



**Perth and Kinross Council**  
**The Environment Service**  
**Food / Health & Safety Division**  
**Team Plan 2009/10**

## **Food / Health & Safety Division**

### **Team Plan 2009/10**

#### **Introduction**

The Food Health & Safety team carry out the law enforcement activities assigned to Perth and Kinross Council as the relevant authority in respect of food hygiene, food standards, health and safety at work and private water supplies. Each of these areas are similar in that activities are split between proactive programmes of inspection work and reactive services which are prioritised in terms of public health significance. The overarching strategy in each of these service areas is one of support and education to the sectors concerned with enforcement policies being consistently implemented where necessary to protect public health.

The food law enforcement services are designed to meet the Standard requirements of the Food Standard Agency's "Framework Agreement on Local Authority Food Law Enforcement" which requires a detailed Food and Feeding Stuffs Service Delivery Plan to be submitted for Council approval on an annual basis, unless any planned changes in service delivery are deemed to be insignificant. The original Plan was approved by the Environmental and Consumer Protection Committee on 7 November 2001 and has been reviewed annually to incorporate minor changes to service delivery. An updated Plan was approved by the Community Safety Committee on 7 March 2007 to reflect the issue of updated guidance from the Food Standards Agency in connection with the new EU Food and Feed Hygiene Regulations implemented on 1 January 2006.

HSE reviewed its strategic priorities and now requires local authorities and the HSE (via its Field Operations Directorate) to collaborate and being more effective by combining resources in an effort to realise the targets set out in several of the relevant Action Points to the Revitalising Health & Safety review and ongoing Public Sector Agreements.

A similar Service Delivery Plan has been produced for the Health & Safety Enforcement team to comply with guidance issued by the Health and Safety Executive (HSE) on enforcement arrangements. The Health & Safety Service Delivery Plan was approved by the Environmental and Consumer Services Committee on 8 May 2002. Officers must also undertake their duties in accordance with the Council's Health and Safety Enforcement Policy also approved on that date as required by the Enforcement Concordat and HSE's Enforcement Statement.

The Private Water Supplies (Scotland) Regulations 2006 introduced a holistic approach to the surveillance and improvement of private water supplies in Scotland. The previous regulatory regime relied on sampling of supplies coupled with a persuasive approach to encourage water users to take steps to improve their supplies. The 2006 Regulations introduced an extensive suite of chemical and microbiological criteria to be checked as part of a statutory sampling regime for larger domestic supplies or supplies to public or commercial premises. The sources of these types of supply must now be risk assessed to identify any potential contamination routes and remedial works can be implemented using statutory notices with resulting statutory offences arising from non-compliance. Identified improvement works can now be given financial assistance in the form of non means tested grants.

Perth & Kinross Council is committed to Equality and Diversity. In carrying out their enforcement functions Officers of the Food / Health and Safety teams aim to ensure that there will be no discrimination against any individual, regardless of race, culture, ethnic or national origins, religion/belief, gender, disability, age or sexual orientation. Where barriers to communication are encountered the Environment Service Equalities – Communication and Access procedure will be followed

During 2009/10 all enforcement policies will be reassessed for equality issues.

### **Food Safety**

The Food Safety Act 1990 places a duty on local authorities to enforce food legislation within their area to ensure consumer safety and protection in relation to the sale of food for human consumption.

The consumer safety aspect is concerned primarily with the hygienic production of food to remove any risk of contamination by pathogenic (disease causing) organisms which can be transferred from raw foodstuffs, food handlers or the physical environment in which the food is prepared or may be inherent within the food and is not controlled by suitable processing methods such as cooking or other treatments.

Consumer protection focuses on the sale of food which does not prejudice the consumer in terms of it's quality nature or substance and seeks to ensure that the consumer is being sold what they have asked for.

The work of the Food Safety team in the fields of food hygiene and food standards supports the key aims of the Food Standards Agency's strategic plan for 2005 / 2015 namely;

- Reducing food borne illness and the risks to consumers of chemical contamination of food;
- Eating for health – making it easy for consumers to choose a healthy diet;
- Choice – enabling consumers to make informed choices.

## Food Hygiene

The legal position in respect of Food Hygiene changed on 1 January 2006 with the removal of all previous food hygiene legislation and its replacement with directly applicable EU Regulations namely:

- Regulation (EC) No 852/2004 on the hygiene of foodstuffs and;
- Regulation (EC) No 853/2004 on specific hygiene rules for food of animal origin.
- Regulation (EC) No 178/2002 on traceability

The main impact of these Regulations on local food businesses is the requirement to put in place, implement and maintain a permanent procedure or procedures based on the principles of Hazard Analysis Critical Control Point (HACCP) which is an internationally recognised philosophy on hazard identification and control. In addition the operator must establish documents and records commensurate with the nature and size of the business to demonstrate the effective application and monitoring of critical control points to eliminate or reduce any hazards to acceptable levels. (Generically known as a Food Safety Management System (FSMS))

The EU Regulations are implemented via the powers contained in the Food Hygiene (Scotland) Regulations 2006 and require provision of the structure, cleanliness and general food safety management requirements for all food businesses to be those set out in EU Regulations 852/2004 and 853/2004.

