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**To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD**

**On: 29 AUGUST 2017**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: PUBLIC PROTECTION OPERATIONAL SERVICE PLAN, 2017 to 2020**

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## **1. Summary**

- 1.1 The Operational Service Plan for Public Protection is attached as Appendix 1 to this report. It sets out the operational actions and targets for the Public Protection Service, as delivered through Community Resources, for the 3 year period covering 2017 to 2020. Some of the functions covered under Public Protection include food safety, Health and Safety in the workplace, pollution control, public health, housing disrepair, product safety, consumer complaints, dog warden, pest control, civil contingencies, community safety and the enforcement of parking, littering, dog fouling and commercial waste.
- 1.2 Some of the Public Protection service activities are statutory functions and in particular the attached Operational Service Plan also incorporates the statutory Business Regulation Service Plan 2016/17 for Food Safety Enforcement and Health & Safety Enforcement. It is a requirement that these documents are submitted to Policy Board for approval each year.
- 1.3 The intention of this approach is to demonstrate the integrated/co-ordinated working that happens across all of the services delivered by Public Protection and to give better & wider context to the statutory activities required and included within Public Protection Service.
- 1.4 The services covered under Public Protection include:
- Business Regulation;
  - Environmental Improvements;
  - Trading Standards and Licensing;

- Civil Contingencies; and
- Renfrewshire Community Safety Partnership.

- 1.5 The Operational Service Plan is structured into four main sections:
- Introduction and overview;
  - Action Plan;
  - Performance Indicator Scorecard; and
  - Service appendices.
- 1.6 The indicators within the scorecard will be monitored on a regular basis and will be incorporated within the 6 monthly reporting process for the Public Protection Operational Service Plan.
- 1.7 Many of the actions are short or medium term actions until the end of the financial year (March 2018). However, it should be noted that many are cyclical and will occur every year and these have been noted in the action dates.
- 1.8 The Public Protection Operational Service Plan includes areas of activity that are delegated to the Infrastructure, Land and Environment Policy Board as well as this Board. This report is being submitted to both Boards for approval with regard to their relevant areas of delegated activity.
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## **2. Recommendations**

It is recommended that the Communities, Housing and Planning Policy Board

- 2.1 Approves the Public Protection Operational Service Plan 2017 to 2020, incorporating the statutory Business Regulation Service Plan 2017/18 for Food Safety Enforcement and Health & Safety Enforcement as specific to the areas of activity delegated to this Policy Board.
- 2.2 Notes that this report is also being presented to the Infrastructure, Land and Environment Policy Board for their approval with regard to their relevant areas of delegated activity.
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## **3. Background**

- 3.1 The Public Protection Service is one of Renfrewshire Council's key services in ensuring the safety and wellbeing of residents, visitors and employees within the Renfrewshire area.
- 3.2 The key responsibilities of Public Protection include:
- Protecting public health and community safety through the Renfrewshire Community Safety Partnership;

- Delivering a comprehensive civil contingencies capability across the communities of Renfrewshire, Inverclyde, East Renfrewshire and West Dunbartonshire which responds to, prepares for and recovers from disruptive events;
- Providing environmental protection support to improve private sector housing standards and conditions in houses in multiple occupation;
- Implementation of the Council's Contaminated Land Strategy and the maintenance of air quality across Renfrewshire;
- Providing occupational health and safety enforcement and food hygiene inspections in relevant work premises to protect employees, workers and the general public within Renfrewshire;
- Providing consumer protection through Trading Standards

3.3 The key priorities included within the action plan of the Public Protection Operational Service Plan are based on the revised Renfrewshire Council Plan 'A Better Future, A Better Council':

- A Better Future: Place
  - Driving physical and economic regeneration;
  - Building on our culture and heritage;
  - Protecting the public;
  - Creating a sustainable Renfrewshire.
- A Better Future: People
  - Reducing the level and impact of poverty;
  - Raising attainment and closing the attainment gap;
  - Supporting and sustaining people into employment;
  - Improving care, health and wellbeing.
- A Better Council
  - Supporting our employees;
  - Continuing to be a well-run council.

3.4 Some of the functions covered under Public Protection include food safety, Health and Safety in the workplace, pollution control, public health, housing disrepair, product safety, consumer complaints, dog warden, pest control, civil contingencies, Community Safety and the enforcement of parking, littering, dog fouling and commercial waste.

3.5 There are 42 distinct actions detailed in the Operational Service Plan. Each action is detailed with a due date for delivery, a responsible officer and the desired outcome in meeting this action.

- 3.6 Performance will be measured through a scorecard of indicators. Some of the indicators proposed have been in place for some time, although a number of new indicators are proposed to enhance performance monitoring.
- 3.7 Where possible, the scorecard details the performance over the previous 2 years and the target for 2017/18.
- 3.8 The statutory Business Regulation Service Plan (2017/18) is included as appendix 3.1 and covers Food Safety Enforcement and Health & Safety Enforcement in a format recognised and required by statutory agencies and inspectors.
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### **Implications of the Report**

1. **Financial** – none
2. **HR & Organisational Development** – none
3. **Community Planning**  
A Greener Renfrewshire – The Operational Plan will highlight actions/outcomes for Community Resources to continue to improve the environment and contribute to the outcomes of a Greener Renfrewshire.  
  
Safer and Stronger – the Public Protection Service contributes towards Renfrewshire being a safe and secure place for those living, working or visiting the area, using intelligence-led joint tasking arrangements. It addresses anti-social behaviour & crime and supports youth diversionary and educational programmes.
4. **Legal** – none
5. **Property/Assets** - none
6. **Information Technology** - none
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** – none

12. **Cosla Policy Position** – not applicable

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**List of Background Papers** - None

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# **Public Protection**

## **Operational Service Plan**

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## Section 1: Introduction & Overview

### 1.1 Purpose of the Operational Plan

- 1.1.1 This plan sets out the operational actions and targets for the Public Protection Service of Community Resources covering the period 2017-2020 and outlines what the service intends to achieve based on the resources available.

### 1.2 Strategic Context

- 1.2.1 It does this in support of the Council's strategic priorities which are established in the:
- Community Plan/Local Outcome Improvement Plan (LOIP), and
  - The Council Plan.
- 1.2.2 The Community Plan and Council Plan share a vision for Renfrewshire which is: "Working together to make Renfrewshire a fairer, more inclusive place where all our people, communities and businesses thrive".
- 1.2.3 The Community Plan/LOIP was formally approved by the Council in June 2013 and sets out an ambitious vision for Renfrewshire. Six community planning thematic boards have been formed to deliver the commitments made by the community planning partners under each of the six themes:
- Children and young people;
  - Jobs and the economy;
  - Community care, health and well-being;
  - Safer and stronger Renfrewshire;
  - Greener Renfrewshire; and
  - Empowering our communities.
- 1.2.4 The Council Plan, *A Better Future, A Better Council* was refreshed in December 2015 and the new priorities outline how Renfrewshire Council will contribute to delivering improved outcomes for local people, communities and businesses. These priorities are embedded in Community Resources' strategic planning framework with the activities as detailed in the Service Improvement Plan, aligned to the Council Plan to ensure we are delivering the Council's priorities.
- 1.2.5 This Operational Plan for the Public Protection Service of Community Resources covers the year 2017/18. It outlines the operational priorities that the service will deliver to achieve the wider service outcomes outlined in the 2017-2020 Service Improvement Plan.

### 1.3 Operational Plan Structure

1.3.1 The Plan is structured around four main sections:

1. Introduction and Overview;
2. An Action Plan;
3. A Performance Indicator Scorecard;
4. Service Appendices.

1.3.2 The Introduction and Overview section covers the strategic context of the plan, the structure of the plan, how the plan will be monitored and a brief service overview.

1.3.3 The Action Plan is the core of the operational plan. It sets out the priorities being addressed, the key tasks to be implemented, the officers responsible for achieving the key tasks, the implementation timetable, and the outcomes against which progress will be measured. The action plan can be found in Section 2.

1.3.4 The Performance Indicator Scorecard sets out the framework for how the operational plan will be monitored. It links performance indicators to actions and desired outcomes and includes the previous 3 year performance values and the 2017/18 performance target. The scorecard can be found in Section 3.

1.3.5 The performance indicator scorecard and the action plan are both monitored using the Council's performance management system, Covalent.

1.3.6 The Service Appendices section of the plan provides useful supplementary information relevant to the service.

1.3.7 The appendices can be found in Section 4.

## 1.4 Monitoring the Plan

- 1.4.1 A six monthly monitoring report, showing the progress achieved on the plan will be delivered to the Public Protection Service Management Team in November 2017 and summarised to the Community Resources Senior Leadership Team as part of an overall operational planning progress report. A final outturn report on the plan will be prepared as part of the refresh of the Operational Plan early in 2018/19.

## 1.5 Service Overview

- 1.5.1 The Public Protection Service of Community Resources has responsibility for delivering many of the enforcement and regulatory activities required of the Council. The service also has responsibility for civil contingency arrangements and the Renfrewshire Community Safety Partnership which delivers services from the Renfrewshire Community Safety Hub in Paisley. Key responsibilities include:

### **Business Regulation**

- 1.5.2 Community Resources Business Regulation Team is responsible for the provision of statutory Regulatory services on behalf of the Council in relation to Food Safety, Food Standards and Health & Safety at Work. These areas of work are delivered under guidance issued by Food Standards Scotland (FSS) and the Health and Safety Executive (HSE). In addition to statutory functions, the team offer guidance and support to local businesses and consumers. The team also carry out port health functions at Glasgow Airport. The Business Regulation Team also carry out work on behalf of Scotland Excel as Renfrewshire Council acts as the servicing Authority for them. A separate Food Service Plan requires to be prepared for approval by the Environment Policy Board as part of the Council's Framework Agreement with Food Standards Scotland. The Food Service Plan is attached as Appendix 3.1 to this document.

### **Environmental Improvements**

- 1.5.3 The Environmental Improvements Team meet the statutory duties placed upon the Council by public health based legislation, covering such areas as statutory nuisances including: commercial noise; insects; odours; defective drainage; housing disrepair; licensing for houses in multiple occupation; and regulation of private water supplies. The team are also involved in undertaking the Council's duties regarding local air quality management, contaminated land and enforcement duties associated with the registration of private landlords.
- 1.5.4 The Environmental Improvements team are also extensively involved with redevelopment works on brownfield land undertaken through the planning process and work closely with developers to ensure that sites are remediated to a level which is suitable for their intended use. This is evident through redevelopment of the former ROF site at Bishopton. Many of the tasks undertaken by the team contribute to minimising corporate risks as well as meeting Community Planning and Council Plan objectives.

### **Trading Standards and Licensing**

- 1.5.5 The Trading Standards and Licensing Team fulfil the statutory obligations imposed upon the Council by a wide variety of criminal consumer protection legislation, covering areas such as: weights and measures; product safety; product descriptions and counterfeiting; pricing; age-restricted products; animal health; and animal feeding stuffs. In addition, the team contributes to a number of non-statutory Council and Community Planning objectives, such as supporting local businesses through the Best Bar None scheme and protecting vulnerable people from scams.

- 1.5.6 Trading Standards advise Renfrewshire businesses on changes in legislation, and support them in meeting their responsibilities to ensure Renfrewshire businesses flourish. Officers also provide civil advice to Renfrewshire residents on their consumer rights and assist them in resolving complaints.

