

Notice of a public meeting of

Decision Session - Executive Member for Environment

To: Councillor Waller (Executive Member)

Date: Monday, 2 July 2018

Time: 5.30 pm

Venue: The Craven Room - Ground Floor, West Offices (G048)

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Wednesday, 4 July 2018**.

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Customer & Corporate Services Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00 pm on Thursday, 28 June 2018**.

1. Declarations of Interest

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests
 - any prejudicial interests or
 - any disclosable pecuniary interests
- which he might have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 4)
To approve and sign the minutes of the Decision Session held on 4 June 2018.

- 3. Public Participation**
At this point in the meeting, members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Friday, 29 June 2018**. Members of the public can speak on agenda items or matters within the Executive Member's remit.

To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

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Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer in advance of the meeting. Contact details are at the foot of this agenda.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at https://www.york.gov.uk/downloads/file/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809

- 4. Health & Safety Annual Report 2017/18** (Pages 5 - 20)
To consider the Annual Report of the council's Head of Health & Safety, together with an overview of the performance of the City of York Council / North Yorkshire County Council Health & Safety shared service.

5. Food Service Plan 2018-19 (Pages 21 - 44)
This report invites the Executive Member to approve the council's Food Service Plan for the 2018-19 financial year, in accordance with the statutory requirements in the Food Law Code of Practice.

6. Urgent Business
Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officer:
Fiona Young
Telephone No- 01904 552030
Email- fiona.young@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

Meeting	Decision Session - Executive Member for Environment
Date	4 June 2018
Present	Councillor Waller
In Attendance	Councillors Craghill, D'Agorne and Richardson

1. **Declarations of Interest**

The Executive Member confirmed that he had no personal interests that were not included on the Register of Interests, nor any prejudicial or disclosable pecuniary interests, to declare in the business on the agenda.

2. **Minutes**

Resolved: That the minutes of the Decision Sessions held on 5 March 2018 and 9 April 2018 be approved and signed by the Executive Member as a correct record.

3. **Public Participation**

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

However, three Ward Members were present to hear the discussion on Agenda Item 4 (York 5 Year Flood Plan Update) and the Executive Member invited them to participate in questions to the Environment Agency officer during consideration of this item.

4. **York 5 Year Flood Plan Update**

The Executive Member considered a report which provided an update on progress against the York 5 Year Flood Plan.

Annex 1 to the report detailed work carried out by the Environment Agency (EA) since the last update to the Executive Member on 5 March. This had included:

- Completion of ground investigation for the River Ouse flood cells, with work on the River Foss cells due to begin in July;
- A review of the approach to the planning process and whether to use permitted development rights at some locations;

- Continuing engagement with residents via the Hub on Wellington Row, a quarterly newsletter and activities for residents within individual flood cells, as detailed in the annex;
- 'Going live' with the York flood alleviation scheme web pages, hosted on Citizen Space.

An officer from the EA was in attendance to present the report, along with the Council's Flood Risk & Asset Manager. Officers responded to a series of questions from the Executive Member and the Ward Members present at the meeting, the emphasis being on public engagement. It was confirmed that:

- Use of permitted development rights would streamline the planning process, helping to meet the timescale for the Plan;
- Details of how the £45m allocated funding was being spent across the flood cells could be brought to the next session;
- Public consultation on additional flood defence options in cells F8, F10 and F11 would take place in July;
- Officers would accept suggestions for informing users of New Walk more generally of proposals for that area;
- Further work was needed on proposals in areas such as Haxby and Wigginton; officers were happy to attend ward meetings to explain the position to residents of these areas.
- Construction of upstream storage on the River Foss was expected to begin in 2019/20.

The Executive Member mentioned that an update was needed on the outcome of additional resources allocated to gulley cleaning (*as considered at the Decision Session on 4 December 2017*).

- Resolved:
- (i) That the report, and the further information presented at the session by the Environment Agency (EA), be noted.
 - (ii) That the operation of the Wellington Row Community Hub be welcomed.
 - (iii) That the EA be requested to provide a response to questions on the approach to planning for the minutes of this meeting*, with further details for the next quarterly update in September.
 - (iv) That the flood alleviation scheme website must detail the consultation that has taken place to show how the public has been engaged, and the public record of answers to questions. Residents should have the opportunity to comment and to see how this is recorded.

(v) That, going forward, an updated document of the forward plan of consultation for the next six months should be provided, showing the progress that has been made and the means by which future work will be carried out, with a tracking of steps that have been taken.

(vi) That officers be requested to provide regular updates on the outcomes of the City of York Council Resilience Officer post.

(vii) That thanks be recorded to officers and other agencies for the Ready for Anything event at West Offices on 17 March, and to Janet Thompson from York CVS for her work with the project.

Reason: To confirm that the Executive Member is aware of the current position regarding progress on the 5 Year Flood Plan, and to ensure that residents are also kept properly informed of progress and involved in consultation on works that may affect them.

**Note: This response has since been published as a supplement to the agenda for this meeting.*

Cllr A Waller, Executive Member

[The meeting started at 5.30 pm and finished at 6.35 pm].

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Executive Member for the Environment

2 July 2018

Report of Assistant Director, Customer & Digital Services

Health & Safety Annual Report 2017/18**Summary**

- 1) This report presents the Annual Report of the Head of Health & Safety together with an overview of the performance of Health & Safety (H&S) shared service formed by North Yorkshire County Council (NYCC) and City of York Council (CYC) which operates under a partnership agreement.
- 2) The Annual Report also provides an update on the implications of national enquiries relating to a number of significant incidents that have taken place in the United Kingdom in 2017/18 including the council's response to terrorism risk.
- 3) The report will assist the Executive Member in proactively monitoring the overall systems and management of health & safety across the council.

Recommendations

- 4) The Executive Member is asked to:
 - a) note the Annual Report including the council's response to managing and responding to significant H&S risks including national risks around fire and terrorism;
 - b) note the performance of the Shared H&S Service;
 - c) consider any areas of H&S risk management for further reporting at future decision sessions;
 - d) endorse the position that verbal and aggressive behaviour towards council staff and contractors working on the council's behalf, will not be tolerated, given the marked increase in the number of related incidents reported in 2017/18.

Reason: To ensure the Executive Member and residents are assured that H&S services are appropriately managed and resilient and the council has proper arrangements in place for managing and responding to H&S risks.