The management arrangements for the enforcement of food law by food authorities are guided by the Food Standards Agency's "Framework Agreement on Food Law Enforcement" which sets out the service levels and procedural requirements which must be put in place for all aspects of food law enforcement. In addition the Food Law Code of Practice Scotland issued in March 2009 details guidance on specific aspects of the way in which food law should be enforced. Where significant breaches of food hygiene requirements are detected the Council's food hygiene enforcement policy determines the extent of formal action to be taken and acts as a framework for the application of consistent and transparent enforcement

Chapter 4.1.2.2 of the code requires authorities to document, maintain and implement a food hygiene interventions programme that includes all the businesses in which the food authority has food hygiene law enforcement responsibility. The frequency of interventions at those premises contained within the programme is determined by scoring each business against a numerical intervention rating system which takes account of the type of food being handled and general confidence in the ability of the business to manage food safety during production. The food safety team are responsible for carrying out all programmed food hygiene interventions and any enforcement action resulting from those interventions, including service of Notices, emergency closures and reports to the Procurator Fiscal where necessary.

The inspection rating assigned to each business dictates the frequency of inspection as follows:

- Category A – not more than 6 months between interventions;
- Category B – not more than 12 months between interventions;
- Category C – not more than 18 months between interventions;
- Category D not more than 24 months between interventions;
- Other – alternative enforcement strategy.(at least every 36 months)

An annual programme is prepared at the start of each financial year and represents the team target for that period.

There are currently around 1900 registered food establishments in the Perth & Kinross area but this figure constantly fluctuates as new businesses open and existing businesses close. A fully documented annual programme of interventions is generated at the start of every year and progress with intervention targets is monitored on a monthly basis to ensure that targeted levels of intervention are being achieved. Every intervention generates an outcome report within a target of 10 working days from the date of the visit detailing the businesses position in relation to compliance with the appropriate legislation and what if any further action is required by the business concerned or may be actioned by this service. Included with each report is a standard questionnaire seeking the businesses views on the conduct of the inspection, including the inspecting officer's performance and the Council's enforcement policy. Feedback from replies is then used where necessary to adapt or change the processes involved.

Effectiveness of food hygiene intervention activities is monitored in terms of the reduction of the number of businesses in the high risk category and the food safety team have annual targets of achievement in respect of reducing the number of businesses in Category A and B.

Reduction in risk is only possible where the businesses have a good understanding of food hygiene principles and implement effective management controls over areas of hygiene which are critical to food safety. Experience of the profile and characteristics of food business operators or potential operators has for a number of years recognised that a great deal of advice and guidance is necessary to enable the individuals concerned to understand and appreciate the need for acceptable hygiene standards in relation to the underlying need to protect public health. In order to support local businesses free food safety management seminars were introduced in 1998 to promote the introduction of documented food safety management checks and these have proved to be very successful over the years with a large number of businesses already maintaining adequate records of food safety controls.

## Food Standards

Food standards interventions are part of the system for ensuring that food meets the requirements of food standards law, including proper presentation, labelling, and advertising, compliance with compositional standards and the absence of non-permitted or excessive levels of additives, contaminants or residues.

Chapter 4.1.2.1 of the code requires authorities to document, maintain and implement a food standards interventions programme that includes all the businesses in which the food authority has food standards law enforcement responsibility. The frequency of interventions at those premises contained within the programme is determined by scoring each business against a numerical inspection rating system which takes account of the type of food being produced and general confidence in the ability of the business to manage food standards during production.

The intervention rating assigned to each business dictates the frequency of intervention as follows:

- Category A – not more than 12 months between interventions;
- Category B – not more than 24 months between interventions;
- Category C - alternative enforcement strategy.

An annual programme of planned interventions is prepared at the start of each financial year and represents the team target for that period.

For operational expediency the food safety team check food standards issues in catering establishments during food hygiene interventions as these businesses are generally classified as being low risk. Food manufacturers and premises approved under Regulation (EC) 853/2004 however are subject to specific food standards interventions as they are deemed to pose a higher risk of failing to meet the consumer protection requirements of food standards legislation due to the diversity of products being produced.

