



Please reply to:

Contact: Christeen Abee
Service: Committee Services
Direct Line: 01784 444229
E-mail: c.abee@spelthorne.gov.uk
Date: 22 June 2022

Notice of meeting

Neighbourhood Services and Enforcement Committee

Date: Thursday, 30 June 2022

Time: 7.00 pm

Place: Council Chamber, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB

To the members of the Neighbourhood Services and Enforcement Committee

Councillors:

J.R. Sexton (Chairman)	R.O. Barratt	V.J. Leighton
J.T.F. Doran (Vice-Chairman)	A. Brar	B.B. Spoor
C.L. Barratt	R.D. Dunn	S.J. Whitmore

Substitute Members: Councillors C.F. Barnard, C. Bateson, M. Beecher, J. Button, K.M. Grant, N. Islam, O. Rybinski and D. Saliagopoulos

Councillors are reminded that the Gifts and Hospitality Declaration book will be available outside the meeting room for you to record any gifts or hospitality offered to you since the last Committee meeting.

Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

www.spelthorne.gov.uk customer.services@spelthorne.gov.uk Telephone 01784 451499

Agenda

Page nos.

1. Apologies and Substitutes

To receive apologies for absence and notification of substitutions.

2. Minutes

5 - 8

To confirm the minutes of the meeting held on 3 March 2022 as a correct record.

3. Disclosures of Interest

To receive any disclosures of interest from members in accordance with the Members Code of Conduct.

4. Questions from members of the Public

The Chair, or their nominee, to answer any questions raised by members of the public in accordance with Standing Order 40.

Note: the deadline for questions to be considered at this meeting is 5pm on 23 June 2022.

At the time of publication of this agenda no questions were received.

5. Ward Issues

To consider any issues raised by ward councillors in accordance with Standing Order 34.2

Note: the deadline for ward issues to be notified for consideration at this meeting is 12 noon on 23 June 2022.

At the time of publication of this agenda no ward issues were received.

6. Food and Health and Safety Service Plans for 2022/24

9 - 52

To consider adoption of the Food Safety Service Plan and the Health and Safety Service Plan for 2022/24.

7. CCTV Monitoring and Maintenance Contract Award

53 - 58

To consider authorising the Group Head of Neighbourhood Services to enter a contract with Runnymede Borough Council for the monitoring and maintenance of its on-street CCTV equipment for an initial period of 3 years with the option to extend for a further 2 years in two 12-month extension periods.

8. Forward Plan

59 - 62

To consider the Forward Plan for committee business.

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**Minutes of the Neighbourhood Services Committee
3 March 2022**

Present:

Councillor A. Brar (Chairman)
Councillor V. Siva (Vice-Chairman)

Councillors:

R. Chandler	S.A. Dunn	R.J. Noble
R.D. Dunn	V.J. Leighton	

Substitutions: Councillor Chris Bateson

Apologies: Councillor S.C. Mooney

In Attendance: Councillor M. Beecher

13/21 Minutes

The minutes of the meeting held on 13 January 2022 were agreed as a correct record.

14/21 Disclosures of Interest

There were none.

15/21 Questions from members of the Public

There were none.

16/21 Ward Issues

There were none.

17/21 Local Planning Enforcement Policy Updates

The Committee considered a report recommending adoption of the updated Local Planning Enforcement Policy.

The Planning Enforcement Officer gave a presentation on the policy (attached) and explained that updates to the policy had been made in response to a recommendation from counsel. Updates applied to section ten which outlined considerations that should be taken prior to enforcement action. The officer also provided a chart outlining the breaches since 2018, and explained new categories for breaches had been created recently.

The Committee expressed concern over the number of notices issued, and the officer explained that notices issued were not an indication of success as the authority sought to negotiate to rectify breaches before issuing notices. The Committee also sought information on whether the authority was proactive in seeking breaches, and the officers explained that at this time, the authority was reactive to breaches.

The Committee recommended that future policy updates draw out the impact of the policy on sustainability and climate change.

The Committee **resolved** to adopt the updated Local Planning Enforcement Policy.

18/21 Customer Charter

The Committee considered a report recommending approval of the proposed Customer Services Charter and Spelthorne Pledge.

The Deputy Group Head of Finance & Customer Relations explained that Spelthorne Borough Council currently did not have a Customer Services Charter and adoption of the charter would set out expectations when dealing with the Council.

The Committee noted the process for dealing with complaints and requested that response times be monitored. The Committee felt the Customer Services Charter and Spelthorne Pledge were suitable and noted they could be adapted in future as digital transformation progressed.

Alternative options considered and rejected by the Committee:

- 1) Do not adopt a Customer Charter or a Pledge.

The Committee **resolved** to approve the Customer Services Charter and Spelthorne Pledge.

19/21 Revenue Monitoring Report Q3 (Oct-Dec 2021)

The Committee received a revenue monitoring report related to Neighbourhood Services for quarter three of the financial year from the

Deputy Chief Accountant and welcomed feedback from the Committee. She explained that the largest variance in the report continued to be due to under recovery of income, but it had slightly improved since last reported.

The Committee noted that most of the under recovery continued to be through lack of custom at Spelthorne Borough Council owned car parks.

The Committee **resolved** to note the draft forecast outturn for 2021/22 as at 31 December 2022 and the aggregate variances by cost centre reported in Appendix A.

20/21 Forward Plan

The Group Head of Neighbourhood Services provided a summary of reports that would be discussed at future committee meetings. These would be allocated once the committee dates for the next year were agreed.

The Committee **resolved** to note the Forward Plan for future Committee business.

21/21 Urgent business

There was no urgent business to discuss.

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Neighbourhood Services Committee

30 June 2022



Title	Food and Health and Safety Service Plans for 2022/24
Purpose of the report	To make a decision
Report Author	Fidelma Bahoshy, Principal Environmental Health Officer (Commercial) & Tracey Willmott-French, Senior Environmental Health Manager
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	n/a
Corporate Priority	Community Environment Service delivery
Recommendations	Committee is asked to: adopt both proposed service plans for 2022/2024
Reason for Recommendation	Local Authorities are required to produce and adopt service plans for their food safety and health and safety enforcement services.

1. Summary of the report

- 1.1 This report seeks to outline the services plans for the food safety and health and safety at work enforcement team for 2022/2024 and proposes that the plans be adopted.

2. Key issues

- 2.1 Local Authorities are required by the Food Standards Agency (FSA) and the Health and Safety Executive (HSE) to produce service plans for their food safety and health and safety services. Each service plan must outline the aims and objectives for the years ahead and evaluate the achievements of the past year. We are moving from producing these plans annually to every two years with an update included in the Environmental Health Annual Service Plan.
- 2.2 This report briefly outlines the main achievements of Environmental Health's Commercial Team who is responsible for enacting the plans and the objectives. The report also outlines the main objectives for this coming year.

Achievements

- 2.3 Food Safety Service Plan - in 2021/22 the team continued to focus their resources on the highest risk food businesses and work through the backlog which built-up from the diversion of officer resource to the Covid-19 response.

The Food Team are responsible for ensuring that food businesses including retailers, caterers and producers satisfy the minimum food hygiene standards required by legislation and promoting adherence to best practice and industry guides.

- 2.4 As of 1 March 2021, there were 483 routine inspections due. The team carried out 336 food hygiene inspections, sent 306 written warnings, served 6 hygiene improvement notices, issued one simple caution and investigated 92 complaints.
- 2.5 The team has also continued to participate in the national Food Hygiene Rating Scheme (FHRS); 96.6% of eligible businesses have ratings of three or above, this exceeds the target of 92%. Those businesses who are below this standard will continue to be targeted for improvement with revisits and where appropriate taking further legal action against them; 0.9% of businesses have a rating of 0 or 1 (represents 6 food businesses). The target is a maximum of 4%.
- 2.6 Health and Safety Service Plan - in 2021/22, reactive work was prioritised and actioned as required but there was no available resource to undertake proactive inspections or projects. The team are responsible for the enforcement of health and safety at work legislation in certain workplaces such as offices, shops, customers services, food businesses and warehouses.
- 2.7 The team undertook nine site visits to investigate health and safety related incidents, six site visits to investigate complaints and three revisits. The vast majority of health and safety work has centred around Coronavirus restrictions and risk assessments. The Commercial Team undertook 121 face to face visits at the request of either UKHSA or Surrey County Council to individuals who tested positive for Covid-19 but were not engaging with the Test and Trace teams and the team visited approximately 252 commercial premises to ensure compliance with Coronavirus restrictions.

Objectives

- 2.6 The main objectives for the Food Safety Service Plan 2022/2024 are outlined on page 4 of the plan and include a target of inspecting at least 95% of higher risk food businesses, the promotion of the FHRS with 92% of all food businesses achieving a food hygiene ratio of 3 or above, to respond to a minimum of 95% of service requests within six days and to work with our colleagues in Surrey Trading Standards to promote the Eat Out Eat Well scheme to businesses and residents within the borough. The Food Safety Service Plan 2022/2024 is provided in **Appendix 1**.
- 2.7 The main objectives for the Health and Safety Service Plan 2022/2024 are outlined on page 3 of the plan and include targets to respond to at least 95% of service requests and accidents within six days and to participate in selected national/regional projects. The Health and Safety Service Plan 2022/2024 is provided in **Appendix 2**

Review

- 2.8 The Covid-19 pandemic has impacted the delivery of the 2021-2022 Food Safety Service and Health and Safety Service plans. We continued to undertake restriction work and contact tracing up until the end of February 2022. In addition, we were working through a backlog of food inspections that

accumulated during 2020/2021. High priority objectives outlined in both plans were achieved.

- 2.9 A deterioration of hygiene standards has been noted in some food premises, it was noted that many businesses were experiencing difficulties recruiting and retaining suitable trained and competent staff. This was likely to be a consequence of both Covid-19 and EU Exit. This has led to increased pressures to undertake revisits, re-inspections and consider rating appeals.
- 2.10 In addition to Covid-19 work, the team continues to be involved in a complex accident investigation. Resources within the team are limited and high priority reactive work such as accident investigations will continue to take priority over proactive project work.
- 2.11 The departure of an animal licensing competent officer in September 2021 has resulted in only one officer competent (the PEHO on the Commercial Team) remaining with the department to undertake this work. Both issues have resulted in increased workloads within the Commercial Team and impacted capacity to meet our objectives. Two officers from within the Environmental Health department are undertaking specialist training this year to help with this work.

