

**CAMBRIDGE CITY COUNCIL**

**ENVIRONMENT HEALTH SERVICES**

**COMMERCIAL ENVIRONMENTAL HEALTH**

**BUSINESS REGULATION PLAN**  
**2017-18**  
**Executive Summary**

Drawn up in accordance with the  
Food Standards Agency's  
Framework Agreement Amendment No. 5 (April 2010)  
and the  
Health and Safety Executive's  
Guidance to Local Authorities

May 2017

## SECTION 1 : REPORT BACKGROUND

### 1.1 Summary

- 1.1.1 This summary report identifies the background within which Commercial Environmental Health operates in the City, a review of the work carried out over 2016/17, and the identification of the work the service intends to undertake during 2017/18.
- 1.1.2 The full Business Regulation Plan for 2016/17, as required to be produced by both the Food Standards Agency (FSA) and Health and Safety Executive (HSE), is available from the Commercial & Licensing Team.

### 1.2 Background

- 1.2.1 According to the 2011 Census, the city has a population of approximately 124,000, which is an increase of more than 10% over the previous census. There are approximately 4,100 businesses in the City, with Commercial Environmental Health responsible for enforcing health and safety in approximately 2,500 businesses, and food hygiene law enforcement in approximately 1,300 food businesses. Many businesses in the City are established, but there is a known turnover of food business of approximately 15% each year, with an estimated similar turn-over in the non-food businesses sector.
- 1.2.2 The business food hygiene risk rating profile is as follows:

Food Hygiene Safety Risk Rating	Number of Businesses <sup>1</sup>
Category A	2
Category B	37
Category C	243
Category D	634
Category E	469
Approved Premises	0

**Table 1: Distribution of Food Businesses in Cambridge based on Food Hygiene Risk Rating**

- 1.2.3 The Commercial Team operates the FSA Food Hygiene Rating Scheme (FHRS), which rates food businesses between 0 (urgent improvements necessary) to 5 (very good). This is a publically accessible rating scheme to allow food business customers to have a greater knowledge about the hygiene standards present in the food business at the time of the last inspection. Food businesses broadly meeting their legal obligations are rated 3 to 5, whilst those failing to do so are rated 0 to 2; this threshold is known as Broadly Compliant.

<sup>1</sup> numbers correct as of May 2017

1.2.4 The business health and safety risk rating profile is as follows:

Health and Safety Risk Rating	Number of Businesses
Category A	1
Category B1	36
Category B2	397
Category C	1,623

**Table 2: Distribution of Businesses in Cambridge based on Health and Safety Risk Rating**

## SECTION 2 : SUMMARY REPORT

### 2.1.1 Review of the Commercial Team Intervention Programme 2016/17

2.1.1 During 2016/17 the service again experienced significant staffing matters, including the resignation of the Team Manager and the additional loss of one authorised enforcement officer. Furthermore, the roles and functions that Technical Officers can perform were previously curtailed by FSA statutory requirements. In combination, these staffing matters impacted on the availability of staff to carry out the programmed work and the range of activities different officers could undertake; as can be seen in the subsequent tables 3 and 4.

### 2.1.2 Review of Food Safety Interventions for 2016/17

2.1.2.1 During the year 2016/17, Commercial Environmental Health has undertaken the following food hygiene work;

Proposed Food Safety Work	2016/17 target <sup>2</sup>	Actual Work Undertaken
Programmed Food Safety Inspections/Interventions:		
Category A	1	1
Category B	24	34
Category C	164	159
Category D	316	221
Category E	124	76
Total:	629	491
New Food Business Inspections	200	138
Sampling Interventions	10	0
Food Complaint Investigations	330	373
Infectious Disease Investigations	100	60
Total number of Interventions	1269	1062
Number of Written Warnings served	Not set	355
Number of Enforcement Notices served	Not set	4
Level of Broadly Compliant food businesses	93%	92.4% <sup>3</sup> & 96% <sup>4</sup>