The remit of the food safety team in relation to food standards can therefore be summarised as follows:

- The implementation of an annual food standards intervention programme for food retailers, catering premises, food manufacturers and approved premises in Perth & Kinross to confirm that adequate management systems are in place to ensure foods produced meet with the relevant legal standards;
- Provision of advice and guidance to local food businesses on food labelling and compositional matters;
- Implementation of an annual sampling programme agreed with the Public Analyst to monitor the chemical and microbiological standards of food on sale within Perth & Kinross;
- Investigation of notified cases of food poisoning / communicable diseases including the implementation of outbreak control measures and liaison with NHS Tayside and Scottish Water in relation to any waterborne hazards;

- Investigation of complaints in relation to the sale of unfit or unsafe food;
- Investigation of complaints in relation to the hygiene of food premises;
- Providing consultation responses to the Licensing Board
- Provision of advice to local businesses / consumers on any food related matters;
- Food Hygiene inspection and infection control advice at outdoor events
- Inspection of street traders and consultation on food related matters in respect of other applications for Civic Govt. licensing purposes e.g. Market operators
- Provision of Food Hygiene and Food and Health training to community and voluntary sectors as part of the Joint Health Improvement Plan;
- Assessment of planned proposals for new food premises or alterations to existing businesses at planning / building warrant stages;
- Supervision of disposal of unfit food due to freezer breakdowns or other circumstances
- Providing appropriate responses to any Food Alerts issued by the Food Standards Agency (Scotland);
- Provision of speakers to schools, community or business groups on any aspect of food legislation or guidance

During 2009/10 the food safety team will develop a strategy for promotion of healthier eating to local catering establishments, council food providers and community care staff and the voluntary sector.

## **Links to Corporate Plan / Community Plan / Single Outcome Agreement**

The aim of the food safety team is to ensure and promote the highest levels of compliance with food hygiene and food standards legislation within the food businesses in Perth & Kinross using a strategy of business support, advice, education and a partnership approach with formal enforcement being instigated only when necessary to protect public health.

The work of the food safety team is therefore contributing to the Corporate and Community Plan Agendas and the Single outcome Agreement as follows;

### **Corporate Plan:**

- A Safe Secure and Welcoming Environment
- Healthy Caring Communities
- A Prosperous , Sustainable and Inclusive Economy

### **Community Plan:**

- Vibrant and Successful Area
- Safe, Healthy and Inclusive Communities
- Nurtured and supported people

### **Single Outcome Agreement**

#### **National Outcomes**

- We live longer healthier lives
- We live our lives safe from crime, disorder and danger

#### **Local Outcomes**

- Our communities and people experiencing inequalities will have improved quality of life
- Our communities will be safer
- Our people will have improved health and wellbeing

## **Private Water Supplies**

The Private water team are responsible for implementing the Council's statutory duties in terms of the Private Water Supplies (Scotland) Regulations 2006 in respect of the relevant water supplies in Perth & Kinross. There are currently 1,153 such supplies known to the Council serving around 4,600 premises with an estimated population of over 12,000 people.

The main threat to health from these supplies is the condition of the raw water itself and the presence or absence of effectively maintained treatment systems. Dependent on the source of the water which may be an underground spring, a specially constructed borehole, or even surface water abstracted from a stream or burn, there is a potential for contamination of the water from animal faeces. The presence of animal faeces in the water could potentially lead to illnesses such as cryptosporidium and campylobacter or more seriously for the under 10s or over 60's E Coli O157.

The level of naturally occurring chemicals or chemicals leaching from agricultural activities must also be considered and the Regulations set out the levels of chemicals which may be present without causing any adverse health effects.

Larger private supplies (serving more than 50 people) or supplies with public or commercial use require a statutory risk assessment to identify any potential contamination risks and are subject to an annual sampling regime. Financial assistance is available for approved remedial works once risk assessment has been carried out.

There is no statutory requirement for other supplies to be sampled however these supplies are also eligible for financial assistance to carry out any necessary improvements.

The results of water sampling are communicated within 1 day of receiving adverse microbiological conditions, usually by telephone on the day of receipt whereas chemical results are communicated as and when received due to the timescales required for analysis to be carried out.

A troubleshooting checklist of information including details of water treatment specialists, advice on source assessment and treatment options etc is issued with every post sampling letter.

A random sample of private water users will be sent a feedback questionnaire in respect of sampling, risk assessment and grant application processes and their collated responses will be incorporated into an information leaflet which will be issued with all sampling results on a six monthly basis.

In addition to statutory sampling of water supplies in line with the requirements of the Regulations requests for water samples for public health or the sale of property are also responded to which will be the subject of targeted response times for annual performance monitoring purposes.

Other areas dealt with in relation to water include:

- Mains water assessment in connection with public health requests in liaison with Scottish Water;
- Liaison with Environmental Health colleagues in relation to the presence of blue green algae in private water supplies;

- Proactive involvement on private water supply issues in connection with new development e.g. housing , wind farms etc;
- Consultation with SEPA on possible effects of aerial spraying operations on private water catchments in Perth & Kinross area;

## **Links to Corporate Plan / Community Planning / Single Outcome Agreement**

The aim of the private water team is the protection of users of private supplies to ensure that any health risks associated with contaminated or sub standard water supplies are identified and brought to their attention and to those who are responsible for maintaining the wholesomeness of the supplies themselves.