Background

- 5) The Annual Report of the Head of Health & Safety is attached as the Annex to this report. It covers work relating to the 2017/18 financial year and summaries key points relating to:
- a summary of the council's H&S performance for the year 2017/18;
 - key areas of the H&S Team's work for the year;
 - accident and incident statistics including RIDDOR¹ reportable incidents;
 - a look forward to the key areas of work planned for 2018/19.
- 6) The council's client officer for the Shared Head Service, the Assistant Director for Customer & Digital Services has undertaken an analysis of the key areas of performance as laid down by Schedule 1 of the Collaboration Agreement which can be found on the council's website at:
https://www.york.gov.uk/downloads/file/13454/shared_service_agreement
- 7) The analysis is as follows and this is based on the fortnightly review meetings attended by the client officer with the Head of Health & Safety and the quarterly meetings of the Client Officer Group, at which both client officers for NYCC and CYC meet with the Head of Health & Safety and respective accountants from both councils:

Reference	Requirement	Achieved
1.1	Provision of a competent H&S Service to CYC	Yes
1.2 i	Promotion of a Health and Safety Culture in CYC	Yes
1.2 ii	Assistance and support in accident and incident investigations including RIDDOR reporting and liaison with regulators and other agencies (including HSE, Fire and Rescue Services and Police)	Yes
1.2 iii	Advice on local policy and procedure development	Yes
1.2 iv	Provision of Health and safety advice and guidance	Yes
1.2 v	Assistance to managers in the conduct of risk assessments and/or assistance in completion of fire risk assessments	Yes
1.2 vi	Asbestos Management Reviews	Yes
1.2 vii	Assistance with training identification and delivery of health and safety courses	Yes
1.2 viii	Audit and monitoring of services as regards health and safety performance	Yes
1.2 ix	Assistance with measuring and reviewing H&S performance	Yes
1.2 x	Provide a traded service with schools and other customers	Yes
1.2 xi	Educational Visits Authorisation and support	Yes

¹ notifiable under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Reference	Requirement	Achieved
1.2 xii	Advice to the CYC Safety Advisory Group (SAG) regarding Event Safety	Yes
1.2 xiii	Presence at appropriate formal Trade Union Health and Safety meetings in particular the Joint Health and Safety Committee quarterly and the Department Health and Safety as appropriate	Yes
3 i	Contribute to CYC's business planning	Yes
3ii	Attend Departmental Management Team and Council Team Meetings as required	Yes
3iii	Contribute as a Member of the council's management arrangements such as the CYC Leading Together cohort	Yes
3iv	The Service to NYCC and CYC will be tailored to meet the needs and priorities of NYCC and CYC through liaison with the Nominated Officers.	Yes

- 8) Future performance will also be assessed through the achievement of local Health & Safety Plans agreed with each of the council's Directorates.

Consultation

- 9) The Council Management Team have received and considered the content of the Annual Report.

Options

- 10) There are no options in this report given that the recommendations on the content of the Annual Report are to note the content only. As part of his portfolio monitoring role of H&S matters the Executive Member can identify any areas of specific H&S risk for further reporting at future decision sessions.

Analysis

- 11) All information is contained in the body of the report.

Council Plan

- 12) Outcomes achieved by the activities covered in this report help to deliver priorities in the Council Plan 2015/19 in support of 'A prosperous city for all', ensuring that as an employer the council sets a positive example of supporting employees to achieve their full potential.

Implications

13)

- a. **Financial:** None
- b. **Human Resources (HR):** The report relates to all employees of the council. The H&S shared service is hosted by NYCC.
- c. **Equalities:** None
- d. **Legal:** The content of this report contributes to evidence that the council is complying with the Regulatory Reform (Fire Safety) Order 2005 and the Health and Safety at Work etc. Act 1974 and associated regulations.
- e. **Crime and Disorder:** There are no crime and disorder implications to this report.
- f. **Information Technology (ICT):** None
- g. **Property:** None
- h. **Other:** No known implications.

Risk Management

- 14) The controls and evidence in this report mitigate/minimise risks associated with any breach of H&S and fire safety regulations.

Contact Details Author:

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Assistant Director -
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Chief Officers Responsible for the report:

Ian Floyd
Director of Customer & Corporate Services
Tel No. 01904 552909

Report Approved



Date 11th June 2018

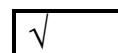
Specialist Implications Officer(s)

Financial: Ian Floyd, Director of Customer & Corporate Services

Legal: Andrew Docherty, AD for Legal & Governance

Wards Affected: *List wards or tick box to indicate all*

All



Annex

Health and Safety Annual Report

Background Papers:

Report and decision record from Executive Member for Environment Decision Session on 8th January 2017. The record is [here](#).

Report and decision record from Executive Member for Environment Decision Session on 2nd October 2017. The record is [here](#).

Report and decision record from Executive Member for Environment Decision Session on 3rd July 2017. The record is [here](#).

Report and decision record from Executive Member from the Environment Decision Session on 12th April 2017. The record is [here](#).

List of abbreviations used in this report:

H&S	Health & Safety
CYC	City of York Council
NYCC	North Yorkshire County Council
HSE	Health & Safety Executive
HR	Human Resources
JHSC	Joint Health & Safety Committee
FRA	Fire Risk Assessment
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
SAG	Safety Advisory Group
HRRB	Higher Risk Residential Buildings
JCA	Joint Competent Authority
CDM	Construction, Design & Management



Health and Safety

Annual Report

1st April 2017 - 31st March 2018

Summary

1. This report covers the council's financial reporting period 1st April 2017 to 31st March 2018.
2. There has been quite a bit of change over the last 12 months as the Health & Safety (H&S) teams of City of York Council (CYC) and North Yorkshire County Council (NYCC) merged and launched on the 1st July 2017 to form one cohesive team delivering health and safety advisory support to both councils.
3. The main driver, for the council's improvements in health and safety management, continues to come from the commitment of the Chief Executive, supported by the Corporate Management Team and Heads of Service. Integral to this is the hard work undertaken by colleagues across the council to ensure services are delivered in a safe and healthy manner. Elected Members also consider the management of health and safety to be essential with significant oversight undertaken by the Portfolio holder for the Environment, with major reports in April, July and October 2017 and a formal interim report on health and safety performance in January 2018. This was also supported by the Audit and Governance Committee who received reports in July 2017 and February 2018 following ongoing Internal Audit reports.
4. Fundamental to the work of improving and managing health and safety across the council are those actually delivering the services so our employee representatives have a clear role in ensuring this support. The main mechanism of achieving this is through representation on the formal quarterly Joint Health and Safety Committee (JHSC) where safety reps from the relevant trade unions attend along with Assistant Directors, Heads of Service and members of the Health and Safety Service. Key achievements of this committee over the past year include the agreement of a Substance Misuse Policy and revised Asbestos and Water Hygiene (which includes legionella control) arrangements. All of these new initiatives will be launched in 2018. The committee has also considered lone working which is has been a major project over the past 12 months.
5. Following the deployment of H&S advisors, to their respective areas, and agreement of directorate plans it is apparent that there are some gaps in the health and safety culture of the council at the front line which is currently being addressed in specific service areas to focus of improving health and safety performance. It can be particularly problematic to monitor activities of staff who are generally field based and their role is peripatetic.