3. Options analysis and proposal

- 3.1 **Option 1** - the preferred option is to adopt both proposed service plans for 2022/24, and for them to come into effect within 7 days of approval.
- 3.2 **Option 2** - Members to amend one or both of the proposed service plans.
- 3.3 **Option 3** - Members not to adopt one or both of the proposed service plans. This would mean the Council would not be following either the Food Standards Agency's "Framework Agreement on Local Authority Food Law Enforcement", or the Health and Safety Executive's Guidance, as this requires local authorities to have food and health and safety service plans and recommends that the plans relate specifically to food and health and safety enforcement. If these service plans are not adopted, the likelihood of the FSA or HSE auditing us would increase.

4. Financial implications

- 4.1 The proposed service plans will be delivered within the proposed budget for 2022/24. The financial implications have been discussed with the relevant finance staff.

5. Risk considerations

- 5.1 No issues have been raised by the Audit Team following consultation.

6. Legal considerations

- 6.1 No issues have been raised by the Legal Team following consultation.

7. Other considerations

- 7.1 Under the Food Standards Act 1999 and the Health and Safety at Work etc. Act 1974, the Food Standards Agency and Health and Safety Executive have powers to audit respectively any local authority's food and health and safety enforcement services. In exceptional cases, the FSA and the HSE have the powers to take over the duties of persistently under-performing councils.

8. Equality and Diversity

8.1 Adoption of the proposed service plans provides a level ground for compliant businesses.

9. Sustainability/Climate Change Implications

9.1 The proposed service plans have no impact on sustainability or climate change issues.

10. Timetable for implementation

10.1 If the service plans are approved, they shall come not effect after seven days.

11. Contact

11.1 Fidelma Bahoshy – f.bahoshy@spelthorne.gov.uk or Tracey Willmott-French – t.willmott-french@spelthorne.gov.uk.

Background papers: There are none.

Appendices:

Appendix 1 - Food Service Plan 2022/2024

Appendix 2 - Health and Safety Service Plan 2022/2024

Spelthorne Borough Council

Food Safety Service Plan

2022 – 2024

FOREWORD

This plan sets out how the Council will deliver its 2022-2024 Food Safety Service Plan.

In its development, consideration has been given to the profound impacts the Coronavirus pandemic has had on the public and business activities over the last 24 months. Consideration has also been given to the continuing impacts they will likely experience as businesses and organisations seek to recover and return to business as usual.

Spelthorne's Environmental Health Service has acutely felt the impacts of the pandemic with significant resources diverted from March 2020 to support and take on a critical role in the Council's response. Environmental Health Officers are trained and experienced in public health controls including infection control, contact tracing and the investigation of outbreaks. In addition, with a background in working with businesses to ensure compliance with legislation officers were tasked with enforcing the Coronavirus business restriction regulations. The Commercial Team within Environmental Health were directly involved in Covid related work until the end of February 2022. The team continue to provide assistance to businesses with their arrangements for risk assessment and are available to assist Surrey County Council's Public Health Team and UK Health Security Agency as requested.

This Service Plan has been produced in response to the Food Standard Agency's (FSA) Framework Agreement on Food Law Enforcement which sets out how the plan should be structured and what the plan should contain.

This Plan also takes into account the requirements of the Covid-19 Local Authority Recovery Plan which sets out the FSA's guidance and advice to local authorities for the period from 1 July 2021 to 2023/24. All local authorities are expected to have regard to the guidance and advice in the Recovery Plan.

This Service Plan explains how the team will protect and promote food safety throughout the Borough by a combination of measures which include the enforcement of food safety law, sampling, advice, and education and liaising with other organisations. The mix of enforcement includes aspects that are demand driven, inspection driven, education driven, and intelligence driven. All activities and procedures take account of the Food Law Code of Practice and its supporting document the Food Law Practice Guidance (England). In addition, officers take account of the Food Hygiene Rating Scheme – Brand Standard.

The Plan is approved by Elected Members to ensure transparency and accountability and is published on the Council website.

The Plan is reviewed every two years and an annual update will be included in the Environmental Health Service's annual Service Plan.

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1. SERVICE AIMS AND OBJECTIVES

1.1 Aims

- 1.1.1 The aim of the food safety service is to protect health by assuring the production, preparation, storage, distribution, and supply of food by businesses within Spelthorne is safe.
- 1.1.2 We aim to provide a comprehensive food safety service to consumers and the operators of food businesses and achieve a good balance between providing advice, information, training, and where necessary enforcement.

1.2 The following objectives have been identified for 2022/24:

Objective	
1	To satisfy the requirements of the framework for service delivery as set out in the FSA's Recovery Plan.
2	To achieve at least 95% of higher risk food hygiene inspections/interventions in accordance with the frequencies set out in the Food Law Code of Practice.
3	To promote the FSA national Food Hygiene Rating Scheme (FHRS), including publicising on the Council's Facebook and Twitter accounts those business receiving a 5 rating.
4	To achieve a 92% ratio of food businesses with a food hygiene ratio of 3 to 5 compared to those scoring 0 to 2.
5	To actively work with our lower rated businesses to improve their standards and achieve a maximum 4% of food business with a food hygiene rating of 0 and 1. Where necessary we will take appropriate enforcement action in line with our Enforcement Policy.
6	To respond to a minimum of 95% of food safety service requests within ten days.
7	To ensure all authorised officers are competent as per the requirements of the revised Competency Assessment Framework as set down in the Food Law Code of Practice for all officers undertaking official food controls.
8	To actively promote the "Eat Out Eat Well" award.
9	To participate in national and local sampling projects as appropriate.
10	To highlight issues with food allergens and hypersensitivity - during routine inspections, businesses will be signposted to the free material available from the FSA and we will participate in any campaigns run by the FSA, as appropriate.

1.3 Link to the FSA's Covid-19 Local Authority Recovery Plan

The Recovery Plan sets out the Food Standards Agency's (FSA) guidance and advice to local authorities for the period from 1 July 2021 to 2023/24.

The guidance and advice aim to ensure that during the period of recovery from the impact of COVID-19, local authority resources are targeted where they add greatest value in providing safeguards for public health and consumer protection in relation to food. It also aims to safeguard the credibility of the Food Hygiene Rating Scheme (FHRS).

1.3.1 The Recovery Plan provides a framework for re-starting the delivery system in line with the Food Law Codes of Practice for new food establishments and for high-risk and/or non-compliant establishments while providing flexibility for lower risk establishments. This should be implemented alongside delivery of:

- official controls where the nature and frequency are prescribed in specific legislation and official controls recommended by FSA guidance that support trade and enable export
- reactive work including enforcement in the case of non-compliance, managing food incidents and food hazards, and investigating and managing complaints
- sampling, and
- ongoing proactive surveillance.

1.3.2 Local authorities should, where they can, move at a faster pace in realigning with the intervention frequencies and other provisions set out in the Food Law Codes of Practice.

There are two phases to the Recovery Plan:

1.3.3 Phase 1 - 1 July to 30 September 2021

In Phase 1, local authorities are expected to deliver the following:

- official controls where the nature and frequency are prescribed in specific legislation and official controls recommended by FSA guidance that are undertaken to support trade and enable export
- reactive work including enforcement in the case of non-compliance, managing food incidents and food hazards, and investigating and managing complaints
- sampling in accordance with the local authority sampling programme or as required in the context of assessing food business compliance, and any follow-up necessary in relation to the FSA Surveillance Sampling Programme
- ongoing proactive surveillance to obtain an accurate picture of the local business landscape and to: identify open/closed/recently re-opened/new businesses; as well as businesses where there has been a change of operation, activities, or Food Business Operator (FBO)
- for 'new businesses', consideration of registration information and intelligence with appropriate onsite interventions carried out where there are concerns around public health/consumer protection
- for 'new businesses' where consideration of registration information and intelligence indicates low risk, initial visits should be prioritised and undertaken in accordance with the Codes of Practice and Practice Guidance taking account of the flexibilities provided
- planning for resumption of planned intervention programmes for high-risk category and non-compliant establishments in Phase 2.

1.3.4 Phase 2 – 1 October 2021 to 2023/24

In Phase 2, local authorities are expected to deliver (a) to (g) as detailed in paragraph 1.3.3 (Phase 1), plus the following:

- implementing planned intervention programmes for high-risk category and non-compliant establishments in accordance with the timeline outlined in the Plan
- implementing an intelligence/information based approach for lower risk category establishments
- responding to FHRS requested re-visits in line with the timelines specified in the FHRS Brand Standard for England or the statutory guidance in Wales and Northern Ireland.

1.3.5 Spelthorne is currently on track to meet all the requirements of the Recovery Plan and indeed working at a faster pace to realign and work through the backlog of inspections caused by the pandemic.

1.4 Links to corporate objectives and plans

The Council's Corporate Plan 2021 – 2023 has five key priorities and seven values for Spelthorne:

1.4.1 Priorities

- Community
- Affordable housing
- Recovery
- Environment
- Service Delivery

1.4.2 Values

- Pride in our Council, communities and Borough
- Responsive and flexible
- Open and accountable
- Value for money
- Integrity
- Dependable
- Empowering communities

1.4.2 The Food Safety Service Plan is key in protecting our Community and providing a safe Environment and makes a significant contribution to the Communities' economic recovery out of the impacts of Coronavirus.

An effective food safety team contributes to these priorities by protecting the health of its residents and visitors through the provision of safe food, the prevention and detection of food borne illness and food poisoning, and by ensuring that good businesses are not disadvantaged by non-compliant

traders. We are working with business to help them to recover from the impact of the pandemic.

1.4.3 This Service Plan incorporates these values.

2. BACKGROUND

2.1 Profile

2.1.1 Spelthorne is in the far north corner of Surrey. Boroughs adjacent to us are Runnymede and Elmbridge to the south in Surrey, Windsor and Maidenhead and Slough to the west in Berkshire, and Hillingdon, Hounslow, and Richmond upon Thames to the north and east in Greater London.