### **Civil Contingencies**

- 1.5.7 The Civil Contingencies team delivers a comprehensive civil contingency capability across the communities of Renfrewshire, Inverclyde, East Renfrewshire and West Dunbartonshire which responds to, prepares for and recovers from disruptive events. The service also ensures that business continuity arrangements are in place to ensure continuation of service delivery in emergency situations.

### **Renfrewshire Community Safety Partnership**

- 1.5.8 The Renfrewshire Community Safety Partnership delivers services from the Renfrewshire Community Safety Hub in Paisley to make Renfrewshire a safer and cleaner place for people to live in, work in and visit, working with a range of partners, including:

- Police Scotland
- NHS Greater Glasgow and Clyde
- The Procurator Fiscal
- St Mirren Football Club
- Scottish Fire and Rescue Service
- The Children's Reporter
- Engage Renfrewshire

- 1.5.9 The partnership deals with complaints about anti-social behaviour, such as:

- Neighbour disputes
- Domestic noise
- Vandalism
- Dog nuisance
- Drug dealing
- Youth disorder
- Graffiti
- Pest control

- 1.5.10 The service also investigates complaints and issues fixed-penalty fines, where appropriate, in relation to:

- Littering
- Breaches of the smoking ban
- Fly-tipping
- Abandoned vehicles
- Dog fouling
- Fly-posting
- Vehicle engine idling and illegal emissions

- 1.5.11 Renfrewshire Community Safety Partnership also helps local groups to organise litter clean-ups and advises schools and community groups about issues such as litter, dog fouling and fly-tipping. The partnership provides residents and businesses with graffiti clean-up kits and advises them about disposing of their waste properly. During the winter months, the partnership assists local residents and groups to clear snow and to grit pavements.

## Section 2: Action Plan

- 2.1 The action plan, which follows, is integral to the success of the Public Protection Service Operational Plan and details: the priorities being addressed; the key tasks to be implemented over the plan period; the implementation timetable and the outcomes against which progress can be measured. The structure of this action plan mirrors the Community Resources Service Improvement Plan, demonstrating how operational plans help deliver the priorities of the Service Improvement Plan, which in turn help achieve the priorities of the Council Plan and Renfrewshire's Community Plan. This forms part of the process of cascading the Council's priorities throughout the organisation. It also provides the means to integrate the various other operational plans and action plans.
- 2.2 A six monthly monitoring report, showing the progress achieved on the plan will be delivered to the Public Protection Service Management Team in November 2017 and summarised to the Community Resources Senior Leadership Team as part of an overall operational planning progress report. A final outturn report on the plan will be prepared as part of the refresh of the Operational Plan early in 2018/19.



## Public Protection Operational Service Plan 2017-2020 - Action Plan

Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
Outcome: Driving Physical and Economic Regeneration				
1	Support Paisley First in their efforts to retain the Purple Flag status obtained in January 2017	31 Mar 2018	Nicola Williamson	<p>A raised profile and an improved public image in Paisley town centre through:</p> <ul style="list-style-type: none"> <li>• Wider patronage</li> <li>• Increased expenditure</li> <li>• Lower crime and anti-social behaviour</li> <li>• A more successful mixed-use economy</li> <li>• Raising awareness of the Purple Flag with visitors and businesses</li> </ul>
2	Provide support to new traders in Renfrewshire (Partners: Economic Development; SCOTSS; CTSI)	31 Mar 2018	Faye Wilson; Colin Hunter; Robert Marshall; Nicola Williamson	New businesses will be compliant with relevant legislation and provide a quality service to Renfrewshire's residents
3	Review and update the Council's contaminated land strategy for 2015-2021	31 December 2017	Colin Hunter	<p>Contaminated land within Renfrewshire is dealt with through a methodical, risk based approach</p> <p>An up to date strategy detailing the approach taken by Renfrewshire Council in regard to contaminated land, including remediation through planning consents</p>

## Public Protection Operational Service Plan 2017-2020 - Action Plan

Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
<b>Outcome: Protecting the Public</b>				
4	Maximise the benefits achieved from the establishment of Renfrewshire Community Safety Partnership including the review of procedures and protocols	31 Mar 2018	Carolanne Robertson; Maxine Hendry; Nicola Williamson	To ensure services are delivered effectively and efficiently and there is resilience within the Service to allow it to be adaptable to change
5	Deliver Building Safer Greener Communities programmes across identified hotspot locations	31 Mar 2018	Carolanne Robertson Maxine Hendry	Increase sustained community engagement to make areas safer and greener linking in with Local Outcome Improvement Planning
6	Maximise the benefits of having the digital Radiolink system with connectivity to the CCTV control room	31 Mar 2018	Maxine Hendry	Contributes to the public's perception of safety across Renfrewshire, whilst contributing to the Purple Flag application process
7	Continue to implement the phased action plan outlined in the Renfrewshire Responsible Dog Ownership Strategy including a Communications Strategy	31 March 2018	Nicola Williamson	Increase the uptake of micro-chipping of dogs in Renfrewshire. Reduce issues relating to dog fouling and promote positive behaviour. Improving understanding within the Community with regards to the effects of dog fouling
8	Ensure goods on sale to Renfrewshire residents are of the correct quantity demanded, by weighing goods at point of manufacture or at the point of sale	31 March 2018	Faye Wilson	Improvement in weights and measures and consumer confidence in the correct weight of goods
9	Work with Health Board to ensure that hospital weighing equipment used to determine the weight of patients is accurate	31 March 2018	Faye Wilson	Providing the Greater Glasgow and Clyde Health Board with confidence that the weight of patients is correct to allow medicines etc to be administered



## Public Protection Operational Service Plan 2017-2020 - Action Plan

Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
10	Protect Renfrewshire residents from unfair private car parking charges	31 March 2018	Faye Wilson	Renfrewshire residents are not disadvantaged by parking in a private car park
11	Work with local businesses to ensure compliance with consumer protection legislation, particularly in relation to e-commerce, pricing, consumer rights and product descriptions	31 March 2018	Faye Wilson	Compliance with legislation and protecting Renfrewshire residents with regards to fair trading
12	Conduct a programme of advice in relation to the age restrictions on, and product safety of, Nicotine Vapour Products	31 March 2018	Faye Wilson	Legislation will be adhered to by businesses to ensure under age sales do not take place
13	Work with local and national businesses to ensure compliance with product safety legislation particularly in relation to nickel in jewellery, food imitations and laser toys	31 March 2018	Faye Wilson	Compliance with regards to product safety to ensure Renfrewshire residents are safe
14	Carry out visits to advise businesses where lone work is undertaken	31 Mar 2018	Robert Marshall	Reduce the risk of violence/incidents involving lone workers
15	Carry out special interventions to businesses in the 'at risk' category of premises regarding occupational asthma	31 Mar 2018	Robert Marshall	Reduce the risk of occupational illness due to asthma
16	Carry out special interventions to tackle issues regarding falls from height in business premises	31 Mar 2018	Robert Marshall	Reduce the risk of injury to workers from falls
17	Carry out special interventions to tackle issues relating to workplace transport	31 Mar 2018	Robert Marshall	Reduce the risk to employees and the public from Health & Safety incidents relating to workplace transport

## Public Protection Operational Service Plan 2017-2020 - Action Plan

Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
18	Implement a desk top review and sampling programme within Council school and nursery properties to ensure that there are no elevated levels of lead within drinking water supplies. (Partners: Building Services, Scottish Government; DWQR)	31 January 2018	Colin Hunter	The Council is satisfied that children and young adults are not exposed to elevated levels of lead from drinking water supplies in schools and nurseries
19	Produce a Renfrewshire wide Air Quality Action Plan with identification of new measures to further improve air quality within the Air Quality Management Areas. (Partners: Roads and Transportation; Housing and Development Services; Scottish Government; SEPA)	31 Mar 2018	Colin Hunter	Improved air quality within the three Air Quality Management Areas.
20	Promote private landlord registration and ensure HMO standards are met within licensed premises. (Partners: Legal Services; SFRS; Police Scotland)	31 Dec 2017	Colin Hunter; Faye Wilson Maxine Hendry	Reduce the number of unregistered private landlords within Renfrewshire, improving living standards within HMO accommodation
21	Implement an awareness raising and sampling programme for lead within private drinking water supplies (Partner: DWQR)	31 March 2018	Colin Hunter	Owners of private water supplies are knowledgeable about health risks from elevated levels of lead in drinking water and exposure is minimised

## Public Protection Operational Service Plan 2017-2020 - Action Plan

<b>Better Future: Place</b>				
<b>Ref</b>	<b>Action</b>	<b>Due Date</b>	<b>Responsible Officer</b>	<b>Desired Outcome</b>
22	Deliver a Council Incident Officer training and refresher training programme for all Corporate Resilience Management Team members	31 March 2018	David Mair	Organisational Resilience - All officers with a resilience role are equipped with the means to carry out the role effectively and efficiently
23	Deliver to the Corporate Management Team an overview version of the current elected members' training to ensure an understanding of their role during incidents	31 Dec 2017	David Mair	Organisational Resilience - Services/Departments are aware of their duties during disruptive events
24	Facilitate a media training event for chief officers, including live interaction in simulated interviews and press conferences etc	31 March 2018	David Mair	Organisational Resilience - Services/Departments are aware of their duties during disruptive events
25	Facilitate strategic exercise	30 June 2017	David Mair	Organisational Resilience - Services/Departments are aware of their duties during disruptive events
26	Update Procedures for Activation and Maintenance of Major Incident Coordination Centre	31 Dec 2017	David Mair	Organisational Resilience - Councils and their partners are confident that they have the means to deal with disruptive events
27	Deliver HQ Site Security training	31 Dec 2017	David Mair	Organisational Resilience - Councils and their partners are confident that they have the means to deal with disruptive events
28	Deliver Corporate Communications Exercise	31 Oct 2017	David Mair	Organisational Resilience - Effective communication links across the Council are developed and maintained

## Public Protection Operational Service Plan 2017-2020 - Action Plan

Better Future: Place				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
29	Develop Community Recovery Guidance	31 March 2018	David Mair	Community Resilience - Communities are aware of the role of the Council and our partner organisations during disruptive events

Outcome: Creating a Sustainable Renfrewshire				
30	Develop community engagement and articulate how the community can work on Environmental Improvements across Renfrewshire	31 Mar 2018	Nicola Williamson	Build sustainable community capacity to take action in problem areas Promote success within communities and encourage further positive actions
31	Develop educational awareness strategy in preparation for change in focus away from emissions testing at the end of March 2018 to include what's happening in local schools/communities and reconsider enforcement for vehicle idling	31 Mar 2018	Carolanne Robertson	Raise awareness of the impact of idling across Renfrewshire
32	Multi Agency Risk Assessment Conference (MARAC) - Roll out awareness training to practitioners to increase referrals and for practitioners to exercise their professional judgement	31 Mar 2018	Maxine Hendry	Increases referrals to MARAC for the highest risk victims of domestic abuse leading to better reporting of issues and increased intervention to assist victims.

