

SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 23rd June 2014

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WARD(S): All

PORTFOLIO: Cllr Sabia Hussain – Commissioner for Health & Wellbeing
Cllr Sohail Munawar - Commissioner for Social and Economic Inclusion

PART I **KEY DECISION**

STATUTORY SERVICE PLANS

1 Purpose of Report

To seek Cabinet endorsement for Statutory Service Plans (the Plans) in relation to:

- Food Safety Service
- Health and Safety Service
- Trading Standards Service

in accordance with the requirements laid down by The Food Standards Agency (FSA) The Health & Safety Executive (HSE), the Department of Business Skills and Innovation (BIS) and other external agencies.

2 Recommendation(s)/Proposed Action

The Cabinet is requested to recommend that the Statutory Service Plans in relation to the Food Safety, Health & Safety and Trading Standards work undertaken by the Council be endorsed.

3 The Joint Wellbeing Strategy, the JSNA and the Corporate Plan

3a. Slough Wellbeing Strategy Priorities

The Plans ensure that the Council is able to fulfil its statutory obligations under the relevant Regulatory Services legislation. However, the focus of projects within all the Services is geared towards Sloughs specific community and business needs, based on local intelligence, our work with partners and the Joint Strategic Needs Assessment (JSNA), The Joint Wellbeing Strategy and the Corporate Plan

Examples of where the plans contribute to the Slough's priorities include:

- **Economy and Skills**
 - Supporting local businesses in meeting their legal requirements ' through low cost training; 'Buy with Confidence' and Food Hygiene courses; recognising good standards in food businesses with the Food Hygiene Rating Scheme
 - Partnerships with businesses in the Primary Authority Scheme, providing regulatory compliance advice for businesses trading beyond the boundaries of Slough, reducing the regulatory burden upon those businesses and contributing to the prosperity of the town.
 - Developing with other Council teams and 'Open for Business' approach.

- **Health**
 - Supporting and encouraging all the cuisines in Slough to provide safe food through inspections and interventions and the Food Hygiene Rating Scheme (FHRS)
 - Catering for Health award supporting businesses to provide choices, including the safe importation of ethnic foods.
 - Reducing risks in the work place with investigations, interventions and specific projects based upon Sloughs needs such as Legionella control,
 - Increasing awareness of food labelling and healthy eating, contributing to reducing obesity rates in Slough;

- **Regeneration and Environment**
 - Advice for Slough businesses on waste and pest control; animal by-products waste disposal; safe asbestos disposal

- **Safer Slough**
 - Underage sales education and enforcement; projects to reduce the incidence of violence in retail and licensed premises e.g. Loan Shark project, Community Alcohol Partnership (CAP) and supporting work for the Local Alcohol Action Area (LAAA)
 - Safeguarding migrant and other vulnerable workers

- **Housing**
 - Supporting owners and landlords to provide Energy Performance Certificates for accommodation

3b. **Slough Wellbeing Strategy: Cross-Cutting themes –**

Civic responsibility

The majority of businesses in Slough want to be able to comply with legal requirements concerning food safety, fair trading and health & safety, The Service Delivery Plans are designed to help support businesses towards compliance with a graduated enforcement approach commencing with advice and sign posting to detailed information. Schemes such as Buy with Confidence and the Food Hygiene Rating Scheme recognise and reward businesses that do well; encouraging residents to use their local services and shops.

Improving the image of the town

The Plans set out how the Council will meet its statutory obligations to maintain the pre-requisites that residents and visitors expect in a town like Slough; to be able to eat out without becoming ill, go to work without being injured, buy safe goods in the town's shops. The plans detail essential work that will both protect the reputation of Slough and improve its image.

A core part of the Plans is the provision of assured regulatory advice to 34 national and international businesses and trade associations via the Primary Authority scheme. Slough has become a leader in the provision of Primary Authority advice contributing to the prosperity of the town and identifying Slough as a town that aims to reduce the regulatory burden for businesses.

Joint Strategic Needs Assessment (JSNA)

Key objectives are informed by evidence from the JSNA and aim to deliver positive outcomes via both legislative action and behaviour approaches to improve public and workplace health for example:

- **Reduce Inequalities in health.** Smoke free enforcement, tobacco control, underage sales test purchasing and counterfeit or illegally imported tobacco products investigations in partnership with SBC Licensing, Thames Valley Police and Immigration Enforcement.
- **Reduce Adult and childhood Obesity.** The Plans detail work on nutritional awareness and the roll out of catering for health in the Slough Community, together with a school meals survey which provides baseline data.
- **Improve the quality and availability of housing and environment for Slough residents.** Support for the Slough Sheds project with Energy Performance Certificates (EPCs) enforcement and advice
- **Increase skills and employment opportunities.** Provide assured advice for businesses in Slough and specialist training for food handlers. Supporting legitimate businesses to prosper.
- **Reduce violent crime, domestic abuse and sexual abuse.** Advice and support in relation to control of underage sales of alcohol and knives, provision of proof of age cards.

3c Corporate Plan 2014/15

The Plans link directly to the Corporate Plan and the Council's vision through the food safety, health and safety, and trading standards action plans for the front line delivery of services;

- Improve customer experience – we seek and act upon feedback from our customers, aiming to simplify access to the service with more online information and supporting the development of 'Open for Business'
- Deliver high quality services to meet local needs. Services are based upon local evidence of risk and need and are targeted specifically for Slough's residents, visitors and businesses.
- Develop new ways of working, deliver local and national change, develop a skilled and capable workforce. Expanding our regulator services to businesses in order to increase income and work towards offsetting the cost of service delivery.

