food related infectious disease notifications rose by around 50% in 2018/19, going up from 104 to 161. When looking at back at the 2017/18 (87 notifications) the number of food related notifications has all but doubled in two years.
- 6.1.4. There is some disappointment in RBC not having actively participated in the national sampling study programmes mainly due to the aforementioned prosecution and/or the relevance of the case study to RBC.
- 6.1.5. Charging on a cost recovery basis for re-inspection under the FHRS, continued with 17 such inspections carried out in 2018/2019.
- 6.1.6. The 97% figure for programmed inspections in 2018/2019 was down 1% from the previous year. Access problems and the seasonal nature of some of the business being the main reason for the small number of inspections missing their inspection deadlines.

6.2 **Variation from the Service Plan**

6.2.1 There were no significant variations from the service plan in 2018/2019.

6.3 **Areas for Improvement**

6.3.1 The following improvements are planned for 2019/2020:

- Implement any requirements arising out of EU Exit process. Including the updating of policies and procedures required to ensure the services are in compliance with the FSA Framework Agreement.
- Continue to expand the amount of food safety information available to businesses and the general public on the Council's new website.
- Continue to promote the FSA FHRS across the Borough and seek to increase the number of eligible business achieving rating of at least 3 and over.
- Actively participate in the national sampling studies where appropriate to RBC premises.

8. **KEY PERFORMANCE INDICATORS RESULTS 2018/19) – (ENVIRONMENTAL SERVICES - PETER BURKE)**

Synopsis of report:

This report sets out the results for the Key Performance Indicators for the year 2018/2019.

Recommendation(s):

None – This is for information only

1. Context of report

1.1 This report informs Members of the Performance Indicator results for the year 2018/19.

2. Report

2.1 The annual targets were agreed as part of the Corporate Key Performance Indicators and are incorporated in the Environmental Services Business Centre Plan.

2.2. Table of Performance Indicators

Performance Indicator	Annual Target 2018/19	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Annual Result 2018/19
Number of formal complaints related to the Business Centre/Team.	0	3	7	4	5	19
Number of decisions investigated by the ombudsman requiring a remedy by the Council.	0	0	0	0	0	0
ES1: Residual household waste per household (kg)	460	91	91	80	87	349
ES2: Percentage of household waste sent for re-use, recycling and composting (%)	47%	48.4%	42.2%	45.8%	44.7%	44.5%

ES3: Number of missed bin collection complaints (refuse, recycling, food trade waste and green waste)	2000	607	1060	706	936	3309
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	600	156	180	152	111	599
ESvii: Percentage of food establishments in the borough achieving level 3 or above ratings under the National Food Hygiene Rating Scheme (%) (Yearly figure)	94%	N/A	N/A	N/A	N/A	94%

- 2.3 19 formal complaints were investigated in 2018/19, 8 of which were upheld and 1 partly upheld. The majority of complaints received relate to missed bins or garden waste issues. However, 4 of the upheld complaints related to individual Officer conduct all of which have been dealt with appropriately and a formal apology issued by the service to the complainant. Regular monitoring of all complaints is carried out and analysed to ensure any emerging issues can be addressed.
- 2.4 The downward trend in the actual average amount of residual household waste collected per household continues. However this seems at odds with percentage of waste sent for re-use, recycling and composting which is slightly down on previous years and down for the third year in a row. There was a vacancy in the Recycling Officer post for some of the reporting period. It is hoped that as a new Recycling Officer started on 3 June 2019 fresh impetus can be brought into this area and recycling rates will start to improve.
- 2.5 The number of missed bin collections on the face of it is disappointing rising for the third year in a row. At present there is no collation of any related data on the rounds, areas or specific problems that would assist in identifying the underlying cause for this upward trend. With the introduction and full implementation of the 'bartek' cab system it is hoped that sufficient information will be collected and analysed to provide meaningful management reports in this area. Given that the missed bin figures also include an additional 900+ green waste collections with around 50,000 various collections per week the overall amount of missed bins is extremely low.
- 2.6 Adverse street cleaning reports have reduced considerably in the last year mainly as a result of two new mechanical sweepers and a change in work practices. The Borough is now divided into zones and a sweeper and mobile team is allocated to each zone.
- 2.7 The service has been able to maintain the target of 94% for premises achieving a level 3 rating or above. Advice given by Officers in regard to improving the levels of food hygiene in premises was generally well accepted. 15 of the 17 premises who requested a formal re-rating were able to achieve a higher rating once remediation measures had been carried out.

- 2.8 This report gives Members the opportunity to ask questions about the Business Centre's performance. To enable Officers to give a full response, Members are requested to give advance written notice of any questions to the Chairman and Corporate Head of Environmental Services no less than 48 hours prior to the meeting.
- 2.9 Members are also asked to note that this report should be distinguished from Committee specific reports and is a standard report submitted to all service Committees. The aim is to improve awareness of Corporate Performance and should be read in conjunction with this Committee's Business Centre Plan.

(For information)

Background papers

None

9. EXCLUSION OF PRESS AND PUBLIC

If the Committee is minded to discuss any of the foregoing reports in private it is the

OFFICERS' RECOMMENDATION that –

the press and public be excluded from the meeting during discussion of reports under Section 100A(4) of the Local Government Act 1972 on the grounds that the reports in question would then be likely to involve disclosure of exempt information of the description specified in appropriate paragraphs of Schedule 12A of the Act.

(To resolve)

- a) Exempt Information
(No reports to be considered under this heading)
- b) Confidential Information
(No reports to be considered under this heading)