## Public Protection Operational Service Plan 2017-2020 - Action Plan

A Better Future: People				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
<b>Outcome: Reducing the Level and Impact of Poverty</b>				
33	Implement an intelligence based inspection programme of privately rented properties to ensure compliance with the Repairing Standard	31 Mar 2018	Colin Hunter	The physical standards of property within the private rented sector are improved and landlords comply with legal obligations
34	Promote new requirements for the mandatory registration of residential letting agents who act for private landlords within the private rented sector	31 Mar 2018	Colin Hunter	Reduce the number of unregistered letting agents within Renfrewshire, improving the standards of practice and removing unfit agents from the sector

A Better Council				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
<b>Outcome: Supporting our Employees</b>				
35	Support the Council's new Organisational Development Strategy including: recruitment; training and development; and performance appraisal	31 Mar 2018	Public Protection Management Team	Employees have the skills and knowledge to carry out their roles efficiently and effectively
36	Further improve absence management performance to deliver a sustained absence level of under 4% through continued use of the Council's Supporting Attendance policy	31 Mar 2018	Public Protection Management Team	Our employees are healthy, safe and well Improved attendance at work and reduced costs to the Service












## Public Protection Operational Service Plan 2017-2020 - Action Plan

A Better Council				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
<b>Outcome: Continuing to be a Well Run Council</b>				
37	Introduce revised procedures for debt recovery for fixed penalty fines	31 Mar 2018	Carolanne Robertson Nicola Williamson	Procedures for debt recovery are efficient and effective. This should allow income maximisation. New approaches will be considered, including best practice from other Local Authorities
38	Review and improve the quality of the information available on the Renfrewshire Council website relating to the work and service delivery of the Public Protection service and encourage better community engagement	31 Mar 2018	Public Protection Management Team	The public are better informed of the services delivered by Public Protection.
39	Work in partnership with the Improvement and Development team to ensure a robust customer satisfaction policy is in place, including using the Public Services Panel	31 Mar 2018	Public Protection Management Team	Customer feedback is used to improve service delivery
40	Continue to review the Community Safety Hub and partnership to identify any area of change required as well as gaps within service provisions and considering financial savings	31 Mar 2018	Public Protection Management Team	Improved public protection arrangements are in place for Renfrewshire and Public Protection runs an efficient and effective service
41	Create central electronic system for the recording, mapping and monitoring of TROs	31 Mar 2019	Carolanne Robertson Amenity Services - Transport	Improve the scheduling of lines/plates work and improve the free flow of traffic in address parking issues across Renfrewshire

A Better Council				
Ref	Action	Due Date	Responsible Officer	Desired Outcome
42	Investigate a range of options for disposal of abandoned vehicles across Renfrewshire	31 Mar 2018	Carolanne Robertson	Improve abandoned vehicle disposal and maximise recovery of costs incurred

### Section 3: Scorecard











- 3.1 This scorecard of performance indicators for the Public Protection Service ensures that the impact of the actions carried out can be measured. As with the action plan, the structure of this scorecard reflects the Community Resources Service Improvement Plan, demonstrating how operational plans help deliver the priorities of the Service Improvement Plan, which in turn help achieve the priorities of the Council Plan and Renfrewshire's Community Plan. This forms part of the process of cascading the council's priorities throughout the organisation. It also provides the means to integrate the various other operational plans and scorecards.
- 3.2 The indicators within the scorecard will be monitored on a regular basis and will be incorporated within the 6 monthly reporting process of the Public Protection Service Operational Plan. The status indicator within the plan reflects performance on the indicator when last reported in relation to 2016/17 data.










PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				


- 3.8 A number of the indicators provide contextual information upon which performance is based. These indicators do not have a target and simply record the value in terms of numbers of instances of occurrences. These indicators are:
- CR.PP.14 a-c;
  - CR:PP.25a-c;
  - SOA.13.CR.04;
  - SOA.13.CR.05a-b;
  - SOA.13.CR.o06;
  - CR.PP.04a-b.



### 1. A Better Future: Place 03: Protecting the Public

Code	Short Name	Status	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
SOA08.09o	Percentage of adults who agree that Renfrewshire is a safe place to live.		86%	83%	82%	84%	84%	84%
SOA09.121 8a	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".		79%	85%	81%	86%	86%	86%
CR.PP.07	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service		2,110	1,800	1,916	1,700	1,750	1,750
CR.PP.14	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site		0.53	1	0.5	1	1	1
CR.PP.03a	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating		97.3%	97%	96%	97%	97%	97%
CR.PP.03b	Food Safety - % of broadly compliant food premises based on food business risk assessment scores		83.3%	86%	83%	86%	86%	86%
CR.PP.01a	% of air quality monitoring sites which exceed nitrogen dioxide limits		0% (All sites meet AQ objectives)	22%	0% (All sites meet AQ objectives)	22%	22%	22%
CR.PP.01b	Air quality - average nitrogen dioxide value of monitoring sites exceeding limits		0	46	0	45	44	44
CR.PP.01	Air Quality - Annual average PM10 value across all continuous monitoring sites		New from 2016/17	18ug/m <sup>3</sup>	13.7ug/m <sup>3</sup>	18ug/m <sup>3</sup>	18ug/m <sup>3</sup>	18ug/m <sup>3</sup>
CR.PP.01d	Maintain frequency of air quality monitoring across Renfrewshire in line with Scottish Government guidance		100%	100%	100%	100%	100%	100%



Code	Short Name	Status	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
CR.PP.05a	% of cases referred to the mediation service which are assessed within 10 working days		100%	100%	100%	100%	100%	100%
CR.PP.05b	% of Community Safety Investigators' covert/overt surveillance assessments completed within 3 working days		100%	100%	100%	100%	100%	100%
CR.PP.05d	% of mediation agreements maintained after 12 week monitoring period		100%	75%	100%	75%	100%	75%
CR.PP.13a	% of low priority pest control calls where initial contact is made within timescale		98%	100%	100%	100%	100%	100%
CR.PP.13b	% of high priority pest control calls where initial contact is made within timescale		98.4%	100%	97.5%	100%	100%	100%
CR.PP.14a	Number of domestic noise complaints settled without the need for attendance on site		608	n/a	465	n/a	n/a	n/a
CR.PP.14b	Number of domestic noise complaints requiring attendance on site.		594	n/a	610	n/a	n/a	n/a
CR.PP.14c	Total number of domestic noise complaints dealt with - under Part V of the Anti-Social Behaviour etc (Scotland) Act 2004		1,202	n/a	1,705	n/a	n/a	n/a
CR.PP.25a	Number of minor assaults in Renfrewshire		1,754	n/a	1,707	n/a	n/a	n/a
CR.PP.25b	Number of drug crimes in Renfrewshire		1,993	n/a	1,592	n/a	n/a	n/a
CR.PP.25c	Number of crimes of vandalism in Renfrewshire		1,480	n/a	1,420	n/a	n/a	n/a
CR.PP.26a	Civil Contingencies - % of Business Impact Analyses updated per Directorate		New for 2016/17		100%	100%	100%	100%
CR.PP.26b	Civil Contingencies - % of Directorate Business Continuity Plans updated		New for 2016/17		100%	100%	100%	100%
CR.PP.26c	Civil Contingencies - % of officers identified in the Incident Management Contacts Directory trained in a resilience role		New for 2016/17		60%	100%	100%	100%

Code	Short Name	Status	2015/16		2016/17		2017/18
			Value	Target	Value	Target	Target
CR.PP.26d	Civil Contingencies - % of CRMT members and deputies trained to undertake the 'Council Incident Officer' role		89%	100%	90%	100%	100%
CR.PP.26e	Civil Contingencies - % of participating officers achieving 'pass' criteria in 6-monthly Call-Cascade Communications Exercise		81%	100%	90%	100%	100%
CR.PP.26f	Civil Contingencies - % of identified businesses engaged with, to develop resilience arrangements		100%	100%	100%	100%	100%
CR.PP.26g	Civil Contingencies - % of Multi-Agency Incident Response Guides updated in line with agreed timescales		100%	100%	100%	100%	100%
CR.PP.26h	Civil Contingencies - % of Multi-Agency Incident Response Guides developed for newly identified sites		100%	100%	100%	100%	100%
CR.PP.26i	Civil Contingencies - % of Community Councils actively engaged with, in the furtherance of community resilience initiatives		100%	100%	100%	100%	100%
CR.PP.26j	Civil Contingencies - % of members trained in 'the role of an Elected Member during an incident' within the last two years		New for 2016/17	100%	100%	100%	100%
HPCHART ER19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.		92.1%	n/a	Data not yet available	n/a	n/a
CR.PP.07a	Antisocial Behaviour: % of cases passed to Community Safety Investigators where contact is made within 3 working days		99.4%	100%	98.8%	100%	100%
CR.PP.07b	Antisocial Behaviour: % of cases passed to Community Safety Investigators where contact is made with neighbours within 5 working days		99%	100%	100%	100%	100%
CR.PP.07c	Antisocial Behaviour: % of cases passed to Community Safety Investigators where other agencies were consulted within 5 working days		100%	100%	100%	100%	100%
CR.PP.07d	Antisocial Behaviour: % of cases passed to Community Safety Investigators where the person being complained about is contacted within 10 working days		96%	100%	97.3%	100%	100%

Code	Short Name	Status	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
CR.PP.07e	Antisocial Behaviour: % of cases passed to Community Safety Investigators which are monitored for 12 weeks	✓	100%	100%	99.3%	100%		100%
SOA09.0914a	Number of crimes of violence	✓	253	252	257	245		240
SOA13CR.01	% reduction in one year reconviction frequency rate	✓	43%	45%	49%	43%		42%
SOA13CR.02	% reduction in the perception of the local drug dealing/use in neighbourhoods		14%	11%	Data not yet available	11%		10%
SOA13CR.03	% of residents stating they feel 'very safe' or 'fairly safe' when at home alone at night and when walking alone in the neighbourhood after dark		87%	84%	Data not yet available	85%		86%
SOA13CR.04	Number of reported incidents of anti-social behaviour (combined Council and Police data)		12,616	11,489	Data not yet available	11,250		11,000
SOA13CR.05a	Total number of reported incidents of domestic abuse	✓	2,145	2,431	2,223	2,400		2,350
SOA13CR.05b	Number of reported incidents of domestic abuse per 100,000 of population	✓	1,229	1,432	1,264	1,400		1,400
SOA13CR.06	Number of complaints regarding vandalism and youth disorder		3,244	2,614	Data not yet available	2,575		2,525
SOA13CR.07a	Detection rates for hate crimes and offences		79.9%	86%	Data not yet available	86%		87%




## 1. A Better Future: Place

### 04: Creating a Sustainable Renfrewshire

Code	Short Name	Status	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
CR.PP.27	% of flytipping incidences investigated and uplifted by the Rapid Response Team within one working day.			New from 2017/18				100%
CR.PP.29	No. of community clean-up events supported by Community Resources			New from 2017/18				150






## 2. A Better Future: People

### 06: Raising Attainment and Closing the Attainment Gap

Code	Short Name	Status	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
CR.PP.06c	Number of recorded attendances at Street Stuff activities		37,269	32,000	43,758	50,000		45,000
CR.PP.06a	Number of volunteers assisting with Street Stuff activities		23	n/a	17	n/a		n/a
CR.PP.06b	Number of employment opportunities created through Street Stuff activities		16	n/a	9	n/a		n/a


### 3. A Better Council

#### 09: Supporting our Employees

Code	Short Name	Status	2015/16		2016/17		2017/18
			Value	Target	Value	Target	Target
CR.PP.15a	Renfrewshire Community Safety Partnership - absence %		7%	4%	8.2%	4%	4%
CR.PP.15b	Regulatory Services - % absence		0.4%	4%	0.7%	4%	4%
CR.PP.15d	% of Renfrewshire Community Safety Partnership employees having completed IDPs (from MDP/MTIPD)		76.1%	100%	76.1%	100%	100%
CR.PP.15e	% of Regulatory Services employees having completed IDPs (from MDP/MTIPD)		92%	100%	92%	100%	100%
CR.PP.30	Public Protection Service - overtime costs as a % of budgeted basic employee costs		New from 2016/17		2.3%	n/a	n/a