Inherent in the maintenance of good quality water is the education of users on the risks associated with raw water sources and the provision of advice and guidance on remedial and preventative actions which are available in order that those responsible can initiate suitable remedial actions at the earliest opportunity.

Advice on future development is aimed at ensuring new buildings address water quality at the design stage rather than have to deal with problems later on and consultation on planning applications seeks to protect the integrity and continuity of existing supplies which may be prejudiced by future projects.

In meeting their objectives the private water team are contributing to the Corporate and Community Planning Agendas and the Single Outcome Agreement as follows

### **Corporate Plan:**

- A Safe Secure and Welcoming Environment
- Healthy Caring Communities
- A Prosperous , Sustainable and Inclusive Economy

### **Community Plan:**

- Vibrant and successful area
- Safe, Healthy and Inclusive Communities
- Nurtured and supported people

### **Single Outcome Agreement**

#### **National Outcomes**

- We live longer healthier lives
- We live our lives safe from crime, disorder and danger

#### **Local Outcomes**

- Our communities and people experiencing inequalities will have improved quality of life
- Our communities will be safer
- Our people will have improved health and wellbeing

## **Workplace Health and Safety**

The Health and Safety at Work etc Act 1974 gives powers to the Health and Safety Executive (HSE) to appoint enforcing authorities to enforce health and safety legislation at any place where people are at work. The HSE, through its predecessor the Health & Safety Commission has authorised all local authorities within the United Kingdom (and itself) to be the principal designated enforcing authorities.

Supporting that authorisation is the Health and Safety (Enforcing Authority) Regulations 1998 which allocate various elements of the business community to either HSE or Local Authorities (LA's).

Generally speaking LA's deal with the service sector covering premises that fall into the following types – Retailing (including supermarkets), Leisure and Cultural, Offices, Care Homes (residential care only), Warehouses or Wholesale establishments, Residential Accommodation (including Hotels, Guest houses, Caravan parks etc) and Consumer services (dry-cleaning/laundrerers, vehicle/plant hire, beauty salons etc).

Since the late 1980's the implementation of the Act has been influenced by EU Directives and there are now over 30 statutory instruments which are either topic or subject based and support the general principles laid down in the Act.

HSE prescribes through mandatory guidance (referred to as "The Section 18 Standard") the elements of the management system a Local Authority must have in place for the enforcement of workplace health and safety legislation. A core requirement is an Enforcement Policy approved by elected members to act as a framework for formal enforcement of the Act and any Regulations made there under.

The Enforcement Policy currently approved by Perth & Kinross Council in respect of planned inspection work incorporates a national protocol requiring each business to be given a risk rating which determines the minimum frequency of inspection of the business. At present some 3000 premises fall within Perth & Kinross Council's jurisdiction and these are placed within one of 6 risk rated bands as follows:

- Category A – not more than 12 months
- Category B1 – not more than 24 months
- Category B2 – not more than 36 months
- Category B3 – not more than 48 months
- Category B4 – not more than 60 months
- Category C – subject to alternative intervention strategies

HSE has set down long term targets to reduce work related injury and ill-health figures of approximately 10% by 2010. This strategy is now supported by other frameworks to bring about that improvement – eg HSE and LA's jointly working closer together, more involvement of workers, director leadership, wider communications agenda, placing more free publication onto HSE's website, further development of web pages etc.

Until March 2009 the principal strategy for the team's workload was to target resources during planned inspections at the nationally identified Priority Topics, namely – Manual Handling, Slips & Trips, Workplace Transport, Falls from Height, Dermatitis, Asthma, Cancer (Asbestos specifically), Noise & Vibration and Stress (known as the Fit 3 Programme – Fit for work, fit for life, fit for today). From April 2009 these Priorities are now expected to be incorporated within any

type of inspection of business premises. This is an interim arrangement until the new HSE Strategy has been approved and published – this is expected in Autumn 2009.

Officers can also take action as they see fit where they come upon actual or potentially serious other non-compliance when making inspections where they are of the opinion that any matter is of serious concern eg Legionella, Gas/LPG/Electrical safety and Young Workers etc.

The planned inspection programme is generated each April and the workload shared between the inspectors on a geographical basis. Progress with the programme is monitored on a monthly basis to ensure that the team's goals are being delivered and post-inspection reports are issued to duty holders on the level of compliance found and any proposed enforcement action if appropriate.

Achievement of targeted health and safety inspections is no longer a Statutory Performance Indicator (from April 2006) but Perth & Kinross Council feels this information is important and relevant to the community and will continue to publish data on this particular aspect of Health & Safety enforcement.

The aim of proactive inspection of health & safety arrangements at work is to verify compliance by duty holders with health and safety legislation with appropriate enforcement action being taken where necessary to improve levels of workplace safety thereby reducing risks associated with those activities.

However things do go wrong and certain types of injury, ill health or dangerous occurrences must be notified to the appropriate enforcing authority (required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) or complaints are made to the Environment Service from workers or members of the public.