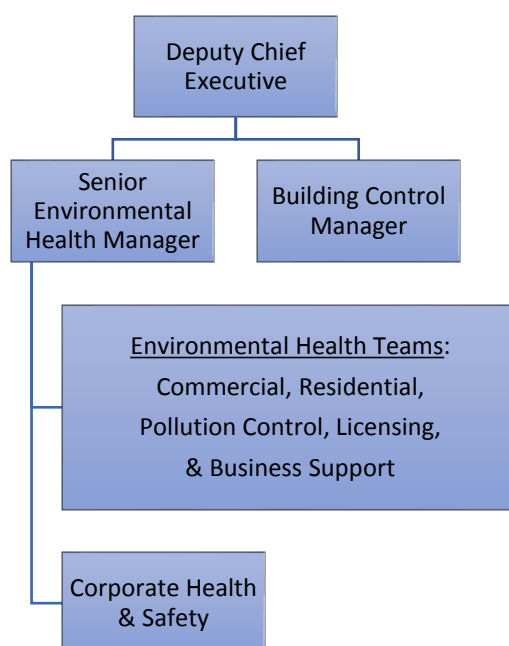
2.1.2 Spelthorne's population is approximately 95,600, based on figures from the 2011 census. The main centres of population are the towns of Staines-upon-Thames, Ashford, Sunbury-on-Thames, Shepperton and Stanwell.

2.2 Organisational Structure

2.2.1 The organisational structure of the Council comprises of the 39 elected members and a Chief Executive who is supported by two deputies. The food safety service forms part of the Environmental Health Department. The food team is headed by the Principal Environmental Health Officer (Commercial) who reports to the Senior Environmental Health Manager (SEHM). The SEHM reports directly to the Deputy Chief Executive.

2.2.2 The food safety service is provided by the Commercial Team who also provide a health and safety enforcement service including smoke-free legislation; and process, monitor and enforce various licensing/registration regimes, such as all animal licensing and beauty treatments in relevant premises.

2.2.3 The structure is as follows:



2.3 Scope of the Food Service

- 2.3.1 The Council provides a comprehensive service to food consumers and food businesses in Spelthorne. We have the main responsibility for enforcing the provisions of the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and the European Union (Withdrawal) Act 2018 as amended by the European Union (Withdrawal Agreement) Act 2020 relating to retained EU regulations
- 2.3.2 As a designated Food Authority we are responsible for a full range of duties including:
- food hygiene inspections
 - participation in the national Food Hygiene Rating Scheme to enable consumers to make informed choices about the places where they eat out or shop for food
 - the investigation of complaints and service requests relating to food safety matters
 - responding to food safety incidents
 - the provision of advice to businesses and the public on food safety matters
 - sampling of foodstuffs for microbiological and where necessary chemical examination; and analysis of food handling environments through surface swabs
 - controls of imported and exported foods
 - the investigation of notifications and outbreaks of food poisoning and gastrointestinal infection to control and prevent further cases from source of disease, identify source and prevent spread from primary case
 - provision food safety advice to managers and proprietors of food businesses
 - the implementation of the Commercial Team's Health Promotion initiatives, such as the "Eat Out, Eat Well" Award Scheme which is promoted during inspections and via the Spelthorne website
 - the maintenance the database of food premises in the Borough and ensuring that the information is accurate and up to date
- 2.3.3 Enforcement of food standards including labelling, calorie display and animal feedstuff legislation is the responsibility of Surrey County Council Trading Standards Department and is outside the scope of the service.
- 2.3.4 Spelthorne is signed up to a Memorandum of Understanding in relation to food and feed imported through London Heathrow Airport. This MoU is managed by the FSA and is due for review in November 2023. The purpose of the MoU is to set out in writing the arrangements that have been agreed to establish Hillingdon as the single designated local authority responsible for carrying out all appropriate safety checks at Heathrow Airport on imported food at Internal Temporary Storage Facilities. External Temporary Storage Facilities remain our responsibility.

2.4 Demands on the Food Service

2.4.1 The majority of food premises in Spelthorne are predominantly small to medium sized catering or retail businesses.

2.4.2 The premises profile is outlined below. Please note that this is a snapshot in time that changes regularly as new businesses open and others close.

Type of Premises	on 1 April 2022	on 31 March 2021
Primary Producers	1	1
Manufacturers & Packers	8	7
Importers/exporters	2	2
Distributors/Transporters	20	18
Retailers	170	164
Restaurants/Caterers	639	616
Total	840	808

2.4.3 In addition there are:

- Two markets – one in Kempton Park every Thursday and one on Staines High Street on Wednesdays, Fridays, and Saturdays.
- Two approved premises (an inflight caterer and a biltong manufacturer). There is also one large cereal producer.
- Routinely there are several events held within the borough during the year, including Staines-upon-Thames Day, Shepperton Big Tree Night, Sunbury Amateur Regatta and Shepperton Village Fair. The pandemic has resulted in the cancellation of many of these events over the last 24 months but there is an expectation of a return to normal for Summer 2022 and 2023.

2.4.4 Brexit Impacts on the Food Service

2.4.4.1 Imports

The government introduced a new staged approach to imports that came into effective from 1 January 2021: -

- **October 2021 (originally April 2021):**
 - Pre-notification requirements for Products of Animal Origin (POAO), certain animal by-products (ABP), and High-Risk Food Not of Animal Origin (HRFNAO)
 - Export Health Certificate requirements for POAO and certain ABP will come into force on the same date.
- **January 2022 (originally July 2021):**
 - Extending the option for business to use deferred declarations for up to 6 months after the goods have been imported until Jan 2022
 - Safety and Security Declarations
 - Physical checks for POAO, certain ABP, and HRFNAO will not be required until 1 January 2022. At that point they will take place at Border Control Posts.
- **March 2022 (originally July 2021):**
 - From March 2022, checks at Border Control Posts will take place on live animals and low risk plants and plant products.

▪ **1 July 2022 - phase 3 Border Operating Model (this has been further delayed)**

As of 1 July 2022, it was expected that a health certificate would be required for import into the UK for much of the veterinary and phytosanitary cargo. Without a certificate, no entry. This would apply to:

- all regulated animal by-products
- all regulated plants and plant products
- meat and all meat products
- all other foodstuffs not of animal origin with a high risk profile

The UK planned to inspect the veterinary and phytosanitary cargo at the external border as from 1 July 2022. This will take place at Border Control Posts (BCP).

This phase has been further delayed.

The team works closely with colleagues at the Imported Food Office in Heathrow Airport and a Memorandum of Understanding is in place with regards to storage sheds within the borough. Any consignments that illegally bypass the Border Control Post are referred to the inland authority where the consignment is stored. A similar arrangement is in place for third country imports prior to EU Exit and Spelthorne has received such referrals infrequently. It is yet to be seen if there will be an increase in the referrals of illegally imported consignments to the team because of EU exit.

2.4.4.2 Exports

The EU requires that some UK food and drink exports are certified by a UK certifying authority before being exported. In Great Britain, the Animal and Plant Health Agency (APHA) is responsible for issuing export health certificates (EHC) for certain products of animal origin (POAO) to specific countries.

Local authorities can provide export certification for certain products not covered by official EHCs issued by APHA. This can relate to products that are:

- not of animal origin
- processed meat products
- manufactured food and drinks

The type of certification that needs to be provided is specific to the product being exported and the requirements of the destination country.

To date the team has not received any requests from businesses to certify any products for export from the UK however requests for certifications for products not of animal origin have been received for countries not within the EU.

2.4.5 **Access to the Service**

The service can be accessed by: -

- Calling in person to the Spelthorne Borough Council, Knowle Green, Staines upon-Thames, TW18 1XB. The Offices are open from 9am to

5pm Mondays to Thursdays and 9am to 4.30pm on Fridays. The office is closed in the evenings and at weekends.

- Telephoning the support staff (01784 446291). The Business Support Team is available from 9 am to 5 pm on Monday to Thursday and 9 am to 4.30 pm on Friday.
- A duty officer is available from 9.30 am to 5 pm Monday to Thursday, and from 9.30 am to 4.30 pm on Fridays.
- By telephoning officers through their direct line telephone numbers.
- By emailing the Commercial Team at eh.commercial@spelthorne.gov.uk.
- Emailing officers directly via their individual email addresses.
- Food safety emergencies can be dealt with by telephoning our 24-hour out-of-hour's emergency service where the on-call officer will contact a senior officer from Environmental Health.
- Information and advice can be accessed via the Council's website at www.spelthorne.gov.uk.
- Submitting information through the Food Standards Agency website portal.
- The food hygiene ratings of eligible businesses can be found at <http://ratings.food.gov.uk/> and via a link on the Spelthorne website.

2.5 Enforcement Policy

- 2.5.1 Enforcement will be carried out in a fair, equitable and consistent manner in accordance with the Regulator's Code and the Environmental Health Enforcement Policy.
- 2.5.2 The policy was last updated in October 2014 and is currently under review. Copies of the Environmental Health Enforcement Policy are available on request and the policy is also available on the Council's website.

3. SERVICE DELIVERY

3.1 Food Premises Interventions

It is our policy to carry out programmed food hygiene interventions in accordance with the minimum inspection frequencies defined in the Food Law Code of Practice, and priority will be given to inspections of higher risk premises and approved premises.

3.1.1 Impacts of Coronavirus on Interventions (2020-2022)

Throughout 2020-2022, many of the team's resources have been diverted to providing advice, guidance, and enforcing the Coronavirus Regulations and related business restrictions, as well as investigating and controlling outbreaks of coronavirus and other infectious diseases in workplaces and throughout Spelthorne.

This had a significant impact on the team's ability to undertake food hygiene interventions, and while intervention activities have been prioritising in accordance with the advice provided by the FSA, a significant backlog of premises waiting routine intervention had accumulated. Work on this backlog commenced in 2021/2022 and continues into 2022-2023.

3.1.3 Food Premises Interventions Programmed for 2022-2024

The profile of premises by risk rating and the anticipated number of interventions to be undertaken during the years 2022-2024, are outlined in the table below. This is a snapshot of the system as of 12 April 2022. The profile can change quickly because of an intervention meaning that a premises can move either up or down. The number of "A" rated businesses can vary significantly during the year.

Risk Category	Number of Premises inspections due	Inspection Frequency
A	1	6 months
B	25	12 months
C	111	18 months
D	262	24 months
E	164	Alternative Strategy
Total	563	

The above table does not include inspections carried over from the 2021-2022 programme and details of these are included in Section 6.

- 3.1.4 The risk categories are derived from the scoring system laid down in the Food Law Code of Practice and are based on the type of food handled, the size of the business, the level of compliance with hygiene and structural requirements and the extent of management control.
- 3.1.5 In addition to this list, there will be unrated premises which are awaiting inspection (such as new businesses) and revisits to premises in line with our Food Hygiene Intervention Policy and Food Hygiene Enforcement Procedure.
- 3.1.6 In 2021/2022 the team received 94 new business registrations. These were prioritised upon receipt with higher risk business receiving inspections within 28 days of opening.