### 3. A Better Council

#### 10: Continuing to be a Well Run Council

Code	Short Name	Status	2015/16		2016/17		2017/18
			Value	Target	Value	Target	Target
CR.PP.02a	Trading Standards - consumer complaints completed within 14 days		87.4%	82%	87%	82%	82%
CR.PP.02b	Trading Standards - business advice requests completed within 14 days		100%	100%	100%	100%	100%
CR.PP.04a	Cost of Trading Standards per 1,000 of population		£2,624	n/a	Data not yet available	n/a	n/a
CR.PP.04b	Cost of Environmental Health per 1,000 of population		£10,661	n/a	Data not yet available	n/a	n/a

## Public Protection Operational Service Plan 2016-2019 - Scorecard

Code	Short Name	Status	2015/16		2016/17		2017/18
			Value	Target	Value	Target	
CR.PP.01c	% of service requests concerning air quality related issues responded to within 3 working days of receipt	✓	95.8%	95%	96.1%	95%	95%
CR.PP.16a	Customer satisfaction rating for Trading Standards - Business Advice Service	?	Being developed				
CR.PP.16b	Customer satisfaction rating for Business Regulation Inspections	?	Being developed				
CR.PP.16c	Customer satisfaction rating for Environmental Improvements	?	Being developed				
CR.PP.16d	Customer satisfaction rating for Renfrewshire Community Safety Partnership	?	Being developed				
CR.PP.16e	Customer satisfaction rating for the noise complaints service	?	Being developed				
CR.PP.16f	Customer satisfaction rating for the pest control service	?	Being developed				
CR.PP.17	% of programmed food hygiene inspection visits carried out within target	⚠	99%	100%	99%	100%	100%
CR.PP.19	% of notified cases of infectious diseases responded to within 2 working days	✓	100%	100%	100%	100%	100%
CR.PP.20	% of Food and Health and Safety complaints and service requests responded to within 2 working days of receipt	✓	100%	100%	100%	100%	100%
CR.PP.21	% of service requests in relation to public health and housing responded to within 3 working days	✓	98.7%	96%	96%	96%	96%
CR.PP.22	% of service requests relating to Houses in Multiple Occupation and Private Landlord Registration responded to within 3 working days	⚠	96%	98%	94%	98%	98%
CR.PP.31a	Public Protection Service - % of front line resolutions dealt with within timescale	✗	75%	100%	68%	100%	100%
CR.PP.31b	Public Protection Service - % of complaint investigations dealt with within timescale	✓	100%	100%	100%	100%	100%

#### Section 4: Appendices

Information provided in the Service Appendices section of the plan provides useful supplementary information relevant to the service.

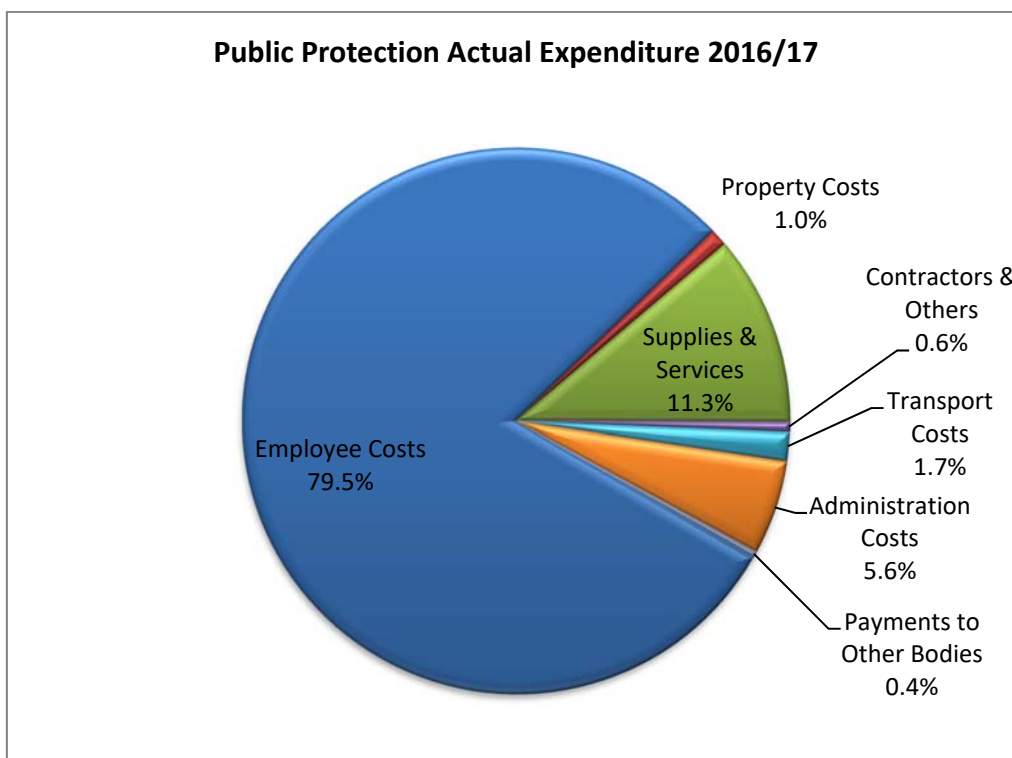
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## Appendix 1: Glossary

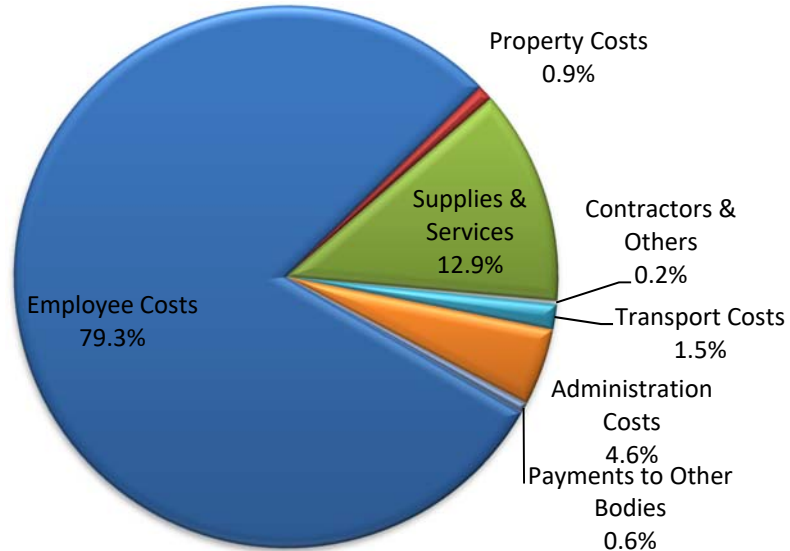
GLOSSARY	
Acronym	Full Name
<b>AGS</b>	Aberdeen, Glasgow, Southampton Ltd (Glasgow Airport)
<b>APHA</b>	Animal & Plant Health Agency
<b>BAES</b>	BAE Systems
<b>BIS</b>	Department for Business, Innovation and Skills
<b>CAS</b>	Citizens Advice Scotland
<b>CMA</b>	Competition and Markets Authority
<b>CTSI</b>	Chartered Trading Standards Institute
<b>FSS</b>	Food Standards Scotland
<b>GSS</b>	Glasgow Scientific Services
<b>HMO</b>	Houses in Multiple Occupation
<b>HSE</b>	Health & Safety Executive
<b>IPO</b>	Intellectual Property Office
<b>RCSP</b>	Renfrewshire Community Safety Partnership
<b>REHIS</b>	Royal Environmental Health Institute of Scotland
<b>SBRC</b>	Scottish Business Resilience Centre
<b>SFELC</b>	Scottish Food Enforcement Liaison Committee
<b>SFRS</b>	Scottish Fire & Rescue Service
<b>SOCOEHS</b>	Society of Chief Officers of Environmental Health in Scotland
<b>SCOTSS</b>	Society of Chief Officers of Trading Standards in Scotland
<b>TSS</b>	Trading Standards Scotland

## Appendix 2: Financial Data



Public Protection Actual Expenditure 2016/17		
Expenditure Type	Actual Spend Gross Revenue Expenditure	
Employee Costs	£3,341,104	79.5%
Property Costs	£41,758	1.0%
Supplies & Services	£474,516	11.3%
Contractors & Others	£24,269	0.6%
Transport Costs	£71,899	1.7%
Administration Costs	£235,515	5.6%
Payments to Other Bodies	£16,034	0.4%
<b>Total</b>	<b>£4,205,095</b>	<b>100.0%</b>

Public Protection Estimated Expenditure 2017/18



Public Protection Forecast 2017/18

Expenditure Type	Estimated Spend Gross Revenue Expenditure	
Employee Costs	£3,516,739	79.3%
Property Costs	£40,370	0.9%
Supplies & Services	£570,020	12.9%
Contractors & Others	£9,216	0.2%
Transport Costs	£66,848	1.5%
Administration Costs	£204,211	4.6%
Payments to Other Bodies	£26,300	0.6%
<b>Total</b>	<b>£4,433,704</b>	<b>100.0%</b>



**Appendix 3.1: Business Regulation Service Plan**



**COMMUNITY RESOURCES**

**BUSINESS REGULATION SERVICE PLAN**

**2017/18**

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**BUSINESS REGULATION SERVICE PLAN 2017/18**

**1. SERVICE AIMS AND OBJECTIVES**

**1.1 Aims and Objectives**

1.1.1 The Food and Health & Safety Service is provided by Public Protection, within Renfrewshire Council's Community Resources service. With the exception of feed controls, the service is delivered by the Business Regulation Team. The aim is to provide an effective regulatory service for food safety, food standards, and occupational health and safety at work on behalf of Renfrewshire Council, ensuring the Council's statutory responsibilities are met. The objective of the service is to improve the quality and effectiveness of these regulatory activities, and in doing so ensure public health and safety are maintained. The Trading Standards & Licensing Team is responsible for the enforcement of feeding stuffs legislation.

1.1.2 In order to achieve this aim, Community Resources will:

- Apply the relevant legislation at premises regulated by the Local Authority in line with the Scottish Regulators Code of Practice,
- Work in partnership with agencies such as Food Standards Scotland (FSS) and the Health and Safety Executive (HSE) to achieve nationally agreed strategic aims,
- Ensure that all staff undertaking enforcement activity are properly qualified and competent to undertake their duties,
- Operate a risk based approach to inspection and regulation,
- Carry out a programme of specific, targeted and appropriate interventions in order to improve food safety and health & safety standards,
- Work with local businesses in an open and transparent manner,
- Investigate and take appropriate action upon receipt of accident notifications, service requests, food poisoning notifications and complaints.

**1.2 Links to Corporate Objectives and Plans**

1.2.1 The Business Regulation Service Plan 2017-18 contributes to Community Resources service outcomes as well as Renfrewshire Council's Corporate Objectives and Plans. In particular the service has a critical role to play in supporting sustainable economic development, ensuring the health and safety of the public, addressing the impact of poverty and the protection of both the public and legitimate businesses from criminal activities.

**1.3 Overview**

1.3.1 In terms of food law enforcement, Renfrewshire Council is a statutory food authority under the Food Safety Act 1990 for all food and feed businesses within Renfrewshire. The Council is also an enforcing authority in terms of Section 18 of the Health & Safety at Work etc. Act 1974, the Service is the enforcing authority for health & safety legislation in certain types of premises within Renfrewshire. This is

determined by the main activity being undertaken at the premises as laid down in the Health and Safety (Enforcing Authority) Regulations 1998.