The Service receives around 100 notifiable accident reports per annum and about 25% lead to some form of investigation, defined by the Enforcement Policy. This could either be a site visit (for actual or potentially serious incidents) or by sending a formal letter to the duty holder seeking answers to relevant issues identified from the reports contents (for less serious incidents).

Complaints about business activities are fortunately quite low at about 20 formal complaints per annum, however there are many enquiries which do not constitute a complaint where staff are seeking information in a discreet way before approaching their employer. The Service in this instance responds by giving advice and information or referring enquirers to the HSE's website for further assistance. Alternatively the enquirer is directed to another more appropriate agency eg HSE, Police, Fire, SEPA etc.

The Service provides business support in relation to Health & Safety matters through established links with Perth College and Healthy Working Lives, which is a free advisory service provided by the Scottish Government to Small and Medium sized businesses. The Health & Safety Enforcement team also has its own pages on the Council's website.

The principal goal of the health and safety enforcement team is to prevent people from being injured or suffer ill-health from work and by doing so support the HSE's goal of "making workplace health and safety the cornerstone of a civilised society".

This cannot be achieved unilaterally, however, the provision of support to the business community through education, advice and other assistance will help to generate partnerships and so deliver local improvements which will go some way in meeting the national targets thereby reducing the need to use formal enforcement action to achieve that progress.

### **Links to Corporate Plan / Community Planning / Single Outcome Agreement**

The primary aim of health and safety enforcement is to ensure people who are at work or visit work premises are not exposed to a risk of injury or ill-health. Enforcement of Health & Safety legislation on a proactive basis combined with the provision of business support to increase the level of safety in the workplace is therefore contributing to the Corporate and Community Planning Agendas and the Single Outcome Agreement as follows

#### **Corporate Plan :**

- A Safe Secure and Welcoming Environment
- Healthy Caring Communities
- A Prosperous , Sustainable and Inclusive Economy

#### **Community Plan :**

- Safe, Healthy and Inclusive Communities
- A vibrant and successful area
- Nurtured and supported people

#### **Single Outcome Agreement**

##### **National Outcomes**

- We realise our full economic potential with more and better employment opportunities for our people
- We live longer healthier lives
- We live our lives safe from crime ,disorder and danger

##### **Local Outcomes**

- Our communities and people experiencing inequalities will have improved quality of life
- Our communities will be safer
- Our people will have improved health and wellbeing

| National Outcomes  | Local Outcomes  | National Priorities<br><br>Food Standards Agency (Scotland)  | Local Priorities  | Activity  | Performance Measure  | 2009/10  |
|--|---|--|---|---|--|--|
| 6. We live longer healthier lives<br><br>9. We live our lives safe from crime, disorder and danger | 10. Our people will have improved health and wellbeing<br><br>8. Our communities and people experiencing inequalities will have improved quality of life, life chances and health<br><br>9. Our communities will be safer | Provision of food law enforcement service which meets the requirements of the "framework Agreement on Local Authority Food Law Enforcement<br><br>Contribution to the FSA's Strategic aim of reducing food borne illness | Increasing the number of food businesses which are deemed to be "Broadly Compliant" with the requirements of food hygiene legislation thereby reducing the risk of food poisoning to consumers.<br><br>Reduction in the number of high risk food businesses in Perth & Kinross. | Risk based food hygiene inspection programme of food businesses<br><br>Consistent application of Council's Food Hygiene Enforcement Policy<br><br>Alternative Enforcement Strategy for low risk food businesses | % age of planned inspections achieved within the due date<br><br>Category A ( 6 months)<br><br>Category B ( 12 months)<br><br>Lower risk (greater than 12 months/ less than 36 months Category C and D )<br><br>% age of high risk businesses reduced in category<br><br>Category A<br><br>Category B<br><br>% age of appropriate businesses ( 36 months Category E ) issued with food handling activity questionnaire | 100%<br><br>100%<br><br>80%<br><br>40%<br><br>40%<br><br>33% |

|  |   |   |   |   |   |  |                                     |      |
|--|---|---|---|---|---|--|-------------------------------------|------|
| 2. We realise our full economic potential with more and better employment opportunities for our people | 1. Our area will have a thriving and expanding economy  | Provision of efficient and effective local authority services | Assisting local Food Business Operators to comply with food hygiene laws, thereby encouraging the highest standards of consumer protection and minimising the effects of enforcement on businesses. | Provision of professional support to local Food Business Operators on the development and implementation of Food Safety Management Systems. | Presentation of 20 food business support seminars per year                  | 100%   |                                     |      |
|  | 2. Our people will be well skilled and trained  |   |   |   |   |  |                                     |      |
|  | 8. Our communities and people experiencing inequalities will have improved quality of life, life chances and health |   |   |   |   | Provision of New Business support Seminars for new start food businesses | Presentation of 5 seminars per year | 100% |
|  |   |   | Ensure that all sections of the business community have access to the support and services they need  | Development of food business support seminar for FBO's in minority ethnic groups  | Deliver 2 food business support seminar for FBO's in minority ethnic groups | 100%   |                                     |      |
| 15. Our public services are high quality, continually improving, efficient and responsive to           | 12. Our communities will have access to the services they need  | Provision of efficient and effective local authority services | Provision of a high quality food law enforcement service which focuses on the needs of our customers  | Measurement of customer satisfaction by post inspection questionnaires to all businesses inspected.   | % age of businesses agreeing with outcome of inspection                     | 96%  |                                     |      |
|  | 15. Our services  |   |   |   |   |  |                                     |      |