3.2 Food Complaints

- 3.2.1 We will investigate food complaints or complaints relating to the hygiene of food premises in accordance with centrally issued guidance and our own Food Complaints Procedure. The depth and scope of investigation required will depend on the nature of the complaint.
- 3.2.2 All food complaints involving an imminent risk to health will be responded to as quickly as possible and all others within six working days. Where appropriate, complainants will be advised of the outcome.

3.2.3 The following tables outlines the number of complaints received:

Year	Complaints Received
2021 / 2022	92
2020 / 2021	72
2019 / 2020	110
2018 / 2019	82

The subject of these complaints often includes allegations of illness, poor hygiene practices, concerns about cleaning and general repair, pest infestations and foreign body allegations.

3.3 Home Authority Principle and Primary Authority Scheme

- 3.3.1 We support both the Home Authority Principle and the Primary Authority Scheme. We do not currently have any formal primary authority agreements in place.
- 3.3.2 The Primary Authority scheme permits any business to register with one local authority as a source of advice on environmental health issues. Officers are required to contact the Primary Authority before taking any enforcement action against that company. The Primary Authority can then block the proposed action if it believes that it is inconsistent with advice or guidance previously given to the organisation concerned.
- 3.3.3 All authorised officers are registered with the online database and are familiar with the requirements of the scheme.

3.4 Advice to Business

- 3.4.1 We recognise that most food businesses seek to comply with the law and will provide such advice and assistance as may be necessary.
- 3.4.2 This includes:
- Guiding businesses to food hygiene training courses/seminars as required.
 - Provision of business information sheets, including leaflets detailing local providers of food hygiene courses, practical advice on hazard analysis and controlling food safety hazards, temperature control and guides to compliance with specific food safety legislation.
 - On the spot advice during routine visits and inspections.
 - Advice in written inspection reports.
 - Provision of free telephone advice.
 - Provision of information on the Council's social media accounts.
- 3.4.3 In 2021/2022 we dealt with 82 specific requests from businesses and individuals for information requiring advice. These requests are often from new businesses setting up, businesses about to refurbish their premises or those wishing to expand upon their current activities.
- 3.4.4 The team has been working with businesses throughout the whole of the pandemic to help them to operate safely, and comply with the Covid-19 restrictions, and meet the requirements of guidance issued by Central Government. We have helped food businesses re-open following the various lifting of lockdowns. In association with the Licensing Team, we have routinely

issued mailshots to licensed premises and food premises as well as mailshots specifically targeted in content to other businesses such as sports clubs, gyms, and close contact services.

- 3.4.5 The team has noticed an increase on business reliance on online platforms such as Just Eat, Deliveroo and Uber Eats to reach a larger customer base. This has resulted in increased contact from these organisations checking on registration and hygiene rating status. Businesses are also demanding faster re-inspections and the publications of ratings due to the pressure from these platforms. Generally food businesses cannot trade from these platforms if they have a hygiene rating of two or less.

3.5 Food Sampling

- 3.5.1 Food sampling provides useful information about the microbiological constitutes an important element of the intelligence driven side of the food safety enforcement mix.
- 3.5.2 We will ensure that food is inspected and sampled in accordance with our sampling procedure, relevant legislation, statutory Food Safety Code of Practice and centrally issued guidance to ensure that food meets the food safety requirements.
- 3.5.3 Our approach to sampling is:
- We will continue to support and participate in FSA/UKHSA national sampling programmes as appropriate and where resources allow.
 - Where appropriate, samples will be taken during routine inspection and if necessary, as part of legal proceedings.
 - Food complaint samples will be submitted on an ad-hoc basis as appropriate.
 - We will re-sample should any sample result be unsatisfactory or potentially hazardous.
- 3.5.4 Food samples will be submitted for analysis to the UKHSA laboratory in Porton Down, Salisbury as it currently holds UKAS accreditation for the microbiological examination of food samples.
- 3.5.5 In 2021/2022 we submitted 9 samples taken from two different businesses following allegations of illness.

3.6 Control and Investigation of Outbreaks & Food Related Infectious Diseases

- 3.6.1 We work closely with our colleagues in UK Health Security Agency (UKHSA). In the event of an outbreak of food poisoning we follow the procedures set down in the Surrey Outbreak Control Plan.
- 3.6.2 We regularly attend the Surrey Health Protection Group meetings to keep informed of local and national issues, the Spelthorne representative also provides an update to the Group on our work. We also regularly attend training events run by this group.

- 3.6.3 Certain infectious disease must by law be reported to us. Notifications received are shown in the table below.

Year	Notifications
2021 / 2022	109
2020 / 2021	86
2019 / 2020	144
2018 / 2019	141

- 3.6.4 We have a responsibility to investigate notifications to identify the source, to prevent cases from the source or from a primary case. In certain cases, we may need to require exclusion from work or nursery/schools. Our officers refer to the Single Case Plan when handling all notifications. This document has been drawn up in conjunction with PHE and is maintained and updated by them. The response times required of us varies from 24 hours to three days and often these notifications will be treated as a priority.
- 3.6.5 There were no major food poisoning outbreaks reported in the Borough during 2021/2022.

3.7 Food Safety Incidents

- 3.7.1 Food alerts are issued by the FSA and notify the public and food authorities to serious problems involving food that does not meet food safety standards or food that does not meet compositional standards. They come to a special inbox that is monitored daily.
- 3.7.2 The content of all food alerts received will be assessed by the Principal Environmental Health Officer (Commercial) or an Environmental Health Officer on the Commercial team and appropriate action taken as specified in the alert.
- 3.7.3 We will promptly notify the FSA and all other relevant agencies if any potentially serious incident is identified locally.

3.8 Liaison with Other Agencies

- 3.8.1 We actively participate in liaison arrangements with a number of other local authorities, agencies and professional organisations in order to facilitate consistent enforcement, to share good practice and to reduce duplicity of effort.
- 3.8.2 This includes:
- Surrey Food Liaison Group
 - Surrey Health Protection Group
 - Surrey Environmental Health Managers' Group
 - Liaison arrangements with Building Control, Planning, Licensing, Legal etc.
 - UK Health Security Agency
 - Surrey County Council Trading Standards
 - Surrey County Council Public Health Team

- Surrey Healthy Eating Award Steering Group.

3.9 Food Safety Promotion

- 3.9.1 We participate in the national Food Hygiene Rating Scheme. Most of our food business are included in the scheme and it is well received by both food business and consumers. The aim of the scheme is to help consumers to make informed choices about where they purchase food from.
- 3.9.2 We adhere to the guidance contained within the FSA's document – "The Food Hygiene Rating Scheme: Guidance for local authorities on implementation and operation – the Brand Standard".
- 3.9.3 We publicise businesses with the top rating of 5 on the Council's Facebook and Twitter accounts. This was paused during the pandemic but will re-start in 2022-2024.
- 3.9.4 We introduced a cost recovery fee for requested re-inspections under the Food Hygiene Rating Scheme in April 2019. Between the 01 April 2021 and the 31 March 2022, we received 17 requests for a re-inspection. All of these were revisited within the three-month timescale. It was noted that many food businesses have identified an urgency with these revisits as they are unable to trade on the online food platforms, and as a result we aim to do these visits as quickly as possible, circumstances depending.
- 3.9.5 We work in partnership with the Trading Standards team at Surrey County Council to promote the Eat Out Eat Well scheme. The scheme is promoted during routine inspections to potentially eligible businesses and on the Council's website.
- 3.9.6 We did not run any Level 2 Foundation Certificate in Food Safety during 2021/2022. We do not intend to run any courses during 2022/2024. We will however, direct businesses requiring this training to Elmbridge Borough Council as they provide an online training service.

4. RESOURCES

4.1 Financial Allocation

- 4.1.1 The cost of providing the food safety service in 2022/2023, including staff and budgetary expenses is expected to be approximately £167,200 and the budget will be similar for 2023/24.

4.2 Staff Allocation

- 4.2.1 The 2021/2022 staffing allocation was 2.9 full time equivalents. This included administrative supports (0.65), and management support (0.15) to provide overview of service plans, officer performance, service development and budget controls.
- 4.2.2 The allocation of staff remains at 2.9 full-time equivalent.

- 4.2.3 In addition, approximately 0.1 FTE of authorised officer time is spent on duties such as checking notices, detailed investigations, small outbreaks, and preparation for prosecutions etc.
- 4.2.4 The team currently have a contractor working on average 30 hours per week. This officer is working on food hygiene inspections only and is working to clear the backlog of routine inspections. The cost of this contractor is covered by Covid-19 funding and is expected to be available until the end of July 2022.

4.3 Staff Development Plan

- 4.3.1 We recognise the need for all officers engaged in food safety work to be trained, not only to the minimum level required by law, but also to a level commensurate with the work they carry out. We also recognise the need to develop the personal skills needed to work effectively in the field and for EHOs' to meet the requirements of the Chartered Institute of Environmental Health Continuing Professional Development (CPD) scheme.
- 4.3.2 The Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement requires Local Authorities to appoint enough authorised officers to carry out food enforcement work and that they shall have suitable qualifications, training, and experience consistent with their authorisation and duties in accordance with the relevant Food Safety Code of Practice.
- 4.3.3 The Food Safety Code of Practice requires the Local Authority to ensure that every officer receives structured on-going training, which is managed, assessed, and recorded. The minimum on-going/update training for each officer should be at least 20 hours per year, of which at least 10 hours must be food based.
- 4.3.4 Each member of staff receives one-to-one meetings as set out in the Council's Continuous Performance Management programme, at which time development needs are identified and a plan agreed to address these.
- 4.3.5 Training and development is provided by a range of methods including: -
- i. Post Entry Training - Nominations for formal training courses/qualifications are considered annually and in appropriate cases members of staff are sponsored on formal academic and practical courses.
 - ii. Short Course Training - Where appropriate, short courses, seminars and workshops can provide valuable updates for staff. We support attendance at such events through the Council's short courses training budget.
 - iii. In-house Training - We encourage in-house training as this helps to develop individual's presentation skills as well as cascade information to other members of staff.
 - iv. Cascade Training - Staff are encouraged/required to cascade information skills and knowledge they possess or have gained through attendance at Seminars and short courses to other members of staff at in-house training sessions.

- v. Peer Review - Using peer review, during joint visits, and in monitoring work performance we encourage exchange of expertise and skills between staff.
- vi. Surrey Food Study Group & Team Meetings - These provide useful forums for exchange of information and experience amongst team members and colleagues and assist in achieving a uniformity of approach to food safety issues.
- vii. Consistency Exercises – these are held routinely following our monthly team meetings and involve either an exercise provided by the FSA or a recent case presented by one of the team.