- 1.3.2 Section 18 of the Health and Safety at Work etc Act 1974 puts a duty on the HSE and Local Authorities (LAs), as Enforcing Authorities, to make adequate arrangements for enforcement. The Section 18 Standard sets out the arrangements that LAs and HSE's Field Operation Directorate should put in place to meet this duty.

## **2. BACKGROUND**

### **2.1 Organisational Structure**

- 2.1.1 The Food Safety and Health & Safety service is delivered by suitably qualified officers within the Business Regulation Team operating in Public Protection within Community Resources.

### **2.2 Role of Public Protection**

- 2.2.1 Public Protection consists of the Business Regulation, Community Safety, Environmental Improvements and Trading Standards teams. Their combined role is to protect the health, safety and welfare of the local community and to safeguard public health, the quality of the local environment and to enhance economic, social and environmental welfare by improving and maintaining standards of fair trading in terms of safety, quality, quantity and price.

### **2.3 Public Protection**

The Service is based at:

Community Resources  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BR

The Service can be contacted by:

email - [b-serv.es@renfrewshire.gov.uk](mailto:b-serv.es@renfrewshire.gov.uk), or

phone – 0300 300 0380

### **2.4 Scope of the Service**

- 2.4.1 The main role of Business Regulation is to undertake regulatory functions of relevant legislation in terms of Food Safety, Food Standards and Occupational Health and Safety at Work on behalf of Renfrewshire Council. The aim is to secure compliance with the standards laid down in primary legislation, associated regulations and codes of practice. Regulatory work is complemented by the work carried out by a Health



Promotion Officer. The key activities of Business Regulation are based on the implementation of inspection, survey and sampling programmes and other appropriate monitoring and investigative activities, including responding to, and learning from food complaints, accidents and incidents at work.

- 2.4.2 Under Section 5 of the Food Safety Act 1990, Renfrewshire Council is a statutory Food Authority, responsible for delivery of official controls under the Act and associated Regulations. Statutory appointments of Head of Food Service and Lead Officer for Food Safety are detailed in the Council's Scheme of Delegated Functions.
- 2.4.3 Enforcement of the legislation, under Section 6 of the Food Safety Act 1990, includes food hygiene and food standards covering the safety, quality, presentation and labelling of food. To this end, a programme of food business inspections and the surveillance of food is carried out by co-ordinated food sampling and a food standards inspection programme.
- 2.4.4 Food and premises hygiene complaints are investigated. The investigation and control of food-borne infections within food premises is carried out in conjunction with NHS Greater Glasgow and Clyde. The Service acts as the originating authority to those large scale food manufacturers within the area, co-ordinating and assisting in complaints and enquiries from other Food Authorities within the UK and Europe.
- 2.4.5 As an Enforcing Authority, the Service also has responsibility for the provision of health & safety enforcement services in a range of business activities covering approximately 2600 premises and an estimated 10,000 employees. The enforcement of health & safety legislation is split between the Local Authority (Renfrewshire Council) and the Health & Safety Executive (HSE), depending on the main activity being undertaken at the premises as laid down in the Health & Safety (Enforcing Authority) Regulations 1998. The HSE are responsible for the more traditional "factory" or industrial premises. The premises within the remit of the Council include: offices, shops, warehouses, leisure, hotel and catering premises.
- 2.4.6 The principal activities of the service, outlined above, have relevance to the Planning, Building Standards, Civic Licensing and Alcohol Licensing services of the Council. The service also delivers official controls in relation to food safety in all Renfrewshire Council food operations.
- 2.4.7 The Service provides advice and guidance to all businesses to ensure compliance with statutory requirements and assists in sourcing appropriate training and educational support. The Health Promotion Officer is also involved in the provision of food hygiene training for Community Resources Facilities Management soft Services.
- 2.4.8 The Trading Standards & Licensing Team is responsible for enforcement of animal feeding stuffs legislation.

## 2.5 Demands on the Service

**Table 1: Profile of food businesses in Renfrewshire as at 1 April 2017:**

<b>Premises</b>	<b>Number</b>
Primary Producers	14
Manufacturers and Packers	51
Importers/Exporters	5
Distributors/Transporters	19
Supermarket/Hypermarket	31
Smaller Retailers	238
Retailers, Other	53
Restaurant/ Cafe/Canteen	270
Hotel/Guest House	24
Pub/Club	167
Take Away	181
Caring Establishment	186
School/College	80
Mobile Food Unit	59
Restaurants & Caterers, Other	136
<b>Total</b>	<b>1514</b>

**Table 2: Profile of Businesses for Health & Safety Enforcement as at 1 April 2017:**

<b>Premises</b>	<b>Number</b>
Retail	778
Wholesale	131
Offices	327
Catering	732
Hotels etc	24
Residential Care	19
Leisure	207
Consumer Services	427
Others	72
<b>Total</b>	<b>2649</b>

**Table 3: No. of approved and registered feeding stuffs premises as at 1 April 2017:**

<b>Premises</b>	<b>Number</b>
Registered Feeding Stuffs Premises	128
Approved Feeding Stuffs Premises	0
<b>Total</b>	<b>128</b>

2.5.1 The Food Safety and Health & Safety Services provided by Renfrewshire Council operate solely from Renfrewshire House, Cotton Street, Paisley, PA1 1BR. The Service's standard working day is 8.45am - 4.45pm Monday to Thursday, and 8.45am - 3.55pm on Friday, with an out of hour's service also being provided in cases of emergency.

2.5.2 The Service works in a number of complex areas, which include:

#### **Glasgow International Airport**

2.5.3 As Glasgow International Airport lies within the Authority, this adds further elements of work to the Business Regulation Team. At present there are regular imports of consignments of fish, fruit and vegetables through Glasgow Airport. These foods are subject to controls administered by Business Regulation. The Service is also involved in the surveillance of exports from the Airport and provides export certificates to those businesses exporting foodstuffs from Renfrewshire.

2.5.4 The Business Regulation Team provides a port health role at the airport. Renfrewshire Port Health Authority was originally set up with the primary objective of preventing dangerous epidemic diseases entering the country. Although this can still occur, if a person is patently unwell, this function is now more realistically aimed at contacting and monitoring persons who may be carrying a communicable disease and preventing further cases arising from environmental contamination of aircraft.

2.5.5 There are also currently 2 businesses which operate flight catering within the airport estate and these are subject to inspection by the service.

2.5.6 EHOs operate on a rota basis, with one officer allocated for each day of the working week. The officer carries out all imported food functions at the airport on his/her allocated day. In addition, on weekends and public holidays an emergency call out service is in place to deal with port health incidents.

#### **Communication and Language**

2.5.7 The Council area has a number of food businesses operating for whom English is not a first language. This can introduce communication challenges during the course of inspection and enforcement visits. In order to address this issue, information leaflets translated into other languages have been produced. The service has organised food

hygiene training in foreign languages and a translation service is available to officers if required during inspections and other meetings.

### **Council Operated Food Businesses**

- 2.5.8 The control of food enforcement in Local Authority catering operations provided by Community Resources is a complex and sensitive area of work. These premises include catering in residential establishments such as those run by the Council's Social Work Services as well as schools and nurseries. The service employs the same approach to enforcement in these premises.

### **Approved Premises**

- 2.5.9 There are 11 approved premises (2 meat and fishery products, 7 meat products, and 2 meat, fish & dairy products) operating within Renfrewshire, all of which are approved under Regulation (EC) 853/2004.

### **Events**

- 2.5.10 A significant number of 1 day events such as Fetes, agricultural shows, food festivals markets are held throughout Renfrewshire on an annual basis, particularly, but not exclusively, during the summer months. These events require a food law enforcement presence in response to the level of external food retailers and caterers providing food for the large number of visitors and this can result in a minor short term impact on the food service. The events do however; provide an opportunity for health promotion activities, which the team attend throughout the year.

### **Health & Safety Enforcement**

- 2.5.11 The review of Health & Safety enforcement activities by the UK Government has influenced the approach in this area. HSE priority planning guidance directs the work of Local Authorities in relation to Health & Safety, with an emphasis on targeting resources on higher risk activities and reducing the number of routine inspections.
- 2.5.12 An Intervention Plan based on this guidance has been developed which takes into account local conditions and priorities.

## **2.6 Performance Management**

- 2.6.1 The percentage of food businesses who receive a "pass" in terms of the food hygiene information scheme is used the Indicator for performance. This figure is reported on a quarterly basis to the Infrastructure, Land and environment Policy Board, with the current target set at 97%.
- 2.6.2 Elected Members receive quarterly reports on performance in key areas including Food Safety and Health & Safety enforcement and Managers provide an operational update at a bi-monthly Public Protection Management Meeting. Certificates of

Compliance and formal notices are reported to elected members via the Regulatory Functions Board and Information Bulletin reports.

- 2.6.3 Performance reviews are carried out on a six monthly basis with staff involved in Food Safety and Health & Safety enforcement, in order to maintain performance.

## **2.7 Enforcement Policy & Procedures**

- 2.7.1 The Regulatory Services Integrated Enforcement Policy is in place to ensure the consistency of enforcement across all areas of Public Protection. The Policy sets standards clearly outlining the level of service which the public and businesses can expect to receive. It encourages fair and open regulation and commits the Service to ensuring our enforcement service works with businesses to assist them in complying with the law. The Policy has recently been reviewed to ensure it is consistent with the Scottish Regulators' Strategic Code of Practice.

## **2.8 Information Systems**

- 2.8.1 Premises records are held on the Authority Public Protection (APP) system, which is used to manage the inspection programme and record details of inspections, accidents, complaints and enquiries. The database is regularly reviewed and updated to facilitate the planning of inspection programmes and production of management reports.
- 2.8.2 Progress towards local, regional and national outcomes is monitored on a monthly basis using the reporting functions of the system. Statutory returns are made using data from the APP system.

## **3. SERVICE DELIVERY**

### **3.1 Food, Feeding Stuffs and Health & Safety Premises Inspections**

- 3.1.1 In accordance with the Food Law Code of Practice (Scotland), all food premises are risk-assessed, both for food hygiene and food standards. Risk assessments are entered in the Services database, which generates "a target inspection date". A report is generated from the database of visits due for each officer. The Service undertakes a full inspection programme based on the risk category of premises. Regulatory activity in relation to Health and Safety at Work is determined in accordance with the HSE priority planning guidance.
- 3.1.2 The tables below illustrate the number of premises in Renfrewshire in each risk category for Food Hygiene, Food Standards, Feeding Stuffs and Health & Safety as at April 1 2017.

**Table 4: Food Hygiene Premises per Risk Category**

<b>Risk Band</b>	<b>Number of Premises</b>
A	24
B	203
C	482
D	378
E	407
Unrated	14
<b>Total</b>	<b>1508</b>

- 3.1.3 The risk rating of a food business is based on a number of elements. Hygiene, structure and food safety management are assessed to determine the risk posed by an establishment and the frequency of intervention by the local authority. These are numerically scored and used to derive the rating that is presented to the consumer as the 'score', A-E; Category A posing the highest risk.
- 3.1.4 In the year, there has been an increase in the number of category A rated premises, (previously 12). In addition, there has been a slight shift upwards in category B, C & D premises. Business Regulation will continue to monitor this.