|                       |   |  |  |  |   |   |
|-----------------------|---|--|--|--|---|---|
| local people's needs. | will be responsive, of high quality and continually improving |  |  |  | <p>% age of businesses able to gain a clear indication of their compliance status from post inspection reports</p> <p>% age of businesses confirming satisfaction with inspecting officers performance</p> <p>% age of post inspection reports issued within 10 working days of inspection date</p> <p>% age of businesses who felt they were treated fairly and sensitively</p> <p>% age of businesses satisfied with overall service provision</p> <p>Achievement of Customer Service Excellence Award ( Charter Mark successor )</p> | <p>96%</p> <p>96%</p> <p>92%</p> <p>90%</p> <p>95%</p> <p>June 2009</p> |
|-----------------------|---|--|--|--|---|---|

| National Outcomes   | Local Outcomes   | National Priorities<br><br>Food Standards Agency (Scotland)<br>Scottish Government  | Local Priorities  | Activity   | Performance Measure   | 2009/10  |
|---|--|---|---|--|---|--|
| <p>6. We live longer healthier lives</p> <p>9. We live our lives safe from crime, disorder and danger</p> | <p>10. Our people will have improved health and wellbeing</p> <p>8. Our communities and people experiencing inequalities will have improved quality of life, life chances and health</p> <p>9. Our communities will be safer</p> | <p>Contributing to the FSA's Strategic aims of</p> <ul style="list-style-type: none"> <li>• Reducing risks to consumers of chemical contamination of food;</li> <li>• Eating for health – making it easy for consumers to choose a healthy diet;</li> <li>• Choice – enabling consumers to make informed choices</li> </ul> <p>Contributing to the Scottish Government's Strategic aims set out in the Healthy Eating</p> | <p>Ensuring that all food stuffs sold or manufactured in Perth and Kinross meet with all relevant legal requirements to ensure consumer protection and safety.</p> <p>Ensuring that consumers in Perth and Kinross can have access to</p> | <p>Risk based inspection programme of food businesses for Food Standards compliance</p> <p>Alternative Enforcement Strategy for low risk food businesses</p> <p>Food Surveillance Programme for microbiological and chemical standards of food sold in Perth and Kinross</p> <p>Development of a "healthier" eating strategy to address the provision of healthier food options in commercial catering</p> | <p>% age of planned inspections achieved within the due date</p> <p>Category A ( 12 months)</p> <p>Category B ( 24 months)</p> <p>% age of appropriate businesses (Category C ) issued with food standards activity questionnaire</p> <p>Full utilisation of analytical resources allocated as agreed with Public Analyst for food sampling (8800 units)</p> <p>Successful bid to Food Standards Agency (Scotland) to carry out this work</p> | <p>100%</p> <p>100%</p> <p>33%</p> <p>100%</p> |

|   |  |   |   |   |   |                                     |
|---|--|---|---|---|---|-------------------------------------|
|   |  | Active Living Action Plan (2008 – 2011)                       | <p>“healthier” food options when eating out side of their homes.</p> <p>Provision of practical training in food hygiene and healthier eating practices for disadvantaged groups within Perth and Kinross</p> <p>Cooperating with NHS Tayside’s Health Protection Department in relation to outbreaks or incidents of communicable disease or food poisoning</p> | <p>operations in the Perth and Kinross area</p> <p>Development and delivery of appropriately designed training course in conjunction with partner organisations e.g. NHS</p> <p>Investigating notified cases of communicable disease or food poisonings on behalf of NHS Tayside within the agreed timescales</p> | <p>Provision of four courses</p> <p>E Coli (VTEC),Hepatitis and Typhoids (enteric fever) – within 1 day</p> <p>All others e.g. Salmonella – within 3 days</p> | <p>100%</p> <p>100%</p> <p>100%</p> |
| 2. We realise our full economic potential with more and better employment | 1. Our area will have a thriving and expanding economy | Provision of efficient and effective local authority services | Ensuring that all new food businesses in Perth and Kinross have   | Provision of New Business support Seminars for new start food businesses  | Presentation of 5 seminars per year   | 100%                                |