5. QUALITY ASSESSMENT

5.1 Internal Monitoring

- 5.1.1 We have a monitoring programme in place. The PEHO undertake a monitoring visit each quarter. In addition to these visits the PEHO will randomly check one report/written warning monthly. Contractors are also included in this schedule. The implementation of the schedule is a standing item on the agenda for the monthly Commercial Team meetings.
- 5.1.2 The PEHO also carries out one to ones with each member of the food team on a regular basis.
- 5.1.3 In addition to these checks, all food businesses who are moved out of Categories A & B into lower risk categories must be counter-signed by an authorised officer. In the first instance these files should be passed to the Principal Environmental Health Officer, however in her absence another authorised food officer will be acceptable.

5.2 Customer Care

- 5.2.1 Customer care questionnaires are sent out to at least 95% of food businesses that have received an inspection to assess the levels of satisfaction with the service.

From April 2022 until 31 March 2022, 18 customer care questionnaires were returned.

- 17 (94.5%) agreed that their business was treated fairly and one (5.5%) disagreed.
- 17 felt that the contact was helpful while one neither agreed nor disagreed.
- All respondents agreed that the information they received was clear and easy to understand.
- 17 respondents agreed that the member of staff was polite and courteous while 1 respondent did not agree or disagree.

Overall the feedback was positive and the following comments were received:

- *(Officer) was very approachable. He told us and guided us to improve the areas needed too. Very happy. Thank you.*
- *Happy with everything*

- *Service was fast. The inspection officer very helpful.*
- *Everything was pretty good.*
- *Very helpful and very professional*

5.3 External Monitoring

- 5.3.1 The service is subject to audit from the Food Standards Agency. The last audit was carried out in October 2014.
- 5.3.2 An annual return is submitted to the FSA. This is a requirement of all Local Authorities and it outlines in detail the work of our service. The FSA will follow up any anomalies within the return or may seek further clarification.
- 5.3.3 Our implementation of the FHRS was audited in December 2015 as part of an inter-authority audit organised by the Surrey Food Liaison Group and funded by the FSA.
- 5.3.4 The team participate in the FHRS consistency exercises run by the FSA. With these exercises the FSA provide a scenario for all Local Authorities in England, Wales and Northern Ireland to work through and score under the Food Hygiene Rating Scheme. The score is reported back to the FSA with justification. The results are collated and circulated to all Local Authorities. The scenarios are also discussed and peer reviewed at the Surrey Food Liaison Group.

6. REVIEW

This section should be read in conjunction with (a) section 3.1.1 of this report which details the impacts of coronavirus on delivering the food safety service interventions, and with (b) the Environmental Health's Performance review.

6.1 Review against the Service Plan

- 6.1.1 The service has continued to provide a professional and quality service. Overall, the higher priority objectives of the Council's food service were met.
- 6.1.2 The service aims to complete 95% of its programmed high risk inspections before 31 March 2021. This year, due to the impacts of Covid-19 on the Environmental Health service we have been working to clear out backlog of food hygiene inspection and the meeting the requirements of the FSA's Recovery Plan.

Risk Category	2021-2022		
	No. of programmed inspections due including backlog from previous years	No. of inspections completed*	Inspections overdue on 1 April 2022
A	1	1	0
B	17	26	0
C	121	76	17
D	197	179	37
E	147	54	120
Sub-total	483	336	174

*these numbers includes new businesses that were not included in the list of programmed inspection. Also the risk rating is given as a result of the inspection, therefore the premises may be a C when the officer arrives but a B as a result of this inspection.

*the number of inspections completed does not also include the numbers of businesses that have ceased trading.

6.1.3 During 2021-2022, 336 inspections were completed. The table above provides the detail of these broken down by risk category. All higher risk business inspection were completed. In addition to the inspections other interventions were also undertaken: one formal caution was issued, six Hygiene Improvement notices were served, twelve detention notices were served on illegal imported consignments of food and 306 written warnings sent out.

Table 1 outlines the number of inspections taken over the last four years.

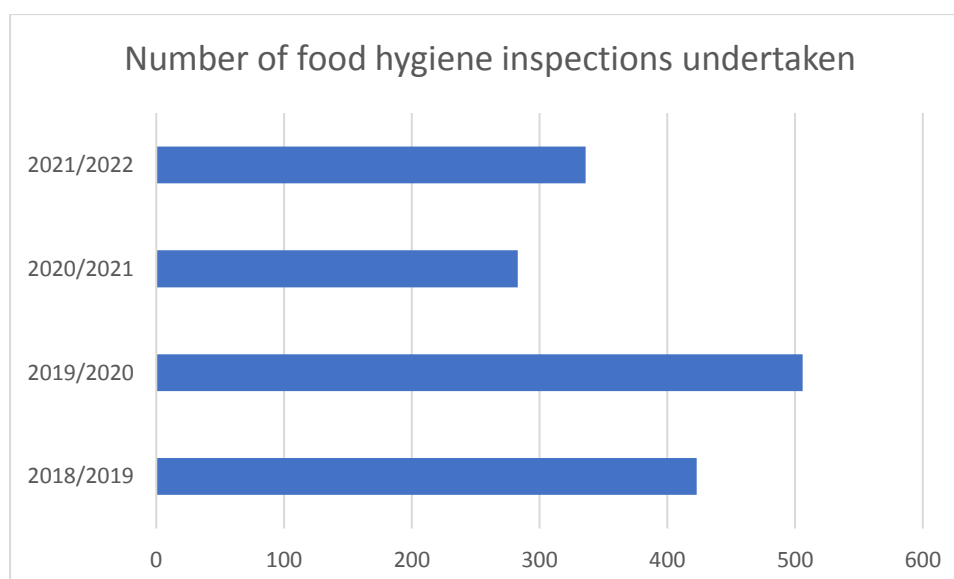
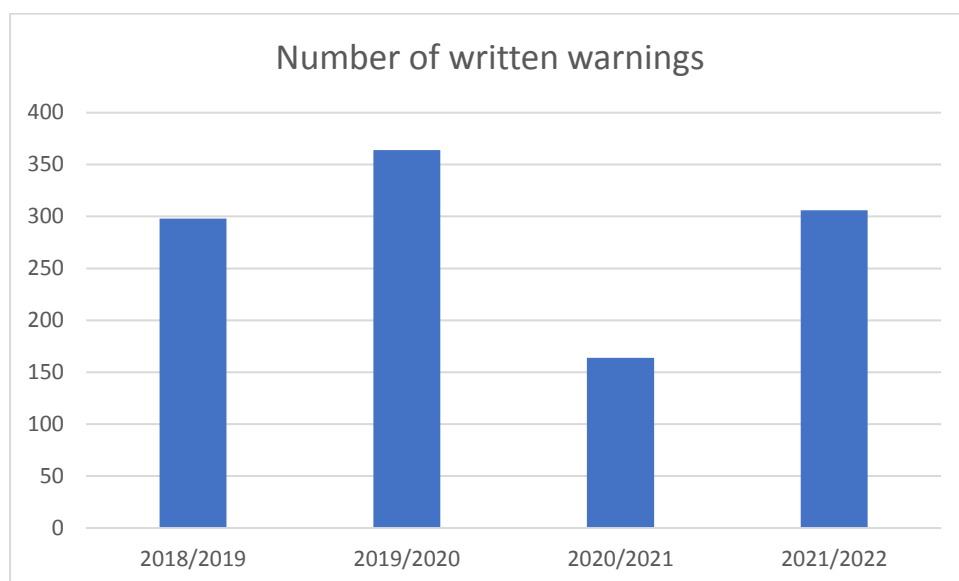


Table 2 shows the number of written warnings issued following interventions



The figures for 2020/2021 and 2021/2022 in both Table 1 and Table 2 are impacted by the diversion of resource to the Covid-19 pandemic response.

6.1.4 We have continued to successfully participate in the national Food Hygiene Rating Scheme.

FHRS	No. of Premises	%
5	454	68%
4	145	22%
3	44	6.6%
2	17	2.5%
1	4	0.6%
0	2	0.3%

6.1.5 On the 12 April 2022, 96.6% of our eligible businesses have ratings of three or above. This exceeds the target set of 92%. We had two zero-rated premises and four one rated premises: representing 0.9% of our eligible businesses.

We will continue working to reduce the percentage of business having a rating of 0 or 1. Businesses that continue to fail to meet the required standards are subject to re-inspections, are invited to attend formal interview, and where appropriate further legal action is taken. We are meeting the target of below 4% for our one and zero rated premises.

6.1.6 Six ratings given under the Food Hygiene Rating Scheme were appealed in 2021-2022. Where appeals are received, they are considered by a senior officer, usually the Lead Food Officer, who was not involved in the inspection. Of these six, one appeal was withdrawn, four were dismissed and one was

upheld with the rating changed from one (major improvement necessary) to two (improvement necessary).

It is believed that this increase in appeals is due to businesses wishing to delay the publishing of their rating particularly those receiving ratings of two and below. Most of the online platforms such as Uber Eats, Just Eat and Deliveroo will not accept businesses within a rating of two or lower. Once an appeal is received, publication of the rating is paused until the appeal has been considered. This must be done within 21 days. Appeals are very time consuming for the considering officer. There is no charge to businesses for submitting an appeal.

Officers have noted a decrease in standards in certain businesses particularly those who may have previously rated three and above. Businesses have reported difficulties recruiting and retaining chefs and other food handlers. This is likely to be as a consequence of Covid-19 and EU Exit. The lack of available food handlers is putting considerable strain on businesses resulting in non-compliance with minimum standards. Some businesses have also reported difficulties and delays sourcing new equipment and replacement parts for existing kit.

- 6.1.7 There was an increase in the number of businesses registering from a private domestic dwelling handling high risk foods. Historically the vast majority of home caterers handled lower risk foods such as cupcakes/cakes and operated on smaller scales. Since the pandemic we have seen an increase in businesses wishing to sell higher risk foods such as Sunday roasts, sushi, home-made biltong, home-made baby foods, curries etc. The resulting visits are more complex and time consuming with officers reporting frequent issues with arranging access. Food officers do not have the same powers of entry into domestic dwellings as they do into commercial ones and at least 24 hours' notice should be given.
- 6.1.8 Throughout 2021-2022, we have continued to provide a free information and assistance to local businesses to help them operate safely for purposes of food safety and hygiene, and COVID-19 safety measures.