**Table 5: Food Standards Premises per Risk Category**

<b>Risk Factor Band</b>	<b>Number of Premises</b>
High	10
Medium	493
Low	998
Unrated	18
<b>Total</b>	<b>1519</b>

**Table 6: Feeding Stuffs Premises per Risk Category**

<b>Risk Factor Band</b>	<b>Number of Premises</b>
High	3
Upper Medium	11
Lower Medium	114
Low	197
Unrated	5
<b>Total</b>	<b>330</b>

**Table 7: Profile by Health & Safety risk category rated at 1 April 2017:**

<b>Risk Category</b>	<b>Total number in category</b>
A	1
B1	31
B2	749
C	1527
Unrated	449
<b>Total</b>	<b>2757</b>

3.1.5 The tables below illustrate the number of inspections programmed for 2017/18 in each risk category for Food Hygiene, Food Standards and Feeding Stuffs.

**Table 8: Food Hygiene Programmed Inspections for 2017/18**

<b>Risk Band</b>	<b>Number of Inspections</b>
A	24
B	203
C	330
D	173
E	195
Unrated	14
<b>Total</b>	<b>939</b>

**Table 9: Food Standards Programmed Inspections for 2017/18**

<b>Risk Band</b>	<b>Number of Inspections</b>
High	10
Medium	134
Low	14
Unrated	18
<b>Total</b>	<b>176</b>

**Table 10: Health & Safety Inspections for 2017/18**

- 3.1.6 Since 2013, the service has refined the intervention strategy for businesses by further improving the targeting of relevant and effective interventions in line with LAC 67/2. The refinement preserves inspections for higher risk premises and has led to a reduced number of proactive Health & Safety inspections. This has subsequently allowed capacity for more effective outcome focussed interventions whilst protecting people in the workplace and wider society.
- 3.1.7 There is one proactive inspection (Risk Category A premises) in the health & safety programme for 2017/18 and the themed inspections programmed are detailed in the table below:

<b>Date</b>	<b>Special Intervention</b>
August-December 2017	Carry out special workplace transport interventions in an effort to reduce the risk to employees and the public from Health & Safety incidents relating to workplace transport
August-December 2017	Carry out special interventions for safety in swimming pools and spas where Health & Safety is enforced by the Local Authority to reduce the risk to employees and the public from Health & Safety and Public Health incidents.
August-December 2017	Carry out special interventions to businesses in the 'at risk' category of premises where there is a risk of occupational asthma
August-December 2017	Carry out special interventions to tackle issues regarding falls from height in business premises to reduce the risk of injury.

- 3.1.8 The inspection programme for 2017/18 has been developed to comply fully with the Food Law Code of Practice (Scotland) and LAC Circular 67/2 (Rev 4) Health & Safety priority planning. Therefore, in addition to the programmed Food Standards Inspections detailed above, this Authority continues to exercise the facility afforded to combine Food Standards Inspections with programmed Food Hygiene Inspections where appropriate.
- 3.1.9 So far as the inspection of premises outwith normal working hours is concerned, our policy is to ensure that, where premises are only open outwith normal hours, then



appropriate provision is made for them to be visited in accordance with at least the minimum number of visits determined by their risk rating.

- 3.1.10 In addition to the inspection programmes, a number of revisit inspections; estimated for 2017/18 to be in the region of 300 visits, are predicted to be required in accordance with the Service's Enforcement Policy.
- 3.1.11 Eight full time equivalent officers carry out the work of the Business Regulation team, including the Robert Marshall and Health Promotion Officer (0.5 FTE). The staffing allocation to food law enforcement is 75% of 7.5 FTE's, with the other 25% allocated to Health & Safety enforcement. Officers are allocated premises within specific geographical areas. A Trading Standards Officer, from the Trading Standards and Licensing team (0.25 FTE) undertakes functions relating to feeding stuffs.
- 3.1.12 It is considered that the Service has adequate expertise to provide a competent and full portfolio of enforcement and educational roles in relation to Food Safety and Health & Safety. However; where necessary, we are able to draw on expertise from Food Standards Scotland, Glasgow Scientific Services – the Public Analyst, Health Protection Scotland, the Director of Public Health, Animal and Plant Health Authority (APHA), The Health & Safety Executive and other local authorities.

### **3.2 Food, Feeding Stuffs and Health & Safety Service Requests**

- 3.2.1 The Service has documented policies relating to the investigation and handling of complaints and service requests which ensure that all complaints are investigated in accordance with the appropriate Code of Practice. The numbers of complaints and service requests, detailed by category, received during the last year (April 2016 - March 2017) are shown in the table below:

**Table 11: Complaints and Service Requests 2016/17**

<b>Category of Complaint/Service Request</b>	<b>Number of enquiries 2016/17</b>
Food Hygiene	60
Food Standards	30
Hygiene of Food Premises	20
Feeding Stuffs (animals)	6
Health & Safety	93
Advice to Business	155
Advice to Consumers	46
Certificates and Consultations	50
Imports/Exports	30
Other	4
<b>Total</b>	<b>514</b>

\*Figure includes accident notifications.

3.2.2 Complaints and Service Requests are dealt either by the duty Business Regulation Officer or by the officer responsible for the premises which are the subject of the complaint/request. All service requests are logged in the APP database against the premises implicated, with visits and actions being recorded when undertaken.

3.2.3 All complaints are recorded and their risk evaluated to distinguish between those which require an on-site investigation and others which may be resolved by telephone or written advice.

### **3.3 Investigation of Accidents**

A procedure is in place for the investigation of notified accidents designed to ensure consistency and quality of the accident investigation service. It is not possible or appropriate to investigate all incidents and a systematic approach has been adopted to ensure that the more serious incidents are investigated.

### **3.4 Enforcement Management Model (EMM)**

3.4.1 The Guidance in the LAC22/18 along with detailed guidance that was issued for use by EHOs is used to promote consistency of enforcement between individual officers, LAs and with HSE.

3.4.2 All officers in the team have been trained in the use of the Enforcement Management Model. The model is used by officers when considering the most appropriate action to take in more complex situations which are occasionally encountered, including serious accident investigations. It is also used as a monitoring tool by the Business Regulation/Regulatory and Enforcement Manager.

### **3.5 Home Authority Principle & Primary Authority Scheme**

3.5.1 For companies operating under two or more local council jurisdictions, Primary Authority provides reliable and consistent regulatory advice from a single source when dealing with key aspects of environmental health, trading standards, health & safety, and licensing services. Renfrewshire Council currently operates a Primary Authority partnership with M&Co in relation to Health & Safety advice and enforcement.

3.5.2 The Regulatory Reform (Scotland) Act 2014 creates a legal framework for implementation of Primary Authority arrangements relating to the devolved regulatory responsibilities of Local Authorities in Scotland. A process to introduce the scheme for food businesses is currently going through the consultation process.

3.5.3 The Primary/Home authority principle is applied when dealing with food complaint investigations and also routinely in relation to food standards and labelling issues. It is considered to be an aid to good enforcement practice.

3.5.4 The Council has no formal agreements in place to act as a Home Authority with any specific business, but has listed the following significant establishments as ones which are considered as home authority/originating authority premises:-

A&A Bakers	Moss Road	Linwood	PA3 3HR
Alice Cairns Butchers Ltd	Moss Road	Linwood	PA3 3HR
Alpha LSG Sky Chef's Ltd	Arran Avenue	Paisley	PA3 2AY
Alpha LSG Sky Chef's Ltd	Arran Avenue	Paisley	PA3 2AY
Aulds Delicious Desserts	Barnsford Avenue	Inchinnan	PA4 9RG
Big Bear Bakery	15 Edison Street	Hillington Park	G52 4JW
Buon Giorno	11A Queen Street	Renfrew	PA4 8TR
Chivas Brothers Limited	111-113 Renfrew Road	Paisley	PA3 4DY
Craigton Packaging	Scott's Road	Paisley	PA2 7AN
Davis & Davis	39 Brora Drive	Renfrew	PA4 0XA
Diageo Global Supply	1 Argyll Avenue	Renfrew	PA4 9EA
Diageo Global Supply	500 Renfrew Road	Renfrew	G51 4SP
Earl Haig Foods Ltd	15 Earl Haig Road	Hillington Park	G52 4JU
Fat Boy Distribution Ltd	28 Queen Elizabeth Ave	Hillington Park	G52 4NQ
Foxbar Butchers	44 Foxbar Road	Paisley	PA2 0AY
G Porrelli & Co Ltd	25 Lacy Street	Paisley	PA1 1QN
G&A McHarg	Dalziel Road	Hillington Park	G52 4NN
Gleddoch Family Butchers	60 Glasgow Road	Paisley	PA1 13W
Hannah's of Johnstone	18-20 Walkinshaw Street	Johnstone	PA5 8AB
Henderson Meats	Bargarran Square	Erskine	PA8 6BS
Houston Brewery	58 Kelvin Avenue	Hillington Park	G52 4GA
Ingram Brothers	15 East Lane	Paisley	PA1 1QA
Italian Lifestyle Express	Floors Street Ind. Estate	Johnstone	PA5 8PE
Jaw Brewery	67b Montrose Avenue	Hillington Park	G52 4LA
Jenier Limited	Darluith Road	Linwood	PA3 3TP

JoJo's Cakery	Mossedge Industrial Estate	Moss Road, Linwood	PA3 3HR
Kerry Foods (UK) Ltd)	55-59 Kelvin Avenue	Hillington Park	G52 4LT
Lang Fine Scottish Leather	1 Seedhill	Paisley	PA1 1JL
MacSpice/McAusland Crawford	79/81 Abercorn Street	Paisley	PA3 4AS
McNeil's produce	26 Newnham Road	Paisley	PA1 3DY
NCT Leather Ltd	Kilbarchan Road	Bridge Of Weir	PA11 3RL
Overton Dairy	Burntshields Road	Kilbarchan	PA10 2PB
Patisserie du Jour	Moss Road	Linwood	PA3 3HR
Peppermill Foods Ltd	14 Watt Road	Hillington	G52 4RY
Rice 'n' Spicy	15 Edison Street	Hillington Park	G52 4JW
Sgaia Foods	88 Greenhill Road	Paisley	PA3 1RD
Stephen Williams First Class	4b Mains Drive	Erskine	PA8 7JQ
Sutherland Cakes	15-17 Earl Haig Road	Hillington	G52 5JU
The Elderslie Scottish Tablet Co	37 Glenpatrick Road	Elderslie	PA5 9AE
W P Tulloch	22a Skye Crescent	Paisley	PA2 8EL

### 3.6 Advice to Business

3.6.1 Public Protection undertakes an on-going advisory role to all businesses in Renfrewshire. A range of information and promotional material is made available for businesses by Environmental Health Officers and Health Promotion Officers during visits. Similarly, training opportunities and other information is provided to businesses during visits. The Trading Standards Service provides advice on feeding stuffs to any business requesting it.

### 3.7 Health Promotion Activities

3.7.1 Health Promotion activities are undertaken through an integrated approach throughout Public Protection, co-ordinated by a designated Health Promotion Officer. Through this integrated approach, the Service assists in signposting training opportunities, providing relevant information and advice to businesses in Renfrewshire. A selection of FSS and HSE publications in English and minority

languages, and Information packs for new businesses are available. A leaflet summarising our Integrated Enforcement Policy is available for businesses. A communications calendar has been devised which will direct the majority of work in relation to Health Promotion activities in 2017/18. The activities will be communicated via the Council website and also social networking sites and press releases.

### **3.8 FHIS & EatSafe**

3.8.1 The Food Hygiene Information Scheme continues to be a success in Renfrewshire with around 1000 food premises who sell food to the public being included.