- Deliver local and national change and improvement. Supporting the Town Centre initiatives and responding to new statutory service requirements.
- Promote economic growth and protect the Council's finances. Developing an improved approach to increase inward investment retention of existing businesses and entrepreneurship via Primary Authority support and 'Open for Business' approach, ensuring a level playing field for Slough business by dealing with rogue traders.

4 Other Implications

(a) Financial

It is anticipated that the plans will be implemented within existing resources. However, the situation will be closely monitored as unplanned reactive pressures, such as major investigations, will have resourcing implications which will be reported to members for their consideration.

Costs recovered from Primary Authority work will be used to help off set the cost of service delivery and contribute to the council's savings targets as appropriate.

(b) Risk Management

| Risk | Mitigating action | Opportunities |
|-------------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legal | None | |
| Property | None | |
| Human Rights | None | Protection of worker and consumer rights in Slough |
| Health and Safety | None for SBC workforce. Risk Assessments are in place for all officer activities | Supporting businesses in Slough toward sensible risk management, enhancing health & safety conditions in Slough. |
| Employment Issues | None | Costs recovered from Primary Authority can offset service delivery costs helping to maintain a flexible and resilient workforce to meet Sloughs needs |
| Equalities Issues | None. Equality Impact Assessments have been completed | The work of the teams actively supports equality in the work place for example, with disability access and awareness issues. |
| Community Support | None | The teams engage in neighbourhood and Community action events |
| Communications | None | The Teams engage with businesses and residents |

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|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| | | on a daily basis Regular press releases and newsletters are issued we have regularly interview slots on BBC Radio Berkshire |
| Community Safety | None | Underage sales, rogue traders, loan sharks activities support the Safer Slough Partnership priorities. |
| Financial | Risk from complex criminal investigations or outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work within timescales set by national enforcement bodies. Increased costs from legal fees not fully recovered. Mitigated by the re-prioritisation of resources where possible. | The income from Primary Authority work can be used to offset cost of service delivery |
| Timetable for delivery | Risk from complex criminal investigations or outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work. Mitigated by the re-prioritisation of resources where possible. | |
| Project Capacity | Risk from complex criminal investigations that demand considerable officer time resulting in pressure upon resources to complete statutory work.. Mitigated by the re-prioritisation of resources where possible. | |
| Other Failure to endorse the SDPs | Serious risk to delivery of statutory obligations, failure to delivery on projects that impact positively on health & well being issues in Slough. Potential risk to Slough Borough Council reputation. | |

Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms Human Rights Act Implications

Equalities Impact Assessment

Equalities Impact assessments have been completed on key policies contained within the Plans. However, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms of Equality Impact Assessment.

5 **Supporting Information**

5.1 National guidance on the delivery of the Authority's enforcement activities is issued by The Food Standards Agency, the Health and Safety Executive and the Department for Businesses, Innovation and Skills; setting out standards for service provision, monitoring and auditing arrangements, in order to ensure that local enforcement activities are undertaken in a robust and fair consistent manner in line with the Regulators Code and our Enforcement Policy.

5.2 The Plans are an important part of the process to ensure national priorities and standards are addressed and delivered to meet local needs effectively. These Plans, which are required to be reviewed and updated annually, will

- focus on local priorities and the needs of our local community
- provide an essential link with financial planning
- set objectives for the future, and identify major issues that cross service boundaries;
- and provide a means of managing performance and making performance comparisons

5.3 Local authorities are required to include in their Statutory Service Plans

- Information about the services they provide
- the means by which they will provide those services
- the means by which they will set/monitor performance targets and standards
- a review of performance against proposed targets

5.4 Primary Authority is a statutory scheme which enables partnerships to be formed between business and local authorities. The aim being to streamline and simplify the national regulatory compliance demands on local businesses in relation to trading standards, food and health & safety matters. The scheme has been phenomenally successful in Slough and we have now secured 34 successful agreements with national and international businesses based in the town such as; Reckitt Benkiser, Mars, Telefonica, Citroen, Fiat and Burger King. The scheme continues to grow with the recent addition of two trade associations.

5.5 Statutory Service delivery will continue to focus very specifically upon areas of high risk whilst aiming to reduce the regulatory burden on compliant business: continuing to make the best use of the resources we have available and ensuring positive outcomes and value for money.

5.6 We will seek to strengthen existing partnerships and develop others to ensure effective delivery across service areas; using an evidenced based approach to help deliver services that meet the specific needs of Slough based upon the evidence available supporting the Corporate Plan and the Safer Slough Partnership

6 **Comments of Other Committees**

None

7 **Conclusion**

The proposed Plans illustrate our commitment to continuous improvement and accountability, whilst responding flexibly to ongoing changes in both the regulatory and consumer landscapes nationally and locally. They also show how the Council has successfully adopted a balance of techniques and approaches to support local businesses, drive up compliance, enhance consumer protection and promote, with our partners, safety and wellbeing in the workplace and our communities.

8 **Appendices (In Appendices Pack)**

- A. Food Safety & Standards Service Delivery Plan 2014/15
- B. Health & Safety Service Delivery Plan 2014/15
- C. Trading Standards Service Delivery Plan 2014/15

9 **Background Papers**

- '1' Food Standards Agency Code of Practice (Revised 2014)
- '2' National Local Authority Code, Health & Safety at Work. (2013)
- '3' Primary Authority Handbook. Local Better Regulation Office (2014)