Key areas of Health and Safety Work in 2017/18

6. A major piece of work over the past 12 months has been the successful creation of the Shared Health and Safety Service which resulted in some changes in the roles of some advisors. This included, as part of a fundamental restructure, the deployment of specialists into roles covering both organisations to make best use of their specialist knowledge. It is a testament to the team that they continued to deliver to the clients which includes all the departments of CYC whilst this restructure was ongoing. The capacity and organisational resilience created has already proved invaluable following the leaving and a sudden unplanned long term illness of two key members of the team at the same time.
7. In addition a Client Officer Group was created to monitor the service performance - the most significant achievement to date has been to ensure an appropriate joint operational budget was agreed. This also included agreeing a budget and specification of a proposed Health and Safety Management Information Technological solution which is to be used by both councils and other traded service clients. This will, subject to finding the correct solution, ensure the approach to managing health and safety is consistently applied.
8. A key area of work across the council for a number of years has been the management and reduction of risk from fire. The risks from which was brought to stark reality over the past 12 months with over 70 people losing their lives in the Grenfell Fire in June 2017 and the subsequent Liverpool Arena fire which damaged some 1300 cars in December 2017.
9. The CYC approach has been the regular undertaking and reviewing of fire risk assessments and implementing the associated findings and recommendations. In the case of Grenfell the issues were particularly related to "High Rise" properties which relates to those over 4 storeys or roughly 18m of which CYC only have a limited number. CYC reviewed these incidents and gap analyses were undertaken, and in the case of the CYC housing stock this involved arranging and implementing a further 300 fire risk assessments in communal blocks.
10. The second major project which was already ongoing was a fire safety review of The Shambles which is approximately 70% owned by CYC. There are a number of key elements to this review; all tenants were requested to submit their latest electrical testing and inspection reports which were then checked. A member of the Shared Health and Safety Service undertook a fire safety assessment of all the CYC owned property and those owned by third parties. Where significant concerns were noted, these issues have been highlighted and work ongoing to address them. This complex work is being undertaken in partnership with the other owners and the North Yorkshire Fire & Rescue Service.

11. Other key areas of work have been in relation to asbestos, legionella and alcohol and substance misuse management arrangements through revised Compliance Notes and policies which will be launched in 2018. In particular those arrangements in relation to asbestos and the substance misuse policy have been major pieces of work. In relation to the latter the Human Resources Team and the Shared Health and Safety Service are now finalising the procedures to ensure the policy can be practically implemented in a proportionate and timely manner.
12. The Construction (Design and Management) Regulations 2015 significantly revised the roles and responsibilities for managing construction work which still remains one of the council's highest risk activities and still causes numerous accidents nationally which are notifiable under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (known as RIDDOR).
13. CYC not only undertakes a number of these activities directly through the work of the Hazel Court based delivery teams but commissions and designs this work. Consequently following the creation of the Shared Health and Safety Service, far more health and safety support is being provided to CYC when it acts as Client when commissioning or designing projects. Each project going forward from 2018 should have a named Health and Safety Advisor to support where this is appropriate due to project size and/or risk. This is a major commitment of CYC to trying to mitigate this significant risk.
14. Following the tragic murder of an Member of Parliament and a number of other high profile incidents nationally a review of the CYC lone working arrangements has been undertaken with each directorate being tasked to look specifically at their lone working arrangements which has then been considered at Corporate Management Team (CMT). This approach has significantly raised its profile and the need to ensure control measures are robust. This work is ongoing and includes developing a risk assessment for Councillors.
15. To drive long term health and safety improvement and ensure this remains embedded in the organisation, each Directorate has at least one lead Health and Safety Risk Advisor to support them and has each developed a health and safety improvement plan.
16. As indicated above a significant number of specific projects have been undertaken or are currently ongoing. However the service also continues to provide a monitoring role in relation to individual premises and activities through targeted inspections and/or audits. Table 1 provides a summary of this work. As this is the first year of the Shared Health and Safety Service it is not possible to compare this with previous years as the structure, organisation and resources

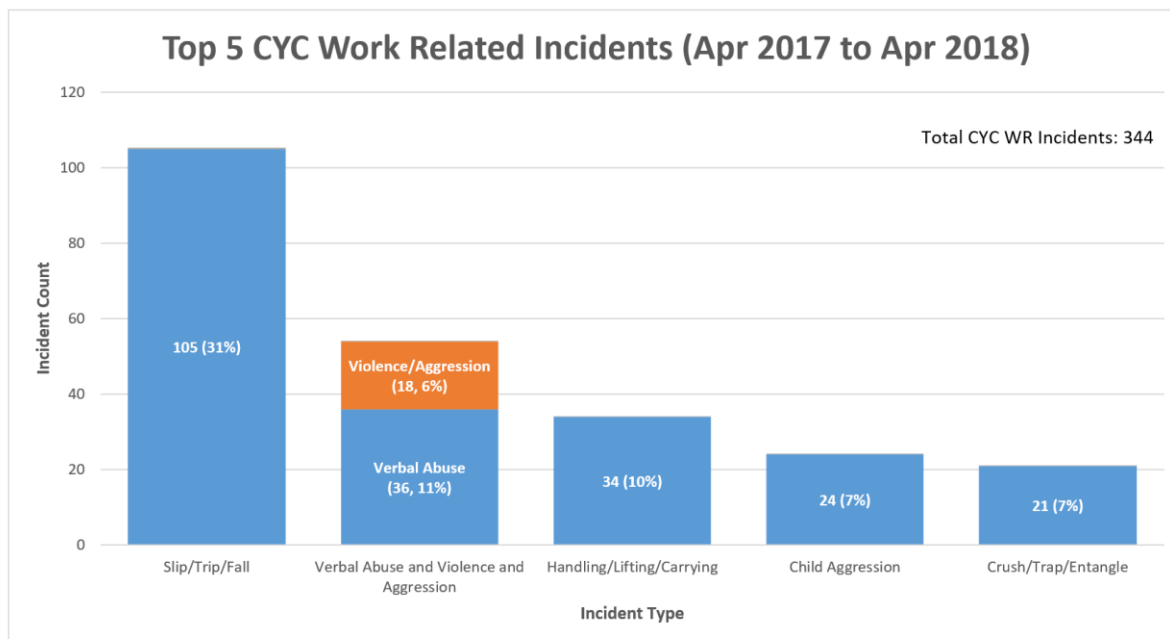
have significantly changed. However going forward this will form one of the key reporting areas for the service.

Table 1 - Summary of inspections and audits of CYC Properties

Type of Visit	Number of Visits
School H&S Inspections	39
School Fire Risk Assessment Review	43
Asbestos Management Inspections/ audits	35
Corporate formal H&S visits	12
Corporate Formal Fire Risk Assessments	4

Accidents and Incidents

17. Outlined in this report are a number of activities being proactively undertaken to mitigate risk. Accidents and incidents, however, do occur and when they do they are monitored and investigated. Table 2 below shows the top 5 accidents by cause across CYC over the last financial year. Verbal and violent aggression still continues to be issue with an increase in the number of incidents from 68 to 78 from the previous year (with an increase of 4 the number of incidents involving violence). As indicated in last year's report child aggression is now reported separately. This has been a priority and taken seriously for clear and proactive management action, and staff informed that this behaviour is not acceptable and encouraged to report issues as soon as they arise, whether internal or from members of the public.