3.8.2 Currently 97% of premises within Renfrewshire have a pass certificate within the scheme.

3.8.3 There are 13 premises with Eat Safe Awards. These are:

<b>Premises Name</b>	<b>Premises Address</b>
Accord Hospice	Morton Avenue, Paisley, PA2 7BW
BP Connect & Wild Bean Cafe	White cart Road, Paisley, PA3 2TH
Braemount Care Home	21 Donaldwood road, Paisley, PA2 8EA
Capability Scotland	Wallace Court, 191 Main road, Elderslie, PA5 9EJ
Capability Scotland, Corseford school	Beith Road, Howwood, PA10 2NS
Erskine mains Care Home	Meadow drive, Erskine, PA8 7ED
Hanover(Scotland) Housing Association Newton Court	23 Maree Road, Paisley, PA2 9DH
Hanover(Scotland) Housing Association, Ailsa Court	1 Ailsa Drive, Paisley, PA2 8HE
Hanover(Scotland) Housing Association, Orchard Court	Orchard Street, Renfrew, PA4 8RZ
Hanover(Scotland) Housing Association, Walikinshaw Court	Walkinshaw street, Johnstone, PA5 8AF
Kibble Education & Care Centre	Goudie Street, Paisley, PA3 2LG
Kibble Works	55 Clark street, Paisley, PA3 1RB
Little Inch Care Home	8 Rashilee Avenue, Erskine, PA8 6HA
Holiday Inn	Caledonia Way, Glasgow Airport PA3 2TE

3.8.4 All inspection reports are now published on the Council website, enabling consumers to make an informed choice about where they wish to purchase food. This information is available at: <https://maps.renfrewshire.gov.uk/scores/>

### **3.9 Sampling**

- 3.9.1 Research has been carried out by the Improvement Service to consider options for the creation of a shared service to deliver Scientific Services in Scotland. The business case indicates savings may be achievable in year one with further savings in future years. It is anticipated that these savings may increase as service reform is implemented, such as the development of laboratories as centres of excellence. The final detailed business case is expected to be completed in the coming months before submission to Executive Committees for a decision on the final report.
- 3.9.2 Currently, Renfrewshire Council, along with 9 other local authorities have a Service Level Agreement with Glasgow City Council for the provision of analytical services. The analyst service is provided by Glasgow Scientific Services, Colston Laboratory, 64 Everard Drive, Glasgow G21 1XG. Glasgow Scientific Services are this Authority's appointed Public Analyst for chemical analyses of all food samples, Food Examiner for all microbiological examinations of food samples and Agricultural Analyst for all feeding stuffs samples taken.
- 3.9.3 The sampling programme for 2017/18 is attached as Appendix 1 to this Service Plan. The programme will focus on high risk premises in Renfrewshire, whilst reflecting national priorities recommended by FSS and SFELC.
- 3.9.4 Food sampling will also be undertaken at Glasgow International Airport to monitor the quality, composition and labelling of foods imported through the airport as part of the Service's imported food controls. It is not possible to estimate sample numbers or types for this sampling at present.
- 3.9.5 The Trading Standards Service undertakes risk-based sampling based on intelligence received, and local or national priorities.

### **3.10 Control and Investigation of Outbreaks and Food Related Infectious Diseases**

- 3.10.1 Community Resources works closely with NHS Greater Glasgow and Clyde Health Board Consultants in Public Health Medicine in outbreak control situations and the routine investigation of infectious disease. In addition, the Health Board has produced an outbreak control plan for dealing with major outbreaks of food related illness to which this authority has had a major input.
- 3.10.2 The Business Regulation Team work in partnership with the Public Health Protection Unit at NHS Greater Glasgow and Clyde Health Board to ensure the plan is adhered to. In addition, an outbreak control and investigation of notifications of food borne disease procedure is in place.
- 3.10.3 During 2016/17 there were 40 cases of food poisoning reported and investigated by Environmental Health Officers.
- 3.10.4 Present resources within Community Resources are adequate to meet current levels of notification; however in the event of a major outbreak, any required additional resources would be made available by seconding Environmental Health Officers from other service areas.

### **3.11 Food & Feed Safety Incidents**

- 3.11.1 Food and Feed safety incidents are dealt with in accordance with the relevant codes of practice the Food Law Code of Practice (Scotland) and the Feed Law Enforcement Code of Practice (Great Britain). Notifications of incidents are received from Food Standards Scotland (FSS) by e-mail, telephone, fax, or all three. In case of emergencies, an officer is on stand-by who has contact details for all relevant members of staff. Procedures for food and feed safety incidents are in place and are available to all staff. This allows for alerts to be appropriately actioned, investigations set in motion and warnings issued if necessary. Any enforcement activity which is required in support of an incident is carried out within the terms of the relevant legislation and the Council's enforcement policy for assuring the safety of food and feed.
- 3.11.2 In addition to responding to notified incidents, Renfrewshire Council will, where necessary initiate Food/Feed Alerts in accordance with Code of Practice Guidance and will liaise with Food Standards Scotland in such situations.

### **3.12 Liaison with Other Organisations**

- 3.12.1 To ensure enforcement and other activities carried out by the Service are consistent with neighbouring Authorities and to ensure best practice, Renfrewshire Council actively participates in the West of Scotland Food and Health & Safety Liaison Groups. The groups meet regularly throughout the year and comprise representatives from the 14 authorities, which previously made up Strathclyde Regional Council, together with representatives from Glasgow Scientific Services, Food Standards Scotland and the Health & Safety Executive. The groups are attended by the Business Regulation Manager or a suitable deputy.
- 3.12.2 The Service also has formal and informal links to a range of other organisations and agencies. These Include:-

NHS Greater Glasgow and Clyde Health Board  
Association of Port Health Authorities  
Royal Environmental Health Institute for Scotland  
Society of Chief Officers of Environmental Health in Scotland  
Society of Chief Officers of Trading Standards in Scotland  
Scottish Food Enforcement Liaison Committee  
Health Protection Scotland  
Food Standards Scotland  
Health & Safety Executive  
Glasgow Scientific Services  
Animal and Plant Health Agency  
Marine Scotland  
West of Scotland Quality Working Group (Feeding Stuffs)  
H.M. Revenue and Customs

Scottish Government Rural Payments and Inspection Directorate (SGRPID)  
Civica APP Scottish Users Group

## **4. RESOURCES**

### **4.1 Financial Allocation**

- 4.1.1 The budget detailed below indicates the level of resources available 2017-18 to deliver the necessary services. As highlighted at 3.1 above the resource allocation within the Business Regulation Team is 75% of Food Law enforcement and 25% on Health & Safety enforcement. This split is at the discretion of the Business Regulation Manager and can be amended where there is a service demand. In addition, the figure for employee costs includes 0.25 of a Trading Standards Officer post for the delivery of Feed Controls.

<b>Budget</b>	<b>2017-18</b>
Employee Costs	<b>£343,629</b>
Supplies and Services	<b>£180,701</b>
Travel and Subsistence	<b>£9,430</b>
Training	<b>£1,600</b>
<b>Total</b>	<b>£535,360</b>

<b>Projected Income Source</b>	<b>2017-18</b>
Export Health Certificates	<b>£9,700</b>
Sales, Fees and Charges	<b>£500</b>
Miscellaneous Income	<b>£3,900</b>
<b>Total</b>	<b>£14,100</b>

### **4.2 Staffing Allocation**

- 4.2.1 Within the context of this plan, the allocation of staff is designed to provide an effective enforcement service for food safety, food standards, trading standards and occupational health and safety at work on behalf of Renfrewshire Council.
- 4.2.2 All food enforcement officers are authorised in accordance with the Food Law Code of Practice (Scotland) commensurate with their training and experience. A range of additional relevant qualifications are held including: the REHIS Advanced Food Hygiene Diploma, the REHIS Certificate in the Inspection of Meat and Other Foods, Certificate in Nutrition & Health and the RIPHH Certificate in HACCP Principles. Four officers have completed the ISO 9000 Lead Assessors course.
- 4.2.3 The Service secures administrative support from a pool of administrative and support staff in the Council's Business Support Service.



### **4.3 Employee Development Plan**

- 4.3.1 The Service is committed to ensuring all officers are suitably qualified, trained and remain competent in terms of the Food Law Code of Practice (Scotland) and in terms of Section 18 of the Health & Safety at Work Act 1974.
- 4.3.2 This is facilitated by the provision of in-house training, and all employees have the opportunity on a rotation basis to attend relevant external training events. These include the Food Update, Health & Safety Update, the Law Enforcement course and other courses arranged ad-hoc by organisations such as REHIS, ABC Food Safety, Food Standards Scotland and Health & Safety Executive. Any employee attending such a course is required to “cascade” the relevant information accrued as a result of their attendance to other officers.
- 4.3.3 Business Regulation Team meetings are held monthly, where performance, food safety and food standards enforcement and Health & Safety enforcement issues are discussed. Matters arising from the quality assessment model for inspections, consistency issues and interpretation issues are discussed. Team meeting minutes and Liaison Group minutes are stored in the staff manual for all officers to use. Relevant points from the Liaison Groups are also discussed at Team meetings.
- 4.3.4 In addition, all staff have full access to, and are trained in the application of, policies and procedures, which are a requirement of the framework agreement on local authority food law enforcement. Training records are maintained for each officer.
- 4.3.5 A Corporate Training Plan (Managing Team and Individual Performance Development - MTIPD) has been rolled out. All officers have completed their training needs analysis and have individual development plans prepared for 2017/18.

## **5. QUALITY ASSESSMENT**

### **5.1 Quality Assessment**

- 5.1.1 The Service has a documented “Internal Monitoring Procedure – Internal Checks” quality assessment model for inspections. The Business Regulation Manager has primary responsibility for carrying out quality assessments within the Service. The Regulatory and Enforcement Manager has a secondary responsibility to oversee the performance of the Robert Marshall and to ensure that quality assessments are being carried out consistently throughout the Service.
- 5.1.2 The Internal checks include file checks, one-to-one discussions, team discussions and accompanied inspections. Records of these are retained by the Robert Marshall and Regulatory and Enforcement Manager.
- 5.1.3 This quality assessment model facilitates the Service’s requirement in accordance with annex 2 of the Food Law Code of Practice (Scotland) and the Section 18

guidance issued by the HSE to ensure that all staff engaged in enforcement activities retain their competence.

- 5.1.4 The Business Regulation Manager reviews a monthly report on the performance indicators to ensure that the targets are met. The monthly report also details performance information relating to inspection deadlines, complaints and service requests received and food sampling activity.

## 6. REVIEW

### 6.1 Review Against 2016/17 Inspection and Sampling Programmes

The following table details performance against targets for 2016/17\*\*

Programmed Food Hygiene Inspections		
Activity	Targets for 2016/17	Achieved
Category A (6 months)	12	11 (93%)
Category B (12 months)	191	191 (100%)
Category C (18 months)	312	310 (99%)
Category D (2 years)	239	239 (100%)
Category E (Alt. Enforcement /3 Years)	139	138 (99%)
<b>Total</b>	<b>893</b>	<b>889 (99%)</b>
Programmed Food Standards Inspections		
Activity	Targets for 2016/17	Achieved
High Risk (1 year)	8	8 (100%)
Medium Risk (2 years)	159	159 (100%)
Low Risk (5 years)	14	12 (86%)
<b>Total</b>	<b>181</b>	<b>179 (99%)</b>
<b>Complaints/Enquiries/Requests for Service received 2016/17</b>	<b>514</b>	
<b>Total Number of Health &amp; Safety Inspections/Visits 2016/17</b>	<b>88</b>	

- 6.1.1 **Programmed Food Hygiene Inspections:** Performance remains high in this area as 99% of visits due took place within the required timescales. One Category A food hygiene inspection was reported as being missed. This business was not operating for some time however it remained on the inspection programme. It has now commenced operations and has been inspected. Two category C premises were missed at the time of their due date as these were businesses which operate on a seasonal basis. They have now been inspected. One category E business was

missed due to this being a nightclub and only opened in the late evening. The business was contacted in terms of the alternative enforcement policy.