6.2 Identification of any Variation

- 6.2.1 The Covid-19 pandemic has impacted the delivery of the 2021-2022 Food Safety Service plan. We continued to undertake restriction work and contract tracing up until the end of February 2022.
- 6.2.2 The PEHO (Commercial) shared animal licensing work with a one of the Licensing Officers (LO). The PEHO and this LO were the only officers with the required qualifications and competency under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. The LO left Spelthorne Borough Council in September 2021. This has had a direct impact on the PEHO's workload with time diverted from her normal activities to undertake the additional work. Prior to the LO's departure the animal licensing work including routine renewals, new applications and complaint work was divided between the LO and the PEHO. All animal licensing visits and complaint investigations now sit with the PEHO solely. It is anticipated that

two officers from the Licensing Team will undertake the required training course in 2022/23 and the PEHO will support with their training and mentoring.

- 6.2.3 In 2021/2022 we issued one formal caution to a business following the sale of undercooked chicken. A formal caution was issued to this business instead of a prosecution due to the circumstances involved and the improvement made by the business. The investigation into this complaint was time intensive and involved interviews under caution, site visits and sampling.
- 6.2.5 The team is also involved in another complex accident investigation which diverts officer time away from food safety work.
- 6.2.6 The team has also seen an increase in illegal food imports referred to us from the Imported Food Team at Heathrow with twelve detention notices served in 2021/2022 compared to seven in 2020/2021. In addition the team dealt with an inland imported food referral from the FSA concerning an import of 21,000 kg of honey.

6.3 Areas of Improvement

6.3.1 The following are planned for 2022-2024:

- Ensure that the backlog of inspections and interventions arising from 2020-2021 and 2021-2022 are completed.
- Continue to update and implement any policies and procedures required to ensure the service complies with the FSA Framework Agreement.
- Continue to promote the FHRS across the Borough and seek to increase the number of eligible businesses achieving a rating of three and above.
- Ensure that the service is inclusive and is provided to hard-to-reach groups
- Retain qualified and competent food officers.
- Ensure that technology is used efficiently to record information necessary to deal with customer queries, provide FSA returns and provide information to customers in an electronic format.

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Spelthorne Borough Council
Health and Safety Service Plan
2022 – 2024

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1. SERVICE AIMS & OBJECTIVES

1.1 Aims

- 1.1.1 The aim of the health and safety service is to protect the health and safety of those working within the borough in workplaces where we are the enforcing authority. We also aim to protect members of the public and others who may be harmed by the work practices of those businesses.
- 1.1.2 Enforcement is shared with the Health and Safety Executive (HSE), with Spelthorne being responsible for workplaces such as offices, shops, hotels, restaurants, nurseries, pubs, wholesale distribution and warehousing.

1.2 Objectives

Our Health & Safety at Work enforcement objectives will be incorporated into the wider Environmental Health Service Plan.

1.2.1 For 2022- 2024 we have the specific objectives: -

Objective	
1.	To target our resources on the list produced by the HSE of higher risk activities/sectors suitable for targeting for proactive inspection (the 'List'). Under the Code, proactive inspection should be used only for the activities on the 'List' or where there is specific intelligence that risks are not being effectively managed.
2.	To respond to at least 95% of health and safety service requests and accidents within six working days. The team adopts the HSE's risk-based approach to complaint handling and incident selection criteria, to select relevant incidents and complaints. This will target reactive interventions to make best use of regulatory resources.
3.	To comply with all new legislative requirements imposed on the Borough regarding the enforcement of Health & Safety at Work. This includes any relevant guidance, codes of practice, etc., published by the HSE.
4.	To actively participate in selected national/regional projects along with other Surrey LAs and HSE.
5.	To undertake a review of our procedures.
6.	To continue enforcing smoke free legislation, which prohibits smoking in most workplaces, work vehicles and public buildings and working with our partners on smoke free initiatives.
7.	To participate in the flexible warranting scheme with other Surrey local authorities across the county and agree, where appropriate, joint projects to deliver under the scheme.

1.3 Links to corporate objectives and plans

1.3.1 The Council's Corporate Plan for 2021-2023, has five key priorities for Spelthorne:

- Community
- Affordable Housing
- Recovery
- Environment
- Service Delivery

1.3.2 The Council has identified seven key values

- Pride in our Council, communities and Borough
- Responsive and flexible
- Open and accountable
- Value for money
- Integrity
- Dependable
- Empowering communities

1.3.3 The Health and Safety Service Plan is key in protecting our community, providing a safe environment and makes a significant contribution to the communities' economic recovery out of the impacts of Coronavirus. An effective health and safety team contributes to these priorities by protecting the health of its residents and businesses through the provision of safe workplaces, and by ensuring that good businesses are not disadvantaged by non-compliant traders.

1.3.4 The Service Plan incorporates our values.

1.4 Links to the HSE's Strategy – National Local Authorities' Enforcement Code

1.4.1 This National Code was developed by the HSE to ensure that Local Authority (LA) health and safety regulators take a more consistent and proportionate approach to enforcement. This Code provides statutory guidance and a framework to guide local approaches.

1.4.2 It identifies that local authorities should use the full range of regulatory interventions available to influence behaviours and the management of risk with proactive inspection utilised only for premises with higher risks or where intelligence suggests that risks are not being effectively managed.

1.4.3 The HSE Local Authority Circular (LAC 67/2 (rev 11)) specifies how local authorities should prioritise interventions to comply with the National Local Authority Enforcement Code. The Code provides LAs with a principles-based framework that focuses regulatory resources based on risk. It supports LAs to develop their health and safety priorities and target their interventions to consistently comply with the Code. The Code provides flexibility for LAs to address local priorities alongside the national priorities set by HSE.

- 1.4.4 Whilst the primary responsibility for managing health and safety risks lies with the business that creates the risk, local authorities have an important role in ensuring the effective and proportionate management of risks, supporting business, protecting our communities, and contributing to the wider public health agenda.
- 1.4.5 The Code includes an annual list of LA regulatory priorities and the HSE also publishes a list of specific activities in defined sectors that are considered suitable for proactive inspection (known as the 'List')
- 1.4.6 National Priorities are collated from the most recent intelligence from HSE's Sector teams, and address work strands supporting the wider strategy for the health and safety regulatory system and for Spelthorne the following priorities have been identified.

Priority 1: Raising awareness of the work-related stress and mental health campaign 'Working Minds' with businesses.

Poor mental health in the workplace has a direct impact on the nation's workers, businesses, and the economy. There are increasing numbers of workers suffering from work-related stress, anxiety and depression. The campaign brings together guidance advice and support from a wide range of partner organisations and stakeholders. LAs are asked to raise awareness of the campaign with appropriate SME's.

Priority 2: Electrical safety in hospitality settings

The Electricity at Work Regulation 1989 requires that any electrical equipment which has the potential to cause injury is maintained in a safe condition. Local authority enforcement officers are asked to increase awareness to improve standards of compliance. The pandemic has meant that many hospitality venues have extended their space to make the most of outdoor areas. Pubs, restaurants and cafés are urged to ensure outdoor electrical equipment such as lights and heaters are specifically designed for outdoor use, installed by a competent person and checked regularly for damage or water ingress.

Priority 3 Inflatable amusement devices

There have been a number of serious incidents where inflatable amusement devices have collapsed or blown away in windy conditions. Inflatables can be found at many premises that fall to LAs for enforcement, and LAs should raise awareness of the general risks associated with the operation of such devices. In particular, that devices are correctly anchored to the ground, there are suitable arrangements for measuring wind conditions at regular intervals, there is written documentation from a competent inspection body to show it complies with British Standard BS EN 14960 and it is subject to an annual inspection by a competent person.

Priority 4 Gas safety in commercial catering premises

LA health and safety regulators should raise awareness, with their local duty holders, of the risks of exposure to carbon monoxide in commercial kitchens from badly installed or faulty appliances; poor ventilation resulting in lack of make -up air to support combustion; and/or inadequate extraction systems.

LA regulators should consider a range of interventions to raise awareness of this issue.

1.5 Links to the HSE Section 18 – Guidance to Local Authorities

- 1.5.1 Local Authorities are responsible for the enforcement of the Health and Safety at Work etc. Act 1974 (HSW Act), to the extent as defined and prescribed in the Health and Safety (Enforcing Authority) Regulations 1998.
- 1.5.2 Section 18 (4) of the HSW Act requires us to perform our duties in accordance with guidance from the Health and Safety Executive (HSE). The “Section 18 Guidance” is therefore mandatory.
- 1.5.3 Section 18 (4) of the HSW Act states ‘it shall be the duty of every local authority to: -
- I. Make adequate arrangements for the enforcement within their area of the relevant statutory provisions; and
 - II. To perform the duty imposed on them by (a) above and any other functions confirmed on them by any of the relevant statutory provisions in accordance with such guidance as the commission may give them.
- 1.5.4 The HSE considers the following elements are essential for a LA to adequately discharge its duty as an Enforcing Authority: -
- A clear published statement of enforcement policy and practice.
 - A system for prioritised planned inspection activity according to hazard and risk, and consistent with any advice given by the HSE and HELA.
 - A Service Plan detailing the LA’s priorities and its aims and objectives for the enforcement of health and safety.
 - The capacity to investigate workplace accidents and to respond to complaints by employees and others against allegations of health and safety failures.
 - Arrangements for benchmarking performance with peer LAs.
 - Provision of a trained and competent inspectorate; and
 - Arrangements for liaison and co-operation in respect of the Primary Authority Partnership Schemes.
- 1.5.5 We need to ensure that we devote sufficient resources to the health and safety enforcement to comply with our duties under section 18 (4). HSE will take a view on the performance of LA enforcement and promotional activities, in accordance with its strategy using information supplied by authorities as requested (e.g. Annual LAE1 returns) and by reviewing the reports of inter-authority audits carried out using the HELA protocol.
- 1.5.6 If a LA fails to meet its legal obligation under Section 18 of the HSW Act, the Secretary of State may, after considering a report submitted by the HSE, cause a local enquiry to be held. If the Secretary of State is satisfied by such an enquiry that a LA has failed to perform any of its enforcement function, he may make an order declaring the Authority to be in default. The order may

direct the LA to perform their enforcement functions in a specified manner within a specified period of time.

- 1.5.7 If the defaulting LA fails to comply with such an order, under Section 45 of the HSW Act, the Secretary of State may enforce the order, or make and order transferring the enforcement functions of the defaulting LA to the HSE, in which case the HSE's expenses are paid by the defaulting authority.