Table 2

18. Slips, trips and falls continue to cause the highest number of accidents and there has been an increase in the number of incidents from 78 to 105. Short term increases such as this can occur due to initiatives to encourage reporting, which has been an ongoing campaign over the past year, but they do identify areas of concern which need to consider over the next 12 months. Unfortunately violence and aggression, as they reflect wider social issues, can be very difficult to manage. However we continue to challenge this behaviour and in some cases may result in specific action being taken.
19. In the case of slips, trips and falls we will be running an awareness raising campaign to ensure services are maintained, and kept free from obstacles and that monitoring arrangements are robust particularly during poor weather.
20. There was a slight decrease from 48 incidents to 32 related to moving and handling injuries. Manual handling training and the use of lifting aids where appropriate has been a priority for a number of years so we will continue to monitor this to see if this is a long term trend.
21. There were 12 accidents notifiable to the Health and Safety Executive (HSE) under the provisions of the RIDDOR. 10 of which involved CYC staff, 3 of these accidents were specified major injuries which involve a significant bone break or similar injury and 7 resulted in the injured person being off for more than 7 days. The major cause of the RIDDOR notifiable accidents were slips and trips which was the cause in 4 of the accidents with the other major cause being manual handling which again caused 4 accidents.

National Issues

22. As outlined above there have been some major tragic events in the past year with the Manchester Arena Bombing in May 2017, the Grenfell fire in June 2017, and the Liverpool Arena Car Park in December 2017. In the case of Grenfell this is currently subject to a major police investigation, an ongoing public enquiry and an independent Review of Building Regulations and Fire Safety which identified that the regulatory system for safely designing, constructing and managing buildings is not fit for purpose.
23. In relation to the latter, the current system is highly complex and there is confusion about the roles and responsibilities at each stage. In many areas there is a lack of competence and accreditation. The author, Judith Hackitt, has therefore made a number of recommendations - the most significant of which is a new regulatory framework focused, in the first instance, on multi-occupancy higher risk residential buildings (HRRBs) that are 10 storeys or more in height. In addition a new Joint Competent Authority (JCA) comprising Local Authority Building Standards, fire and rescue authorities and the Health and Safety Executive (HSE) to oversee better management of safety risks in these buildings (through safety cases) across their entire life cycle.
24. Following the Grenfell and Liverpool Arena Fires there are a number of fire authorities actively lobbying to install sprinkler/misting systems in a wide variety of buildings including schools, multi-storey accommodation, car parks and in some cases domestic dwellings. With regard to CYC any project needs to be considered on its merits as regards risk versus potential benefits, and to ensure that residents are listened to and advised in this process.
25. In relation to the car park fire, the car parks at Fossbank and the Piccadilly had fire risk assessments undertaken by Chubb a number of years ago and have been recently reviewed by council officers. These car parks do not have sprinklers.
26. Any formal lessons learnt from the Liverpool Arena Incident which was said to have been caused by an accidental fire within a vehicle, will need to be considered within any new proposals, eg for a multi storey on St. Georges Fields, however there have been no formal reports or lessons learnt issued to date.
27. The Building Research Establishment reported in 2009 that there were about 260 fires in car parks each year, although most did not spread to other vehicles. It found that “the effectiveness of sprinklers in limiting fire to a single car has been demonstrated” and that multivehicle fires could cause structural damage. In 2015

a Building Research Establishment project funded by the government found it was not cost-beneficial to install sprinklers in multistorey car parks.

28. Civil engineers have in the technical press been reflecting on the cause. Fuel tanks have increased, cars are bigger and therefore closer together aiding the spread of fires. Modern cars also have plastic fuel tanks and the car park floor in the Liverpool case had deflections in the surface which meant fuel could form a standing pool.
29. It is too early to tell if the government will formalise changes to legislation arising from these events, but there is certainly significant pressure to address concerns. One thing is clear though it is essential that organisations manage significant health and safety risk to fulfil their statutory obligations. As identified in previous reports, this can be demonstrated through the changes to the sentencing guidelines for health and safety offences, resulting in substantial increases in the level of fine. In the first year since the introduction of the guidelines, the increase in the level of fines across the country was 80% which means that fines of up to and over £1 million are not now uncommon.

Looking forward to the Year 2018 – 2019

30. The key projects for the coming year will include the joint procurement of a comprehensive health and safety information management system for CYC and NYCC councils to include accident/incident reporting, risk assessment, audit and inspection and activity reporting. This will help bring a number of disparate H&S processes into one solution. This will be rolled out not only to both councils but schools and other traded service clients.
31. There will be a continued focus on Construction, Design and Management (CDM) and fire related risks, paying particular attention to any formal outputs from national enquiry reports. There will continue to be focussed work with front line construction and waste teams in particular to ensure a robust Health & Safety culture is in place.
32. In light of the national terrorism threats the council is considering how this impacts on emergency plans, event safety and highway restrictions and will continue to be the focus of high level discussions at city level.
33. Schools have a difficult task in balancing risk and education priorities, for example the recent email threats which have resulted in school closures in some areas and risk managed approaches in others. As such a schools health and safety conference is planned for July 2018 and will include a health and safety training session for headteachers followed by a session with particular emphasis

on known risks experienced such as the email threats, educational visits and transport.

34. The asbestos, water hygiene and substance misuse arrangements developed over the last year will be implemented including awareness raising and training.

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Decision Session – Executive Member for the Environment**2 July 2018**

Report of the Corporate Director of Economy and Place

Food Service Plan 2018/19**Summary**

1. The council is required to produce an annual food service plan to satisfy the statutory requirements within the Food Law Code of Practice which is overseen by the Food Standards Agency (FSA).
2. It is recommended that the service plan is approved at a level which ensures local transparency and accountability.

Recommendations

3. The Executive Member is asked to:

- 1) Approve the food service plan

Reason: This will ensure that the council has a plan to fulfil its obligations under the Food Law Code of Practice.

Background

4. The FSA has a key role as the 'Central Competent Authority' in overseeing official feed and food controls undertaken by Local Authorities and ensuring their activities meet the requirements of the Food Law Code of Practice. It also seeks to work in partnership with local authorities to help them to deliver official feed and food controls.
5. Service plans are seen as an important part of the delivery process to ensure that national priorities and standards are delivered locally.
6. The FSA advises that a service plan should include the following information about the services they provide;

- the means by which they will provide those services
 - the means by which they will meet any relevant performance targets or performance standards; and
 - a review of performance, in order to address any variance from meeting the requirements of the service plan and identification of areas for improvement.
7. Local Authorities are subject to a programme of audits by the FSA. As part of these audits, the FSA would expect to find a service plan in place on which the Local Authority can be audited. The results of these audits are published in the public domain.
 8. City of York Council's Public Protection team were audited by the FSA on 23-25 May 2016, with a follow up visit on 12 June 2017. The improvement plan was 'signed off' as complete on 1 May 2018.
 9. The FSA are not prescriptive on who should approve the service plan, but suggests it is approved at a level that ensures local transparency and accountability.
 10. It is also worthy of note that the FSA are undertaking a fundamental review of the way that Local Authorities regulate food businesses through their 'Regulating Our Futures' programme.

Consultation

11. The service plan reviews last year's performance and considers service delivery for the year ahead. As our service delivery for the year ahead is prescribed by the Food Law Code of Practice consultation is not considered necessary.