|  |  |          |   |  |  |   |
|--|--|----------|---|--|--|---|
| opportunities for our people   | 2. Our people will be well skilled and trained   |          | access to professional support in relation to the complexities of food law and their responsibilities |  |  |   |
| 15. Our public services are high quality, continually improving, efficient and responsive to local people's needs. | 12. Our communities will have access to the services they need<br><br>15. Our services will be responsive, of high quality and continually improving | As above | Ensuring a high level of customer service in relation to service requests                             | Responding to customer service requests in line with the Council's Customer Service Standards<br><br>Measurement of customer satisfaction by post inspection questionnaires to all businesses inspected for Food Standards compliance. | Requests to be responded to within 5 working days<br><br>% age of businesses agreeing with outcome of inspection<br><br>% age of businesses able to gain a clear indication of their compliance status from post inspection reports<br><br>% age of businesses confirming satisfaction with inspecting officers performance<br><br>% age of post inspection reports issued within 10 working days of inspection date | 90%<br><br>98%<br><br>96%<br><br>97%<br><br>90% |

|  |  |  |  |  |   |     |
|--|--|--|--|--|---|-----|
|  |  |  |  |  | % age of businesses who felt they were treated fairly and sensitively | 95% |
|  |  |  |  |  | % age of businesses satisfied with overall service provision          | 95% |
|  |  |  |  | Measurement of customer satisfaction by post inspection questionnaires to all cases of notifiable infections investigated. | % age of cases confirming satisfaction with officers performance.     | 95% |
|  |  |  |  |  | % age of cases who felt they were treated fairly and sensitively      | 96% |
|  |  |  |  |  | % age of cases satisfied with overall service provision               | 96% |
|  |  |  |  |  |   |     |

| National Outcomes   | Local Outcomes   | National Priorities<br><br><b>Scottish Government Drinking Water Quality Regulator</b>  | Local Priorities  | Activity   | Performance Measure   | 2009/10   |
|---|--|---|---|--|---|---|
| <p>6. We live longer healthier lives</p> <p>9. We live our lives safe from crime, disorder and danger</p> | <p>10. Our people will have improved health and wellbeing</p> <p>8. Our communities and people experiencing inequalities will have improved quality of life, life chances and health</p> <p>9. Our communities will be safer</p> | <p>Implementation of Private Water supplies legislation to ensure private water supplies in Perth and Kinross meet all relevant European (Type A) and UK (Type B) drinking water standards</p> <p>Administration of Scottish Government Improvement grant scheme for private water supplies</p> | <p>Monitoring private water supplies to ensure wholesomeness and elimination of public health risks associated with consumption of contaminated water</p> <p>Improvement of individual property private water supplies where necessary in order to maximise benefits of grant funding available to residents of</p> | <p>Statutory sampling programme for Type A private water supplies (approx 325 samples)</p> <p>Responding to requests for water sampling for public health reasons (approx 40 requests)</p> <p>Responding to requests for water sampling for Type B supplies or property sales (approx 20 requests)</p> <p>Risk assessment, and identification of improvement works including sampling of supplies where relevant, as part of improvement grant process</p> | <p>% age of annual sampling programme achieved</p> <p>% age of samples collected within 5 working days of request</p> <p>% age of samples collected within 10 working days of request</p> <p>Number of individual properties where supplies are improved via grant assistance</p> | <p>96%</p> <p>100%</p> <p>100%</p> <p>250 individual property supplies to be improved</p> |

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| <p>15. Our public services are high quality, continually improving, efficient and responsive to local people's needs.</p> | <p>12. Our communities will have access to the services they need</p> <p>15. Our services will be responsive, of high quality and continually improving</p> | <p>Provision of efficient and effective local authority services</p> | <p>Perth and Kinross</p> <p>Ensuring a high level of customer service in relation to service provision</p> | <p>Measurement of customer satisfaction by post inspection questionnaires to 25% of all relevant persons on a quarterly basis in terms of</p> <ul style="list-style-type: none"> <li>• Sampling</li> <li>• Risk Assessment</li> <li>• Handling of grant applications</li> </ul> | <p>% age of water users confirming satisfaction with officers performance i.e. punctuality, helpfulness etc</p> <p>% age of water users who felt they were treated fairly and sensitively</p> <p>% age of water users satisfied with overall service provision</p> | <p>93%</p> <p>92%</p> <p>93%</p> |
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| National Outcomes   | Local Outcomes   | National Priorities<br><br>Health and Safety Executive and Scottish Government  | Local Priorities   | Activity  | Performance Measure   | 2009/10                                     |
|---|--|---|--|---|---|---|
| <p>6. We live longer healthier lives</p> <p>9. We live our lives safe from crime, disorder and danger</p> | <p>10. Our people will have improved health and wellbeing</p> <p>8. Our communities and people experiencing inequalities will have improved quality of life, life chances and health</p> <p>9. Our communities will be safer</p> | <p>Scottish Government's Healthy Working Lives Policy</p> <p>UK Strategy "Improving Health and Work; Changing Lives"</p> <p>Contributing to the HSE's Strategic aims of:</p> <p>a) protect people by providing information and advice;</p> <p>b) influence organisations to embrace high standards of health and safety and to recognise the social &amp; economic benefits;</p> <p>c) work with business</p> | <p>Employability</p> <p>Health Improvement</p> <p>Incorporate the previous national FIT 3 Priority Topics in all Planned Inspections.</p> <p>Ensure that dutyholders are aware of Childrens Permit requirements.</p> | <p>Carry out a mapping exercise of local contributions to "Healthy Working Lives" and identify gaps and good practice</p> <p>Risk based planned inspection programme of businesses for workplace health and safety compliance</p> <p>Include at all planned inspections</p> | <p>Report completed</p> <p>% age of planned inspections achieved<br/>Category A (12 months) - Target 420 premises.</p> <p>Identify 50 dutyholders and test their knowledge and procedures</p> | <p>December 2009</p> <p>87%</p> <p>100%</p> |