2. BACKGROUND

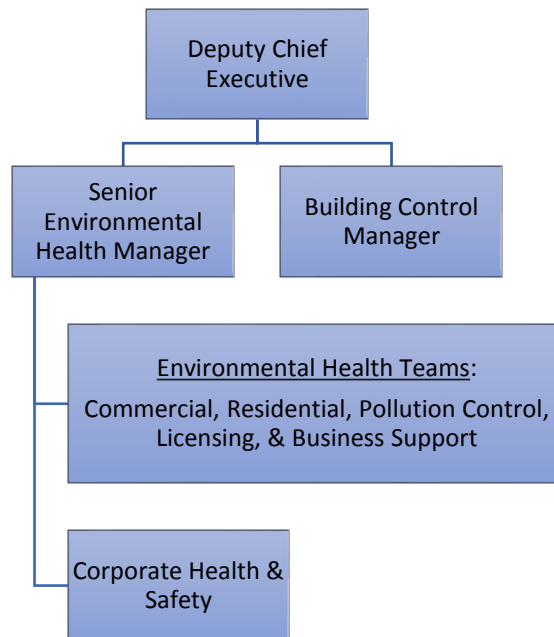
2.1 Profile

- 2.1.1 Spelthorne is in the far north corner of Surrey. Boroughs adjacent to us are Runnymede and Elmbridge to the south in Surrey, Windsor and Maidenhead and Slough to the west in Berkshire, and Hillingdon, Hounslow and Richmond upon Thames to the north and east in Greater London.
- 2.1.2 Spelthorne's population is approximately 95,600, based on figures from the 2011 census. The main centres of population are the towns of Staines-upon-Thames, Ashford, Sunbury-on-Thames, Shepperton and Stanwell.

2.2 Organisational Structure

- 2.2.1 The organisational structure of the Council comprises of the 39 elected members and a Chief Executive who is supported by two deputies. The health and safety service forms part of the Environmental Health Department's Commercial Team. The Commercial Team is headed by the Principal Environmental Health Officer (Commercial) who reports to the Senior Environmental Health Manager (SEHM). The SEHM reports directly to the Deputy Chief Executive.
- 2.2.2 The Commercial Team also provide a food safety enforcement service and licensing/registration regimes, such as all animal licensing and beauty treatments in relevant premises.

2.2.3 The structure is as follows: -



2.3 Scope of the Health and Safety at Work Enforcement Service

2.3.1 We provide a comprehensive service to both employers and employees of commercial premises, and the general public who may be affected by work activity within our borough. The responsibility for health and safety enforcement within commercial premises in the Borough, is shared between the Health and Safety Executive and us. This responsibility is determined by statutory legislation (The Health and Safety (Enforcing Authority) Regulations 1998) and is established on the basis of the “main activity” carried out at the premises.

2.3.2 The main elements of the service are: -

- **Target Health and Safety Inspections** - Proactive inspection should only be used for:
 - a) Specific projects/programmes of inspections identified by HSE for LA attention.
 - b) High risk premises/ activities within the specific LA enforced sectors published by HSE
 - c) Locally identified potential poor performers. This is where specific local intelligence indicates that a business is failing to effectively manage risk.
- **Revisits** are carried out to premises to check if specific action has been taken to remedy faults found at a previous inspection/visit.
- **Special/Other Health and Safety Inspections** – To undertake visits as necessary having regard to the priority programmes within HSE’s Strategy, focusing our enforcement on particular hazards or sectors where the greatest action will be necessary. This may come to light having analysed trends in official accident notifications.

- **Health and Safety Investigations** - Investigation of complaints relating to health and safety received from employers, employees, and the general public.
- **Accident Investigation** - Investigation of accident notifications received via the RIDDOR notification online system. This system is managed by the HSE. The PEHO (Commercial) or, in her absence the SEHO (Commercial), checks the database on a daily basis. Accidents are investigated in accordance with the adopted Accident Investigation Procedure.
- **Health and Safety Initiatives** - To participate in local and national initiatives.
- **Non-Food Premises Database** - we will maintain the database of non-food premises allocated to us under the Health & Safety (Enforcing Authority) Regulations 1998, in the Borough and take steps to ensure that the information is accurate and up to date.

2.4 Demands on the Health and Safety at Work Enforcement Service

We have the responsibility for enforcing the provisions of the Health and Safety at Work etc. Act 1974, and regulations made under the Act in approximately 1119 (as of 31 March 2021) commercial premises located within the Borough. This is likely to be an under-estimation as there is no longer a requirement for new businesses to inform us and as fewer inspections are being carried out this impacts the accuracy of our database.

2.5 Accessing the Service

The service can be accessed by: -

- Calling in person to the Spelthorne Borough Council, Knowle Green, Staines upon-Thames, TW18 1XB. The Offices are open from 9am to 4.45 pm Mondays to Thursdays, and 9 am to 4.30 pm on Fridays. The office is closed in the evenings and at weekends.
- Telephoning the support staff (01784 446291). The Business Support Team is available from 9 am to 5 pm on Monday to Thursday, and 9 am to 4.30 pm on Friday.
- A duty officer is available from 9.30 am to 5 pm Monday to Thursday, and from 9.30 am to 4.30 pm on Fridays.
- By telephoning officers through their direct line telephone numbers.
- By emailing the Commercial Team at eh.commercial@spelthorne.gov.uk
- Emailing officers directly via their individual email addresses.
- Health and safety emergencies can be dealt with by telephoning our 24-hour out-of-hour's emergency service where the on-call officer will contact a senior officer from Environmental Health.
- Information and advice can be accessed via the Council's website at www.spelthorne.gov.uk.

2.6 Enforcement Policy

- 2.6.1 Enforcement will be carried out in a fair, equitable and consistent manner in accordance with the Regulator's Code and the Environmental Health Enforcement Policy.
- 2.6.2 The policy was last updated in October 2014 and is currently under review. Copies of the Environmental Health Enforcement Policy are available on request and the policy is also available on the Council's website.

3. SERVICE DELIVERY

3.2 Health and Safety Complaints

- 3.2.1 Our policy is to investigate health and safety complaints in accordance with our policies and procedure notes, whilst having regard to our Enforcement Policy. The investigation of some complaints can be a lengthy process, it is expected that officers will ensure a first response within 6-days of the complaint being received. It is also recognised that certain issues will require a quick response and a duty officer rota is in place during office hours to ensure this.
- 3.2.2 The depth and scope of investigation required will depend on the nature of the complaint and whether the complaint arose within premises for which the Council has health and safety enforcement responsibility.
- 3.2.3 Complainants are advised of the outcome where appropriate.

3.3 Accident Investigation

- 3.3.1 Our policy is to investigate accident notifications received via the online RIDDOR notification system, in accordance with the departmental policies and Accident Investigation procedure notes, whilst having regard to our Enforcement Policy and HSE's Guidance including selection criteria. The portal is checked daily.
- 3.3.2 The depth and scope of investigation required will depend on factors such as the nature and seriousness of the accident and whether the accident arose within premises for which the Council has health and safety enforcement responsibility.
- 3.3.3 RIDDOR Accident notifications shall be investigated in accordance with the Accident Investigation procedure.
- 3.3.4 The table below shows the numbers of notifiable accidents reported to this Council over the last four years:

Year	No. of notifiable accidents
2021-2022	34
2020-2021	24
2019-2020	55
2018-2019	35

3.4 Asbestos Notifications

- 3.4.1 Asbestos notifications are received via a portal on the Health and Safety Executive's website. Contractors and others are required by law to notify the relevant enforcing authority of their intention to carry out both licensed and unlicensed work on asbestos. The PEHO (Commercial), or in her absence the SEHO (Commercial), checks this portal once a week.

3.5 Advice to Business

- 3.5.1 We recognise that the majority of businesses seek to comply with the law and we endeavour to provide such advice and assistance as may be necessary. This includes:
- providing businesses with details of our Enforcement Policy. This may be through a leaflet either left at premises during routine visits or sent with inspection reports.
 - developing and providing business free information sheets, leaflets, practical information and other guides as necessary to simplify legislation and aid compliance with specific health and safety legislation.
 - providing on the spot free advice during routine visits and inspections.
 - provision of free telephone advice.
 - the provision of information through the Council's social media pages.
 - signposting to the Health and Safety Executives website.
 - Health and Safety initiatives.

3.6 Primary Authority Partnerships

- 3.6.1 The Primary Authority Principle (PAP) is a formal recognition of the importance of the relationship between a business and a specific local authority.
- 3.6.2 This is a statutory scheme and all local authorities must have regard to it when considering enforcement action in relation to a business which has a number of branches or units in other authority areas and a decision making base in another area, the relevant "Primary Authority" (PA) must be consulted before taking formal action. The only exemption to this requirement is when a local authority needs to take urgent action to avoid a significant risk of serious harm to human health.
- 3.6.3 Spelthorne does not have PA arrangements with any business currently.
- 3.6.4 Prior to undertaking an intervention, an officer must take appropriate steps to find out if the business concerned participates in a PAP and if so the conditions of that partnership. Any inspection plan devised as part of the PAP arrangement must be adhered to and actions taken must be fed back through the specified means.

3.7 Liaison with Other Organisations

3.7.1 The Council actively participates in liaison arrangements with other local authorities, agencies, and professional organisations in order to facilitate consistent enforcement, to share good practice, and to reduce duplicity of effort.

- Surrey Health and Safety Study Group (Spelthorne are currently chairing these quarterly meetings)
- Surrey Environmental Health Managers' Group
- Health and Safety Executive
- Local Government Regulation
- Liaison arrangements with Building Control, Planning, Solicitors
- UK Health Security Agency

4. RESOURCES

4.1 Financial

The cost of providing the health and safety service, i.e. staff and budgetary expenses, in the current financial year (2022/23) is £64,400. The budget for 2023/24 will be similar.

4.2 Staffing Allocation

The 2022-2023 staffing allocation is currently 1.13 full time equivalents; this includes administrative supports (0.3) and management support (0.08) such as reviewing service plans, officer performance, service development and budget controls.

4.3 Staff Training and Development

4.3.1 We recognise the need for all officers engaged in the health and safety service to be trained, not only to the level required by law, but also to a level commensurate with the work they carry out. We also recognise the need to develop the personal skills needed to work effectively in the field, and for EHOs to meet the requirements of the CIEH Continuing Professional Development (CPD) scheme.