Options

12. (a) Approve the food service plan.
(b) Approve the food service plan with amendments
(c) Not approve the food service plan

Analysis

13. Options (a) and (b) will ensure that the council fulfils its obligation to have a food service plan, and will ensure we meet our statutory obligations. It

will ensure all premises due an inspection or other type of intervention will receive one.

14. Option (c) would leave the council in a position of reputational risk and possibly subject to adverse publicity eg by the FSA.

Council Plan

15. The food service plan contributes to the corporate council priorities in the Council Plan as follows:
 - A prosperous city for all – we help and support businesses.
 - A focus on frontline services – we respond to complaints from members of the public and investigate cases of food borne illness in the community.
 - A council that listens to residents – our service holds the Customer Service Excellence award.

Implications

16. **Financial** - The proposals set out can be delivered within existing budgets
17. **Human Resources (HR)** - There are no HR implications.
18. **One Planet Council / Equalities** – The work contained in the food service plan has to be delivered in accordance with the Food Law Code of Practice. However, there are clear overlaps with a number of the One Planet Council principles, including health and happiness, equity and local economy and culture and community. Our services, particularly the pre-inspection consultancy advice visits, are designed to help local businesses thrive and grow.
19. The service deals with a wide range of customers, including various ethnic groups. The service already adapts its service to meet the needs of different groups.
20. **Legal** - Failure to deliver a food service in accordance with our obligations could result in the FSA taking over delivery of the council's food service.
21. **Crime and Disorder** – The work programme is aimed at ensuring businesses are meeting their legal obligations and can link to the disruption of wider criminal activity.

22. **Information Technology (IT)** – There are no IT implications.

23. **Property** – There are no property implications.

24. **Other** – There are no other implications.

Risk Management

25. If the council does not have a plan in place to deal with food and feed activity it would create a score of 14 on the risk matrix (yellow risk). This is because there would be a 'possible' risk of a 'moderate' impact to our service i.e. local publicity and the possibility of court and/or FSA action costing -5-10% of or budget. Approving the service plan, reduces the likelihood to 'remote' thereby reducing the score to 6 on the risk matrix (green risk).

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Corporate Director of Economy and Place

Report **Date** 19.06.2018
Approved

Specialist Implications Officer(s) List information for all

N/A

Wards Affected: List wards or tick box to indicate all **All**

For further information please contact the author of the report

Annexes

Annex 1 – Food service plan 2018/19

List of Abbreviations Used in this Report

Food Standards Agency (FSA)



DIRECTORATE OF ECONOMY AND PLACE

FOOD SERVICE PLAN 2018/2019

**Drawn up in accordance with the
Food Standard Agency's Framework Agreement**

FOREWORD

Under the statutory Food Law Code of Practice, City of York Council (the Council) is required to produce an annual service plan that covers their various food related activity.

The Public Protection team carry out many of the Council's regulatory functions – particularly those relating to Environmental Health, Trading Standards and Licensing and is responsible for the all the Council's duties in relation to food and feed. For clarity, this includes (i) food hygiene matters i.e. that food is safe to eat, (ii) food standards matters i.e. that food is what it says it is and (iii) similar provisions in relation to animal feed.

This service plan sets out our aims and objectives for 2018/2019 and also looks at what demands are placed on the team and what resources are available to meet those demands. It also reviews our performance over the last year. To this end, any variance between the 2017/2018 planned and actual performance is highlighted as well as any service improvements.

This plan illustrates the effective use of existing resources to target the highest risk businesses, while maintaining a balanced enforcement mix.

The current system of ensuring food hygiene and standards has its routes in the Food Law Code of Practice introduced in 1990. The Food Standards Agency (FSA) is currently reviewing the way this activity is delivered through its 'Regulating Our Futures' programme, and there may be changes to the role Local Authorities play in the coming years.

1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and objectives

The Council strives to achieve the following in its various food related functions:-

- To approve and register food/feed premises as prescribed by government;
- To operate a comprehensive regime of interventions, for example inspections, sampling, advice and other approaches, including formal enforcement action, to ensure that food and animal feed is safe and is what it says it is;
- To 'score' food hygiene businesses in accordance with the FSA's food hygiene rating system;
- To provide support, assistance, training and advice to local businesses, thereby enabling them to produce and market products that comply with legal requirements and best practice. In the process of this support, help those businesses who want to grow, grow. There may be a charge for these services;
- To act as a Primary Authority and Originating Authority, and deal with enquiries referred to us by other agencies;
- To investigate complaints about the labelling, composition, safety and fitness of food, feeding stuffs and the operation of food premises;
- To take prompt and effective action in response to food hazard warnings and other threats to food safety in York;
- To investigate cases of communicable disease notified to the Authority;
- To share intelligence obtained in the course of our work with the police and other law enforcement agencies to help tackle wider social issues and organised crime;
- Through all of the above, ensure the health and well-being of residents and visitors to the city.

1.2 Links to corporate objectives and plans.

The Council's Plan for 2015-2019 includes the following priorities:

- a prosperous city for all - where local businesses can thrive and residents have good quality jobs, housing and opportunities
- a focus on frontline services - to ensure all residents, particularly the least advantaged, can access reliable services and community facilities
- a council that listens to residents - to ensure it delivers the services they want

and works in partnership with local communities.

Public Protection Managers review the demands across the whole service annually and refresh the Directorate Service Plan which describes the activities we will undertake during the course of the year (including ensuring that food businesses are meeting their legal obligations) to support the priorities listed in the Council plan.