**Table 3: Review of Food Hygiene Performance against the Work Proposed in the 2016/17 Work Plan**

2.1.2.2 Table 3 (above) shows the number of interventions that Commercial Environmental Health has carried out ;

- To deliver a hazard based, food safety targeted intervention programme of the registered food businesses in the City due an intervention during the year
- To register and carry out an initial assessment of the food hazards posed by all new food businesses starting in the City during the year

<sup>2</sup> Targets taken from the Business Regulation Plan 2016/17

<sup>3</sup> Number of broadly compliant food businesses including unrated premises

<sup>4</sup> Number of broadly compliant food businesses excluding awaiting inspection

- To investigate food hygiene associated complaints received during the year
- To investigate the reported infectious disease cases associated with the City, working with both Public Health England and the Health Protection Agency.

2.1.2.3 The service also;

- Achieved a FHRS broadly compliant rating of 92.4%<sup>5</sup>
- Provided taught and on-line food safety and allergen training to individuals and businesses both within and outside of the City
- Worked in partnership with the County Health and Wellbeing Board to further develop and support a healthier eating initiative; Healthy Options

### 2.1.3 Review of Health and Safety Enforcement Work Plan for 2016/17

2.1.3.1 During the year 2016/17, Commercial Environmental Health undertook the following health and safety work;

Proposed Health and Safety Work	2016/17 target <sup>2</sup>	Actual Work
Full Programmed Health and Safety Inspections	0	3
Alternative Health and Safety Interventions: <sup>6</sup>		
Hazard spotting during non-health and safety interventions	400	201
New Business Inspections	450	7
Total:	850	208
Health and Safety Complaint Investigations	120	69
Investigations under RIDDOR <sup>7</sup>	70	67
Total number of Interventions	1040	347
Number of Formal Letters served	Not set	9
Number of Enforcement Notices served	Not set	2

**Table 4: Review of Health and Safety Performance against the Work Proposed in the 2016/17 Work Plan**

2.1.3.2 To clarify further on the work identified in table 4 (above), the team has;

- Carried out a risk based intervention programme of the commercial businesses in the City due an intervention during the year,
- Carried out an initial assessment of the risks posed by new businesses starting in the City during the year,
- Investigated all complaints and carried out appropriate enforcement action,

<sup>5</sup> Data provided to FSA in 2016/17 Local Authority Return

<sup>6</sup> Includes business assessment via questionnaires or targeted partial assessments, etc

<sup>7</sup> RIDDOR is the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations, 1995 (as amended)

## 2.1.4 Additional interventions undertaken during 2016/17

2.1.4.1 In addition to the previously mentioned work, Commercial Environmental Health also carried out other work for the benefit of the community. This included;

- Maintained and developed our existing food safety and health and safety focussed Primary Authority Partnerships (PAP) with Nandos Chickenland Ltd., Ridgeons Ltd and Check-It
- Investigated approximately 145 reported infectious disease cases, working with both Public Health England and the Health Protection Agency
- Working with the neighbouring local authorities to ensure consistency and uniformity of enforcement for food and health and safety interventions

## **2.2 The Proposed Work of the Commercial Team for 2017/18**

### 2.2.1 The Scope for the Proposed Work

2.2.1.1 Both the FSA and HSE require Cambridge City Council to state how it intends to meet its obligations to carry out its enforcement duties; this section will clarify this for the year 2017/18. However, it must be considered that the service has obligations other than those identified in this Business Regulation Plan. Commercial Environmental Health is primarily an enforcement service enforcing food safety, health and safety and infectious disease control in the City of Cambridge. As such, the service will continue to deliver a programme of proactive and reactive interventions aimed at ensuring that the business community is safe and legally compliant. This will continue to be the main method by which the service will satisfy the Council's obligations to fulfil the requirements of the FSA and HSE and to ensure that our businesses are legally compliant.