- 6.1.2 The Service continues to aim for 100% performance with a high degree of awareness among officers of the importance of maintaining the inspection programme and its associated performance targets.
- 6.1.3 **Programmed Food Standards Inspections:** 7 lower risk food standards premises were reported as being missed. This was due to access problems such as seasonal businesses and premises which had ceased trading but had remained on the programme. The programme has been updated to reflect the changes.
- 6.1.4 **Alternative Enforcement:** The service has adopted an Alternative Intervention Strategy is implemented in relation to low risk premises such as pharmacies and similar premises with minimal food elements to their operation. This allows Officers the flexibility to concentrate on those visits which are highest risk.
- 6.1.5 **Complaints/Enquiries/Requests for Service:** There was a decrease in the number of service requests received. It is believed that this was in part due to the improvements made to information available on the website.
- 6.1.6 **Sampling:** The Food Sampling programme for 2016/17 continued the risk based approach to sampling. A number of projects were undertaken and follow-up action and surveillance based on results will be carried over into 2017/18. Results are shown in the following table.
- 6.1.7 84 samples were taken in total during the year; 50 for composition/chemical analysis with 5 fails and 34 for microbiological examination of which none failed. All failed samples were followed up with interventions by officers. Items included in the project work undertaken for the year are detailed below. Note: The amount of samples taken was determined by availability and priorities for the year.

Sample Type	Type of Premises	No of samples planned	No of samples taken	Pass	Fail
Microbiological quality Non pre-packed fruit and vegetable salads	Caterers and retailers	4	2	2	0
Microbiological quality of ready to eat fish and shellfish products	Distributors and retailers	8	0	0	0
Microbiological Quality of eggs used in catering establishments	Caterers	4	4	4	0
Microbiological quality of Cheese (grated)	Caterers	4	2	2	0

Microbiological quality of Fruit and vegetable smoothies	Caterers	4	1	1	0
Undeclared gluten Cakes and traybakes	Small producers, caterers and retailers	8	4	4	0
Undeclared gluten and sulphur dioxide in Burgers and sausages	Butchers	12	10	10	0
Meat content and speciation Meat pies	Small producers and retailers (including butchers)	12	8	8	1
Misuse of colours Sauces, batters and rice dishes	Caterers (other than Indian style)	4	0	0	0
Meat speciation (and mis-use of colours where appropriate)	Caterers (Chinese/ Indian/Turkish style)	8	0	0	0
Speciation Fish	Distributors, caterers and retailers and Airport	8	3	2	1
Spirits - counterfeit and adulteration	Licensed premises/ Retail	4	2	2	0
Acrylamide levels in food	Caterers	8	3	3	0
Mycotoxins in flour and flour products	Manufacture & Retail	4	4	4	0

6.1.8 The Food Sampling programme is evaluated at the end of each year in order to determine priorities for the next year as part of the Service Planning process or in response to any changes in advice/instruction given by Food Standards Scotland or other relevant government bodies. The programme for 2017/18 is based on local priorities, the national programme in agreement with SFELC and the West of Scotland Food Liaison Group. (See Appendix 1).

## 6.2 Areas for Improvement

6.2.1 It is considered that the service would benefit from an electronic file management system as well as pursuing options to introduce mobile technology to improve efficiency. During 2016/17, some preliminary research was carried out with other local authorities who use similar IT systems to this service. Two LA's have been

identified as using systems which would suit this service and it is expected that visits to see the systems in operation will be carried out in 2017/18. This will be dependent on the corporate direction for electronic document records management systems.

- 6.2.2 Further development of the APP electronic database will also be pursued during 2017/18.

## 7. EMERGING ISSUES 2017/18

### Food Crime

- 7.1 This continues to be a focus for FSS and Food Authorities. Food Crime erodes confidence and disempowers consumers. This leads in turn to financial losses, negative economic impact and poses a threat to jobs and exports. This is why tackling food crime is so important and why The Scottish Food Crime and Incidents Unit (SFCIU) has been established. The Business Regulation Team will continue to build on the established working relationships with partner Agencies including SFCIU.

### Review of Risk Rating Scoring System

- 7.2 In 2012, The Scudamore report **“Review of future arrangements to secure food standards and safety in Scotland”** was published. One of the main recommendations was that: ***“FSA Scotland should review the Food Law Code of Practice (Scotland) to determine if the current risk rating and intervention frequencies are appropriate and represent the best use of enforcement resources in Scotland”***.
- 7.3 In February 2014, The Scottish Food Liaison Enforcement Liaison Committee (SFELC) set up a Working Group tasked with examining the existing arrangements in Annex 5 of the Food Law Code of Practice (Scotland). The group assessed whether an alternative regime would deliver more effective prioritisation of food law enforcement in Scotland.
- 7.4 In September 2016, Renfrewshire Council was invited to be one of 10 Scottish local authorities to take part in a 1 year pilot, commencing October 1 2016, to develop a risk rating scoring scheme to replace the existing Annex 5.
- 7.5 Renfrewshire Council attend monthly meetings of the group and funding of £5000 was made available to assist with administration, travel and subsistence costs incurred during the course of the pilot.



**Appendix 3.2: Food Sampling Programme**



**COMMUNITY RESOURCES**

**BUSINESS REGULATION – FOOD SAMPLING PROGRAMME**

**2017/18**

## **1. INTRODUCTION**

- 1.1 The annual sampling programme for 2017-18 is designed to fulfil aims and objectives in line with Community Resources' Food Sampling Policy. The programme outlines the sampling priorities for the year, however it is recognised that circumstances and priorities may change, which require the programme to be flexible in order to respond to these changing circumstances.
- 1.2 The majority of samples are taken informally for the purpose of monitoring, surveillance and information gathering; however formal samples will be taken where enforcement action is anticipated. Environmental Health Officers, Food Safety Officers and other authorised officers are responsible for undertaking the food sampling functions of the Council.
- 1.3 At present there is a Service Level Agreement in place with Glasgow City Council to provide analytical services to Renfrewshire Council. The analyst is: Glasgow Scientific Services, Colston Laboratory, 64 Everard Drive, Glasgow, G21 1XG.

## **2. APPROACH TO SAMPLING**

- 2.1 Renfrewshire Council complies with the requirements of the Food Safety (Sampling and Qualifications) Regulations 1990 and the Food Standards Agency's Code of Practice. The sampling programme for 2017/18 is designed to be more focused on high risk products which are manufactured in Renfrewshire. Focussing on these premises will ensure that the premises which pose the greatest risk to the public of Renfrewshire are adequately controlled.

### **2.2 Informal Samples**

An informal sample may be taken covertly; however, the food business operator will always be informed of the results of the sample. Informal samples can be useful in allowing an unrecognised officer to witness activities in business premises in a real time situation; however for enforcement purposes formal sampling must be undertaken.

### **2.3 Formal Samples**

In accordance with Regulatory Services Enforcement Policy, which promotes action which is consistent, fair and proportionate, formal samples will generally be taken after routine samples have been found to fail statutory requirements and no satisfactory remedial action has been taken.

### **2.4 Sampling Priorities**

FSS and The Scottish Food Enforcement Liaison Committee have identified, through intelligence, the areas deemed to be priorities in terms of sampling. The priority plan considers the Scottish perspective but also takes account of the UK, FSA, priorities. In addition to National priorities, Renfrewshire Council will focus on areas of particular interest to the authority.

### **2.5 Manufacturing/Approved Premises**

Renfrewshire Council will continue to concentrate on sampling from manufacturers and approved premises in our area. These premises will be sampled at least



annually. Where possible, samples will be taken in advance of Food Hygiene/Food Standards inspections in order to discuss sample results with the food business operator.

## **2.6 Sampling Plan 2017/18**

The sampling plan for 2017/18 outlines the project work to be undertaken by Renfrewshire Council in high risk areas. The sampling plan is outlined at point 4.2.

## **3. COMPLAINTS & FOOD BORNE DISEASE INVESTIGATIONS**

3.1 In response to complaints and notifications of food borne disease received Community Resources may opt to take samples in order to resolve any issues arising as a result of any investigations.

### **3.2 Co-ordinated Sampling**

Where appropriate the Service will participate in food surveillance programmes arranged by regional and national bodies such as Food Standards Scotland, SFELC and the West of Scotland Food Liaison Group.

### **3.3 Imported Food**

In order to monitor the quality, composition and labelling of imported foods, samples of foods imported through Glasgow Airport will be submitted to the Public analyst for examination.

### **3.4 Special Investigations**

There may be circumstances whereby an incident will require special investigation and resources may have to be directed towards dealing with the investigation. In addition this may involve liaison with other partners including Health Protection Scotland and Greater Glasgow & Clyde Health Board.

## **4. SAMPLING PLAN**

### **4.1 Priority Actions**

The following topics have been identified as priority actions by SFELC and will be subject of sampling activity during 2017/18, along with other local surveillance activities outlined in the table below at point 4.2:

## 4.2 Sampling Plan

Time of Year	Sample Type	Type of Premises	No. of samples
July 2017 to March 2018	Microbiological quality Non pre-fruit and veg salads and garnishes (including salads with mayonnaise e.g. coleslaw)	Caterers & Retailers	10
July 2017 to March 2018	Microbiological quality of ready to eat fish and shellfish products	Caterers & Retailers	18
July 2017 to March 2018	Microbiological Quality of Fresh Herbs	Caterers & Retailers	5
July 2017 to March 2018	Microbiological quality of Non-pre-packed sandwiches and sandwich fillings containing mayonnaise	Caterers	10
July 2017 to March 2018	Microbiological quality of Non-pre-packed cooked sliced meats (tests to include Salmonella, Campylobacter and E.coli O157)	Caterers	10
July 2017 to March 2018	Microbiological quality of Vacuum packaged ready to eat foods with a shelf-life longer than 10 days	Manufacturers	5
July 2017 to March 2018	Swabs from ready to eat contact equipment (focus on slicing blades and slicing machines)	Butchers	10
July 2017 to March 2018	Meat speciation in venison products	Butchers/Retail	4
July 2017 to March 2018	Free-from claims with a focus on gluten-free and the presence of dairy in non-dairy yoghurt, cheese and milk substitutes	Retailers	10
July 2017 to March 2018	Preservative in Jarred chutneys and relishes	Retailers	3
July 2017 to March 2018	Meat speciation Prepared meals (curries, kebabs etc.) (and mis-use of colours where appropriate)	Caterers (Chinese/Indian/Turkish style)	10
July 2017 to March 2018	Speciation Fish / Fish products (battered, breaded and with sauces)	Caterers	10
July 2017 to March 2018	Speciation Fish / Fish products (prepacked fresh and frozen)	Retailers	10

**4.3 Routine Sampling**

The project sampling initiatives listed above will be the focus of sampling activities however, in the course of routine work, officers will take samples as appropriate.

**5. Review of 2016/17**

- 5.1 The Food Sampling programme for 2016/17 continued the risk based approach to sampling. A number of projects were undertaken successfully, and follow-up action and surveillance based on results will be carried over into 2017/18.
- 5.2 The Food Sampling programme will be evaluated at the end of each year in order to determine priorities for the next year as part of the Service Planning process or in response to any changes in advice/instruction given by the Food Standards Scotland or other relevant government bodies.



Renfrewshire  
Council