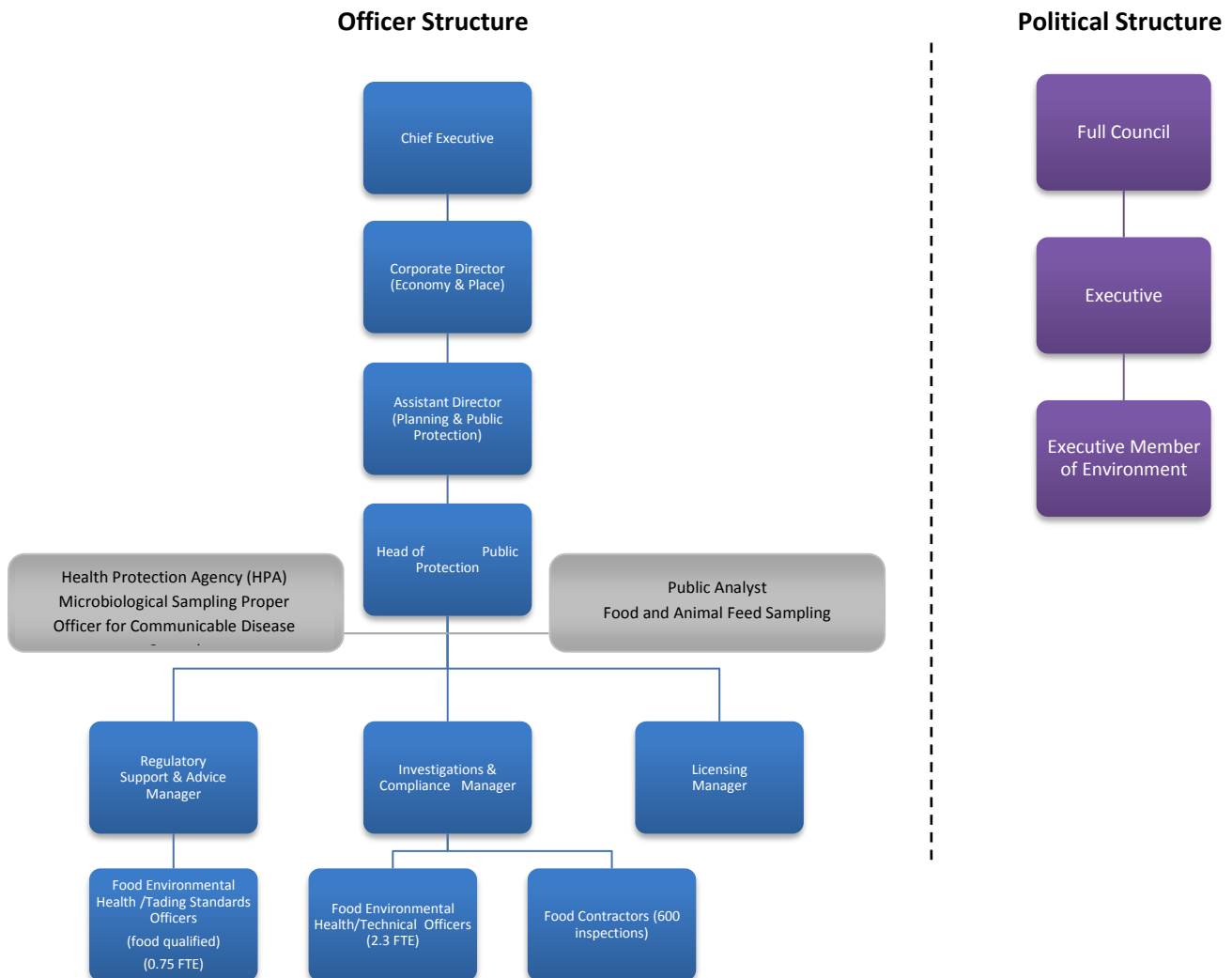
2. BACKGROUND

2.1 Profile of the council

City of York Council is a unitary authority, with a population of approximately 208,400 and an area of 27,250 hectares. The majority of the electorate are located in the urban city area, with the remainder resident in the outlying towns and villages. The area is predominantly urban, covering the historic city with the associated tourism, hospitality and catering activities. Studies show that food and drink is the largest area of spend for tourists.

2.2 Organisational structure

The following diagram shows how those responsible for managing and delivering food and animal feed activity fit into the Council’s overall structure and also the political structure.



Other specialist support services include:-

- Public Analyst services for food are provided under contract by 'The Public Analyst Service Ltd', this is subject to renewal in 2018-9. Feed samples are analysed under the North Yorkshire County Council contract – this contract is also due for renewal this year.
- Microbiological food examination is carried out under service level agreement with the Health Protection Agency (HPA) laboratory service.
- The proper officer for communicable disease

2.3 Scope of the food and feed service

The Public Protection team has responsibility for all of the council's food hygiene, food standards and animal feed activities (including 'primary production' activities).

The structure charts above, show that in relation to food matters the team comprises of both environmental health and trading standards officers, in addition to technical support staff. Some officers have dual qualifications and are therefore able to deal with both food hygiene and food standards matters. We have additional support from specialist Food Safety contractors to deliver routine inspections and North Yorkshire County Council delivers our animal feed activity under a contract for services.

On a day to day basis, officers are involved in the following specific activities:

- A programme of interventions focusing on food and feeding stuffs. This primarily consists of inspections conducted for food safety matters conducted in accordance with a risk assessment (as described in the Food Code of Practice).
- 'Scoring businesses' after an intervention in accordance with the Food Hygiene Ratings Scheme. We also deal with appeals and re-score visits (a charge is made for businesses wishing to be re-scored on a 'cost recovery' basis).
- Investigation of complaints from consumers, and reacting to intelligence from other sources.
- Investigation of food poisonings/infectious disease notifications.
- Promotion and education/advice for businesses and the public. For example, we provide pre-food hygiene rating inspections for businesses, again on a cost recovery basis, to help raise standards locally.
- Sampling of food and animal feed.
- Sharing intelligence obtained in the course of our work with the police and other enforcement agencies to help tackle wider social issues including organised criminal activity.
- Signposting growing businesses to the help available through the Local Growth Hubs (of the two Local Enterprise Partnerships covering the City).

Our Environmental Health Offices also have responsibility for Health and Safety duties in certain business premises (those outside of the scope of the Health and Safety Executive) and also occasionally assist in other areas of Public Protection

work including support with trading standards prosecutions – in particular disclosure of unused material in criminal trials.

2.4 Demands on the food team

The council's area contains a mix of manufacturing, retail and catering premises; hospitality and catering are the dominant sectors. There is a large international confectionery manufacturer, a district hospital, various large academic institutions and a racecourse. We have a small number of farms.

Table 1 - Breakdown of food premises by FSA category (from Civica records).

FSA Category	Number on 1 April 2018
FSA Primary Producer	11
Manufacturer & Packer	39
Importer/Exporter	1
Distributor/Transporter	23
Retailers Other	97
Restaurants/Cafe/Canteen	457
Supermarket/Hypermarket	53
Small Retailer	238
Hotel/Guesthouse	163
Pub/Club	228
Takeaway	180
Caring Establishment	139
School/College	91
Mobile Food Unit	42
Restaurant/Caterers - Other	239
Total	2001

The number of food premises fluctuates year on year, but is typically around the 2000 mark. As can be seen, the profile of food premises in York is heavily biased towards restaurants and caterers, which is a reflection of the city's status as a major tourist destination. We continue to see a high turnover of business ownership in this sector. This 'business churn' places a strain on the team's resources due to the subsequent inspection of these new premises.

Under the product specific European Union Directives, there are three premises that are approved by the food team.

The team works in accordance with the principles of the Primary Authority scheme, which is promoted by the Office of Product Safety and Standards (part of the Department for Business, Energy & Industrial Strategy or 'BEIS' as it is commonly referred to). We have developed Primary Authority Partnerships with seven businesses food related matters.

The service is delivered from council offices at the Eco Depot, Hazel Court, York.

The council's hours of operation for the general public are 08:30 -17:00, Monday to Friday. Given the number of restaurants and takeaways, a lot of our interventions such as inspections are conducted outside of these hours.

2.5 Regulatory Policy

The Public Protection team follow an enforcement policy which ensures we operate in accordance with the Regulators code. The formal enforcement action taken under the enforcement policy is reviewed by the Council Executive annually.

3. Service Delivery

3.1 Interventions at Food and Feed Establishments

The term 'intervention' is used to cover the broad range of controls that we use when dealing with food businesses to verify compliance with food law. Interventions are classified as either 'official controls' or as 'other interventions'. The following definitions are taken from the Code of Practice:

Interventions that are 'official controls' include:

- inspections;
- monitoring;
- surveillance;
- verification;
- audit; and
- sampling - where analysis/examination is required these are to be carried out by an Official Laboratory.