2.2.1.2 The service also provides an educative and advisory role, and will attempt to work cooperatively with the business community to provide them with the resources they may require to develop, grow and hopefully be more successful, thereby being better able to contribute to addressing the Council's anti-poverty strategy. As this includes a charged service, the income generated will contribute to the off-setting of some of the costs for undertaking this work.

2.2.1.3 Cambridge City Council has adopted an Anti-poverty Strategy aimed at minimising the economic disadvantage faced by some of the residents of the city. The team has embraced this strategy and aims to work to offer resources and opportunities to reduce any disadvantage suffered by the target populations. The service supports initiatives to target the more socially deprived wards to help raise the knowledge about healthier food and more hygienic food processes. This work is in partnership with the County Council's Public Health Directorate and aims to meet the objectives of both the anti-poverty strategy and the Government's Responsibility Deal.

2.2.1.4 In addition to the above interventions, financial constraints are being imposed on the Council with all departments being required to review their services to try to identify opportunities for savings and new income generation. The loss of the previous Team Manager created an opportunity to amalgamate teams and Commercial Environmental Health merged to being part of a wider Commercial & Licensing Team; saving 0.5 FTE Team Manager. However, the need to ensure officer work is supported means the 0.8 FTE vacant EHO post will be reflected within the recruitment programme, also supported by one of the two Technical Officers now able to undertake a full range of EHO duties. Additionally a contractor recently started on a temporary basis to assist with outstanding work.

## 2.2.2 The Food Safety Interventions for 2017/18

2.2.3.1 All food businesses that are due an intervention during 2017/18 will receive the appropriate level of intervention in accordance with the requirements of the FSA

- Businesses rated A, B, C or FHS of 0, 1 or 2 will receive a full or partial targeted inspection
- Businesses rated D or E, and with a FHS score of 3 to 5, will receive either the same type of intervention as identified above, or an alternative intervention. This may include a targeted visit to assess if there have been any changes in compliance since the last inspection, or a business self-assessment using a low risk questionnaire.
- All new food businesses will be visited and fully hazard assessed, within a target of within 28 days of their opening or registration if this is later. This will allow the team to hazard rate the business, allowing the service to subsequently consider the most appropriate intervention regime. The new premises inspection will also include a health and safety assessment if appropriate.

2.2.3.2 All reactive notifications received giving the service local intelligence associated with, or about the condition of specific food businesses will be assessed, and, subject to the nature of the matter, will be investigated to determine the most appropriate course of action.

2.2.3.3 To allow businesses in the City to develop, Commercial Environmental Health will offer advice & assistance as part of any intervention carried out. In addition to this, the service will also offer targeted training and a cost-recovery mentoring service with the intention to work with the business to help it develop and become fully legally compliant.

2.2.3.5 The table below outlines the proposed food safety interventions planned for 2017/18;

Programmed Inspections/Interventions – total	584
A rated food businesses	3
B rated food businesses	36
C rated food businesses	142
D rated food businesses	247
E rated food businesses	156
Outstanding Inspections/Interventions	214
New Business Inspections (estimated)	200
Premises Sampling Interventions (estimated)	10
Complaint Investigations (estimated)	330
Infectious Disease Investigations (estimated)	100
Development of targeted partnership schemes	
Provision of Food Safety Training – subject to demand	
Total number of Interventions	1438

**Table 6: Proposed Food Safety Interventions for 2017/18**

### 2.2.3 Proposed FHRS objective for 2017/18

2.2.3.1 During 2017/18, Commercial Environmental Health will encourage all food businesses to improve their ratings, and aim to achieve an overall standard of 93% broad compliance for those qualifying food businesses inspected during the year. Alongside this objective, the service will also work with food businesses to encourage more of them to display their FHRS window stickers. It is hoped that by having more broadly compliant businesses in the city, and by encouraging consumers to actively consider this guide, the rate of display will also increase.