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|  |  | to prevent catastrophic failures   | Improve dutyholders access to advice and information.        | Expand current pages on H&S Team's web site.  | Provide 5 pages on new areas of interest  | 100% |
|  |  | d) develop new ways to establish and maintain an effective health and safety culture in a changing economy, so that all employers take their responsibilities seriously, the workforce is fully involved and risks are properly managed; | Increase knowledge by dutyholders of health and safety law   | Use improved intelligence on new business start ups.  | Undertake 30 inspections to new businesses to test knowledge and Risk Rating      | 100% |
|  |  | e) do more to address the new and emerging work-related health issues;   | Investigation of injury, ill-health or dangerous occurrences | Assess notifiable Accident reports for investigation (approx 100 reports per year).                                     | %age of notifiable reports assessed within 2 working days                         | 95%  |
|  |  | f) achieve higher levels of recognition and respect for health and safety as an integral part of a modern, competitive business ..... a contribution to social justice and inclusion; and  | Joint inter-team working                                     | Investigation of selected notifiable accident reports   | Formal request sent or Site Investigation carried out within 5 days of assessment | 95%  |
|  |  | g) Exemplify public sector best practice in managing our resources.  | Joint working with HSE in regard to Entertainment Noise      | Jointly work with the Public Health team on Caravan Site safety   | Issue Questionnaire to 50 commercial licence holders                              | 100% |
|  |  |  |  |   | Undertake site inspection where questionnaire not returned                        | 100% |
|  |  |  |  | Raise awareness of hazards of exposure to entertainment noise in pubs and clubs, promote national Sound Advice protocol | 50 Selected premises to receive advisory letter and questionnaire                 | 100% |

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| 2. We realise our full economic potential with more and better employment opportunities for our people | 1. Our area will have a thriving and expanding economy<br><br>2. Our people will be well skilled and trained | Scottish Government's prohibition of smoking in work premises and other public spaces | Enforcement of Smoke-free legislation in workplaces and other appropriate public places to minimise the risks of passive smoke inhalation. | Inspection of premises to ensure compliance with legal standards   | % age of inspections achieved -Target 1000 premises.   | 95%  |
|  |  | Implementation of Public Health (Scotland ) Act 2009                                  | Ensuring that new provisions for regulating the provision of sunbeds are implemented in tanning facilities in Perth & Kinross              | Inspection of all premises to ensure compliance with legal standards   | %age of inspections achieved   | 100% |
|  |  | Provision of efficient and effective local authority services                         | Ensuring business dutyholders have access to professional support in relation to legal duties and responsibilities                         | Targeting of Designers for Construction Project letters to support the national LACE initiative from the weekly Planning and Building Warrant Lists. | Issue 50 letters raising awareness on (1) safe construction sites & methods and (2) designing out hazards for occupying businesses | 100% |
|  |  |   |  | Targeting Hairdressing salons to advise on the Principal Messages from the Bad Hand Campaign   | Send out approx 110 advisory letters to dutyholders  | 100% |

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| 15. Our public services are high quality, continually improving, efficient and responsive to local people's needs. | 12. Our communities will have access to the services they need | Provision of efficient and effective local authority services | Ensure a high level of customer service in relation to service requests | Respond to customer requests in line with the Councils Customer Service Standards | Requests to be responded within 5 working days  | 95%   |
|  |  |   |   |   | Measurement of customer satisfaction by post inspection questionnaires to all business receiving a planned inspection | %age of business agreeing with inspection outcome |
|  |  |   |   |   | &age of dutyholders able to gain a clear indication of their compliance status from post inspection reports           | 95%   |
|  |  |   |   |   | %age of dutyholders confirming satisfaction with inspecting officers performance and competence                       | 95%   |
|  |  |   |   |   | %age of post inspection letters issued within 10 working days of inspection date                                      | 90%   |
|  |  |   |   |   | %age of post inspection letters issued where dutyholders stated its layout and content were easily understood         | 95%   |
|  |  |   |   |   | %age of dutyholders who felt they were treated courteously  | 95%   |
| 15. Our services will be responsive, of high quality and continually improving                                     |  |   |   |   |   |   |