Other interventions, i.e. those which *do not* constitute official controls include:

- education, advice and coaching (including where businesses pay for this advice); and
- information and intelligence gathering (this can include sampling for information gathering purposes, obtaining relevant information during visits for other reasons, internet research, telephone surveys, and self assessment questionnaires).

All food premises are 'risk rated' to reflect the products they supply and the systems they have in place to ensure compliance. Almost all food businesses must receive an intervention within a defined period of time. In some cases the intervention must be an 'official control' (and in some cases only a certain kind of 'official control' e.g. an inspection). In other cases, generally lower risk businesses, this can be an 'other intervention' which is not an 'official control'.

Examples of highest risk premises are places serving particularly vulnerable people, and/or places serving high risk foods with short 'use by' dates and a poor record of compliance. Examples of lowest risk premises (providing they have good systems in place and there is good confidence in management) are retailers selling pre-packed foods, pubs/clubs only serving drinks and bar snacks, sweet/chocolate shops and cake manufacturers amongst others.

Food hygiene interventions due: 1 April 2019 - 31 March 2019

High risk ←————→ Low risk

Premises intervention rating	A	B	C	D	E	Unrated *
No. of premises due an Intervention (Civica)	8	76	227	324	29	75
No. of interventions Planned (Civica)	16**	76	227	324	29	75

* This is the number of unrated premises at the start of the year. There will be more premises during the year as new businesses open etc.

** Each 'A' rated premises receives two interventions per year.

We are committed to completing 100% of the interventions due during 2018/19.

To achieve this we will make full use of the full range of intervention options allowed under the Code of Practice. Our higher risk premises will be subject to an inspection (either full or partial), whilst our lower risk premises, such as our 'D' and 'E' Risk rated premises, will be subject to interventions that are not official controls (eg advice/education, information and intelligence gathering by other officers). A 'follow up' full inspection will be made if deemed necessary.

We will continue to provide food hygiene ratings to businesses following our interventions to help consumers make informed choices about where to eat out.

Food standards interventions due: 1 April 2018 - 31 March 2019

Premises intervention Rating	High or A	Medium or B	Low or C	Unrated
No. of premises due an intervention under Food Law Code of Practice	1	501	557	801
No. of planned interventions	1	_*	_*	_*

* In line with the approach taken by other Councils, we plan to follow the trading standards 'Intelligence Operating Model' in delivering our food standards activity. This means we will deploy our resources where intelligence, complaints and other information highlights the risk of non compliance. We will only routinely inspect our 'high risk' premises, and our Environmental Health Officers will give advice in relation

to food allergens during the course of their food hygiene visits. We have risk assessed this approach using the 'Management of Risk in Law Enforcement' tool and it provides an acceptable risk in line with other trading standards activity.

We are also planning to take a small programme of activity looking to establish whether there may be emerging issues (identifying intelligence gaps).

Feeding stuffs/primary production due 1 April 2017 - 31 March 2018

A total of 10 programmed animal feed interventions are due to be carried out. Where appropriate we will incorporate primary production hygiene interventions to reduce the burden on farms.

3.2 Food and Feed Complaints

We investigate food and feeding stuffs complaints in accordance with procedures in our quality management system.

In 2017/2018 we received 117 complaints about the safety of food, and 68 complaints about the hygiene of premises. We received a further 25 complaints about food standards and no complaints about animal feed. This figure is fairly consistent year-on-year, reflecting how busy the food sector is in York and the high awareness of food issues amongst our customers. We anticipate a similar number of complaints in the year ahead.

3.3 Primary Authority Scheme

We are committed to following the principles of the Primary Authority scheme and are entering into Primary Authority agreements in relation to food. We will look for opportunities to increase the number of businesses in partnership with us.

3.4 Advice to businesses/customers

The team provide high levels of support and assistance to businesses operating or intending to operate in the City of York area.

We typically receive over 300 requests for business advice each year.

Advice is often requested by prospective businesses before they commence trading. We are seeing many new premises opening and new business proposals being considered.

We also receive a large number of requests for advice from businesses interested in improving their rating under the Food Hygiene Rating Scheme. We provide this service for a charge on a cost recovery basis. Last year 74 businesses took up this service, and the numbers are growing by around 40% each year (55 such requests in 2016-17).

3.5 Food and feed sampling

Sampling is an important tool for food standards, food safety and animal feed.

The food safety team is primarily concerned with the microbiological safety of food, but also samples food to establish the nature and likely harm arising from foreign bodies and the like.

The sampling programme tends to focus on areas of past non-compliance, premises that are failing to meet minimum standards and emerging priorities such as cross contamination in connection with *E.coli*.

Each year Public Health England undertakes microbiological analysis of the samples we take, most of which are done without charge under a credits system.

Our food standards samples look at the description, composition and labelling of food, to ensure that legal requirements are being met. Samples are normally targeted at areas where problems are regularly found, or where intelligence and/or complaints suggest there could be issues.

The team sample foods and feeding stuffs in accordance with national guidance. We participate in nationally co-ordinated sampling programmes, such as those organised by Public Health England, and also sample where local intelligence indicates a need (eg where poor food handling practices are observed).

We are currently recording our food standards and food safety samples on the United Kingdom Food Surveillance System.

	2017/2018 Samples taken
Food standards samples	13
Feeding stuffs samples	2
Food safety samples	50

3.6 Control and Investigation of Outbreaks and Food related infectious disease

The team investigate all food poisoning notifications and outbreaks of food borne disease in accordance with procedures agreed with Public Health England and our local quality procedures.

In 2017/2018 the team received 44 formal notifications of infectious disease, with a similar number of notifications anticipated in the coming year.

3.7 Food/feeding stuffs safety incidents

We deal with all food alerts from the Food Standards Agency (FSA) in accordance with the Food Code of Practice and our local quality management system. Notifications are received from the FSA by e-mail and appropriate action is taken in each case.

The reactive nature of these notifications makes it difficult to estimate the likely level of future activity. Although alerts can be issued by the FSA for information only, some require a formal response. A formal response might involve issuing a local press release or contacting multiple food businesses directly, which has resource implications.

3.8 Liaison with other organisations

The team will ensure that it is operating in a manner that is consistent with both neighbouring and national local authorities and other agencies. Various methods will be used to facilitate this, including benchmarking, peer review and liaison with:-

North Yorkshire Food Liaison Group

Our regional food liaison group works under the wing of the North Yorkshire Chief Environmental Health Officers Group. All eight North Yorkshire local authorities are represented on both of these groups. Of particular relevance is the food safety quality management system (QMS) which the group maintains.

Yorkshire and the Humber Trading Standards Group – Food and Feed

This group is formed by the Yorkshire and Humber Trading Standards Executive Group and meets twice a year to discuss food standards issues. They look at regional projects where intelligence indicates there are emerging issues, for example counterfeit alcohol or meat substitution.

Public Health England (PHE)

The PHE food laboratory, based at FERA near York, undertake microbiological analysis of food samples on our behalf. Regular meetings are held to promote coordination and good sampling practice across the region.