### 2.2.4 The Health and Safety Interventions for 2017/18

2.2.4.1 All businesses that fall under the health and safety enforcement regime for the Commercial Environmental Health will receive an inspection or intervention appropriate to the risks they pose and the guidance offered by the HSE. To this effect, the service will proactively seek to identify hazards whilst on other visits (e.g. food safety).

2.2.4.2 All new businesses will be visited to allow the risks posed by the business to be assessed. This will allow the Commercial Team to risk rate the business, which will in turn allow the service to subsequently consider the most appropriate intervention regime.

2.2.4.3 All reactive notifications received giving the service local intelligence about the condition of a business will be assessed, and, subject to the notification identifying a potential risk to the business user, will be investigated to determine the most appropriate course of action. Reactive notifications include the receipt of accident notifications or complaints about the conditions in the business.

2.2.4.4 Food businesses that are visited will also receive a health and safety hazard spotting assessment. If this assessment is sufficient to risk rate the business, the rating will be changed accordingly. If the assessment is not sufficient, the intervention will be recorded on M3 to determine the next inspection due date.

2.2.4.5 The table below outlines the proposed health and safety interventions planned for 2017/18;

Programmed Inspections – High risk businesses only	0
Alternative Interventions – Non-high risk businesses	
• Hazard Spotting, as part of non-health and safety interventions (estimated)	400
• New Business Inspections (including food businesses) (estimated)	450
Complaint Investigations (estimated)	120
Investigations under RIDDOR	70
Development of targeted partnership schemes	
Provision of Health and Safety Training – subject to demand	
Total number of Interventions	1040

**Table 5: Proposed Health and Safety Interventions for 2017/18**

### 2.2.5 Proposed Additional Interventions for 2017/18

2.2.5.1 As mentioned, Commercial Environmental Health undertakes significantly more work than just that required by the FSA or HSE. As this work impacts upon the team and the City, this section summarises this additional work.



- 2.2.5.2 To allow the businesses in the City to develop, the team will offer advice & assistance as part of any intervention involving the business. In addition, the service will also offer a targeted training and mentoring service intending to work with the business, thereby allowing it to develop its own strategy for compliance and a targeted approach to our industrial and trading estates.
- 2.2.5.3 Businesses which are based in the enforcement areas of more than one local authority are able to enter into a partnership with one specific local authority. This is the principle of the Primary Authority Partnership (PAP) Scheme as managed by Regulatory Delivery (within Department for Business, Energy & Industrial Strategy). Commercial Environmental Health currently has three existing partnerships, a food hygiene and health and safety PAP with Nandos Chickenland Ltd, a food safety PAP with Checkit Ltd, and a health and safety PAP with Ridgeons Ltd. The service will continue to work during 2017/18 to develop these Partnerships.
- 2.2.5.4 The service has adopted the need to actively contribute to both the Council’s anti-poverty strategy, Cambridgeshire’s Public Health Healthy Weight Strategy and the Government’s Responsibility Deal. To this effect, the team will undertake the necessary work required to again support the Healthier Options scheme.
- 2.2.5.5 In addition to the above interventions, and due to financial constraints being imposed on the council, all departments are being required to review their services to try to identify opportunities for either savings or new income generation. Commercial Environmental Health will continue to consider income generation during 2017/18.
- 2.2.5.6 The table below outlines the proposed additional interventions planned for 2017/18;

<u>Statutory or Obligatory Undertakings</u>	
Statutory nuisance investigations	
Enforcement of smoking legislation	
Consultee for licensing and planning enquiries	
Liaison and partnership working with other council services	
Liaison and partnership working with other organisations	
<u>Discretionary Undertakings</u>	
Primary Authority Partnership Scheme	Maintenance of existing partnership
	Development of new partnerships
Introduction of work associated with the public health agenda	
Introduction of a healthier eating strategy	
Introduction of work associated with the anti-poverty strategy	
Development of targeted community liaison	
Implementation of a business mentoring scheme	
Development of a business targeted training strategy	
Development of an income revenue strategy	

**Table 6: Proposed Additional Interventions for 2017/18**