North Yorkshire District Control of Infection Committee

This is a multi-disciplinary group of public health consultants, consultant microbiologists, environmental health officers, infection control nurses, general practitioners and associated professions. It meets on a quarterly basis to discuss infection control issues and set policies in relation to their investigation and control.

North Yorkshire Police Disruption Panel

The panel exists to share intelligence and undertake activities to disrupt organised crime, including activities connected with food businesses.

Where the team receives a food related complaint that does not fall within its enforcement remit or geographical enforcement area, it refers the person concerned to the correct body or forwards the item of work to the relevant authority without delay.

3.9 Promotional and project work

The team continues to raise consumer and business awareness through press releases, particularly following prosecutions and food safety week.

4. RESOURCES

4.1 Financial allocation

The net Public Protection budget, for all environmental health, trading standards and licensing functions is £1.3m per annum.

4.2 Allocation of staff

As can be seen in the structure chart above, our food officers are shared across two teams i.e. 'Investigations and Compliance' which carries out the bulk of our interventions and enforcement, and 'Regulatory Support and Advice' which provides business advice. The resources are however shared between the two teams as demand requires it.

Full time officers spend approximately 1,200 hours per annum on front line related tasks. Of this time, the majority of the team spend approximately 50% of their time on food related issues ie 600 hrs per year per FTE. The technical officer spends ~100% of their time on food.

Therefore, we have 3,660 hours of officer time to deliver the food service, and will be broken down as follows.

Task	Time (hours)
Lead officer role – performance monitoring, service planning, NY food group	120
Intervention programme (in house staff only)	750
Enforcement work (e.g. investigations/prosecutions)	280
Food Hygiene Rating Scheme	60
Food/premises complaints, including business advice, alerts etc	900
Infectious disease	120
Primary authority/income work	780
Project work	120
Management of food contractors	250
Sampling	150
Officer training	140
TOTAL TIME TO DELIVER SERVICE	3,660

In addition to the above resources there is a budget of £35,000 for contractor inspections which will purchase in the region of 600 inspections.

Animal Feed

Our animal feed/primary production inspections will be carried out on our behalf by competent officers at North Yorkshire County Council.

Management

The above figures do not include Management time, which will be undertaken within existing resources.

4.3 Staff development plan

The Food Law Code of Practice requires that staff achieve at least 20 hours of food related Continuing Professional Development (CPD) each year.

Staff development needs are identified on an ongoing basis, through the team's quality management system. We also hold annual Performance Development Reviews with individual officers, where the training needs are considered. Identified training needs will be met by:-

- Training to achieve specific qualifications
- Attendance of technical seminars/courses
- In-house training on specific issues
- Cascade training by staff that have attended relevant courses
- Use of on line training resources (eg FSA online content)

Training records show that officers achieve the required levels of CPD training required by the Food Law Code of Practice.

5 Quality assessment

5.1 Quality assessment and internal monitoring

The food team operates within the North Yorkshire Food Liaison Group's quality management system (QMS).

The QMS includes a rigorous system of controlled documents that state the minimum standards for our food enforcement activities. It includes internal monitoring within the authority and is further enforced by inter-authority auditing.

The system ensures the delivery of high quality enforcement activity across the City of York, which is consistent with the other North Yorkshire authorities and is in accordance with good practice.

5.2 External monitoring

The Council's activities are subject to periodic monitoring from the Food Standards Agency. The last monitoring visit took place on 23-25 May 2016, with a follow up visit on 13 June 2013. The resulting improvement plan was completed and signed off as complete on 1 May 2018.

6. Review

6.1 Review of last years performance

6.1.1 Food hygiene interventions

Premises intervention rating	High risk ←————→ Low risk				
	A	B	C	D	E
No. of interventions planned 1/4/2017 – 31/3/18 (from previous service plan)	28 (14 premises x 2 interventions)	103	274	311	643
Total No. of interventions achieved (includes re-visits etc). (from LAEMS return)	52	150	374	326	331 (312 premises closed or not in scope)
No. of premises due an intervention where no interventions was achieved	0	0	0	0	0

We carried out interventions at every premises due an intervention in 2017-18 (there were two high risk premises which could not be subject to two interventions in the course of the year for reasons beyond our control i.e. they were visited once). We also carried out interventions of the lowest rated premises due from previous years, and identified that 312 of those premises were not in scope for a food intervention. This was all possible due to us re-allocating some (short term) capacity which emerged during the course of year to target the backlog of inspections.

Included within the above figures are a number of new food premises to York which received an initial intervention following their registration with the Council.

Some other statistics of note arising from these interventions are:-

- 92.2 % of business in York are broadly compliant with food hygiene law (target 90%).
- 61 % of food businesses in York have a food hygiene rating score of 5 out of 5 (April 2018).

6.1.2 Food standards interventions

Premises intervention rating	High	Medium	Low
No. of interventions planned 1/4/2017 – 31/3/18	2	--	--
No. of interventions achieved	1 (1 re-scored)	--	--
No. of interventions not achieved	1	--	--

As described above, we take an 'intelligence led' approach to food standards activity, rather than following the regime set out in the food law code of practice. We carried out a routine inspection at our highest risk premises. We also carried out work focussing on undeclared allergens (which we are continuing in this financial year).

6.1.3 Feeding stuffs/primary production interventions

As stated above, during 2017/2018, we outsourced this area of work to North Yorkshire County Council. The authority visited 16 of our registered animal feed premises that were due an intervention that year in accordance with the FSA National Trading Standards model

6.1.4 Formal action

The following tables summarise the level and types of formal enforcement action taken in 2017/18. We believe that to be effective, the full range of enforcement options should be used, from informal letters offering advice, through to prosecutions where this course of action is considered appropriate.

Food safety

Type Of Action	Numbers Taken/ Issued 2017/2018
Prosecution	3
Simple Caution	4
Emergency Prohibition Notice	0
Hygiene Improvement Notice	19
Written Warnings	701

Food standards and feeding stuffs

Type Of Action	Numbers Taken/ Issued 2017/2018
Prosecution	0
Simple Caution	0
Written Warnings	2

6.1.5 Consultation

We survey our business customers and members of the public on a regular basis to ensure that we are providing a high quality, customer focused service.

Our surveys found:-

- 98.2% of businesses visited found our contact helpful
- 100% of businesses said they were treated fairly.

6.2 Summary of performance – including key variations from the service plan.

We carried out a food hygiene intervention at all the premises due an intervention in 2017-18 and we also dealt with our backlog of work at the lowest risk E premises. We identified that more than half of these premises were either closed or of such low risk that they fell outside of the scope of an intervention e.g. church halls, community centres and shops selling small quantities of pre-packed foods only. In addition we continued to take firm enforcement action against the poorest performing businesses.

6.3. Areas for improvement in 2018-19.

- Further improvements to intelligence gathering and sharing
- Provide advice and information on the help and support available to growing businesses
- Give advice to businesses on the disposal of fats and oils
- Undertake horizon scanning on food related issues.
- Renew the public analyst and animal health and feed contract.
- Improve our Proceeds of Crime capability – particularly amongst Environmental Health staff.
- Continue to support the Food Standards Agencies ‘Regulating Our Futures’ review with the secondment of one of the service managers to the programme.

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