4.3.2 Each member of staff receives regular one-to-one meetings as per the Council's Continuous Performance Management programme, during which development needs are identified and a development plan is agreed to address these.

4.3.3 Training and development of staff is provided by a range of methods including:

- i) Post Entry Training - Nominations for formal training courses/qualifications are considered annually and in appropriate cases members of staff are sponsored on formal academic and practical courses.
- ii) Short Course Training - Where appropriate, short courses, seminars and workshops can provide valuable updates for staff. We support attendance at such events through the Departments short courses training budget.

- iii) In-house/cascade Training - We carry out in-house training sessions as this helps to develop an individual's presentation skills, as well as cascading information to other members of staff following attendance at seminars and short course. They also assist in maintaining consistency of enforcement and the competency of Officers.
 - iv) Peer Review - We use peer review, e.g.: joint visits, to monitor work performance; encourage exchange of expertise and skills between staff; achieve consistency in enforcement; to strive for continual improvement in service delivery.
 - v) Commercial Team Meetings - These monthly meetings provide a useful forum for exchange of information and experience amongst team members and assist in achieving a uniformity of approach to health and safety enforcement. Health and Safety is a standing item on the agenda for these meetings.
 - vi) Attendance at the Surrey Health and Safety study group meetings. Spelthorne currently Chair the Surrey Group.
 - vii) Participating in HSE webinars which are held routinely during the year.
- 4.3.4 We will ensure that the Council's Continuous Performance Management scheme and training plan is used effectively to identify general and personal training and development needs for all members of staff. These are addressed through officer's agreed personal development plan.

5. QUALITY ASSESSMENT

5.1 Internal Monitoring

- 5.1.1 We have set up documented internal monitoring procedures to monitor compliance with HSE strategies and guidance, and our own internal procedures and policies.
- a. Officers carry out joint visits with each other once a year to ensure consistency between officers (Peer Review).
 - b. The Principal Environmental Health Officer (Commercial) checks a selection of post-inspection risk scores and correspondence that is sent out.
 - c. The PEHO (Commercial) shall carry out joint visits with each officer twice a year to ensure consistency between officers.
 - d. Customer questionnaires are sent out to all businesses.

5.2 External Monitoring

- 5.2.1 Our health and safety enforcement at work service receives peer review as part of the local Surrey Districts inter-authority audit scheme.

We participated in an Inter-Authority audit organised by the Surrey Health & Safety Study Group in accordance with both the HSC Section 18: Guidance to Local Authorities, which was issued in September 2001, and the revised HELA Audit Protocol (issued in January 2002). The audits were carried out in May/June 2004. Our Health & Safety Service was audited on 29 June 2004.

There are no confirmed plans in place for further inter-authority audits at present.

The Study Group undertake annual peer reviews with the topics covered last year including the review of a prosecution case taken by one member of the group and a desktop examination of reportable accident reports across the group.

- 5.2.2 We currently submit annual statistical returns to the HSE in respect of our health and safety enforcement activity.

6. REVIEW

6.1 Performance review against the Service Plan

- 6.1.1 The team continued to provide a professional and quality service; reactive work was prioritised and actioned as required but there was no available resource to undertake proactive inspections or projects. The vast majority of health and safety work has centred around Coronavirus restrictions and risk assessments. The Commercial Team undertook 121 face to face visits at the request of either UKHSA or Surrey County Council to individuals who tested positive for Covid-19 but were not engaging with the Test and Trace teams in addition to approximately 252 site visits to commercial premises to ensure compliance with Coronavirus restrictions.
- 6.1.2 No specific projects were run in 2021/2022 within Surrey as the Coronavirus work took priority, however gas safety training sessions were run in March 2022 in preparation for the 2022/2024 which officers from Spelthorne attended.
- 6.1.3 Separate to Covid work, the team undertook nine site visits to investigate health and safety related incidents, six site visits to investigate complaints and three revisits. No enforcement action in the form of improvement notices, prosecutions or simple cautions was undertaken.
- 6.1.4 The team is involved in a complex accident investigation which diverts officer time away from other health and safety work.
- 6.1.5 We continued to provide free advice and support to our local businesses and attend regular liaison group meetings.
- 6.1.6 The Plan is reviewed every two years and an annual update will be included in the Environmental Health Service's annual Service Plan.

6.2 Identification of any variation

- 6.2.1 Due to the impacts of Covid-19 has been difficulties in meeting some of the objectives set out in the 2021-2022 service plan.
- 6.2.2 The team has also been very focused on food safety work including the prioritisation of high risk food inspections and complaints in additional to working through the backlog of inspection that resulted from the work we undertook at the height of the pandemic.

6.2.3 The PEHO (Commercial) shared animal licensing work with a one of the Licensing Officers (LO). The PEHO and this LO were the only officers with the required qualifications and competency under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. The LO left Spelthorne Borough Council in September 2021. This has had a direct impact on the PEHO's workload with time diverted from her normal activities to undertake the additional work. Prior to the LO's departure the animal licensing work including routine renewals, new applications and complaint work was divided between the LO and the PEHO. All animal licensing visits and complaint investigations now sit with the PEHO solely. It is anticipated that two officers from the Licensing Team will undertake the required training course in 2022/23 and the PEHO will support with their training and mentoring.

6.3 Areas of Improvement

6.3.1 The following are planned for 2022-2024:

- The National Local Authority Enforcement Code has resulted in a decrease to the number of proactive inspections carried out each year. This has impacted the competency of officers as they now undertake fewer inspections. To offset this, we ensure that officers routinely attend training events and cascade the crucial points of these events to their team.
- Ensure that the service is inclusive and is provided to hard-to-reach groups
- Retain qualified and competent health and safety officers.
- Ensure that technology is used efficiently to record information necessary to deal with customer queries, provide HSE returns and provide information to customers in an electronic format.
- Continue to update and implement our policies and procedures to ensure the service complies with HSE requirements.

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Neighbourhood Services Committee

Award Recommendation Report

30 June 2022



Title	<i>CCTV Monitoring & Maintenance Contract Award</i>
Purpose of the report	To approve a Contract Award Recommendation
Report Author	<i>Jackie Taylor Group Head of Neighbourhood Services</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>Not applicable</i>
Corporate Priority	Community Environment Service delivery
Recommendations	<p>Committee is asked to:</p> <p>Authorise the Group Head of Neighbourhood Services to enter a contract with Runnymede Borough Council for the monitoring and maintenance of its on-street CCTV equipment for an initial period 3 years with the option to extend for a further 2 years, in 2 x 12-month extensions (3+1+1).</p>
Reason for Recommendation	<i>Runnymede BC is to provide the maintenance and monitoring of Spelthorne's on-street CCTV equipment within their monitoring suite in Addlestone. Spelthorne do not have the physical resources to provide this service and has for many years worked within a partnership approach whereby Runnymede provide this service on our behalf.</i>

1. Summary of the report

- 1.1 This report seeks approval to enter into a contractual agreement with Runnymede Borough Council for the monitoring and maintenance of its on-street CCTV equipment for an initial period of 3 years with the option to extend for a further 2 years, in 2 x 12-month extension periods (3+1+1).
- 1.2 Runnymede have undertaken a compliant tender exercise and have entered into contract with Central Security Systems Limited, who are the incumbent service provider.
- 1.3 Spelthorne have thirty-nine permanent live CCTV cameras and additional recording CCTV cameras in various hot spots and high footfall areas across the borough.
- 1.4 In addition to these cameras at our train and bus stations in Staines, Sunbury and Shepperton all link to our CCTV systems.

CCTV V4 26.05.22

- 1.5 Spelthorne has been in a framework contract with Runnymede for more than 20 years whereby in their own bespoke CCTV monitoring suite in Addlestone they provide maintenance and monitoring services for all of Spelthorne's on street CCTV cameras.
- 1.6 Cameras record images twenty-four hours every day. CCTV operators watch live images at strategic times in the local monitoring suite. Any criminal activity observed on camera is directed to the police so they can respond to the incident.
- 1.7 Runnymede Borough Council's contract with their maintenance supplier expired in March 2021. They went out to tender for one new supplier to provide them with a package of equipment, service and maintenance, equipment supply, design & installation. The contract included provision for Entities contracted to the Authority for CCTV monitoring. Spelthorne was listed as one of those Entities.
- 1.8 Due to tender complications the first tender exercise was not awarded, and Runnymede set about revising their specification and tender documents. Whilst we were not able to play a large part in this piece of work, procurement officers from both Spelthorne BC and Runnymede BC were communicating to ensure that we would get the best possible outcome from the exercise.
- 1.9 As an interim measure and due to the lapsed contract between Spelthorne & Runnymede a contract extension for one year was agreed by both parties.
- 1.10 Runnymede then went out to tender again and have now successfully awarded the contract to their incumbent supplier who has provided a very high-quality service to both Councils for many years. The new contract with their suppliers is for an initial period of 3 years with the option to extend for a further 2 years in 2 x 12 month extensions (3+1+1). The contract commenced on 1st April 2022.

2. Key issues

- 2.1 Spelthorne does not have a facility or staffing resources to manage and maintain its own CCTV cameras and if it did, the costs would be far more than the annual cost we currently pay Runnymede for providing this comprehensive service on our behalf.
- 2.2 Runnymede will provide this service within a bespoke control centre in Spelthorne, the likes of which we do not have.
- 2.3 Runnymede have undertaken a compliant tender exercise and have entered into contract with Central Security Systems Limited, who are the incumbent service provider.

3. Options analysis and proposal

Option 1 – Do not enter into a new contract

If we choose not to enter into a contract with Runnymede our CCTV equipment will not be monitored will fall into decline and will not be repaired, when damaged.

Option 2 – Enter into a contract with an alternative supplier/partner

We could look further afield to find alternative options for CCTV monitoring, but this could be as far away as Luton as one of our neighbouring boroughs currently does. It is not anticipated that this will bring with it any savings and

we will lose that value of local knowledge that the current monitoring team have.

Option 3 – Enter into a new contract with Runnymede Borough Council as outlined in this report (**preferred option**)

Runnymede and their preferred contractor have been maintaining and monitoring our CCTV & equipment for many years and have provided a very high-quality responsive service. The local police office in Staines also has a link to their control room whereby the Runnymede team can share CCTV links to Spelthorne police to carry out investigations. Such investigations have helped to identify amongst other incidents:

- The Sunbury bomber
- Damage to the '5 swimmers' statue
- Anti-Social Behaviour (ASB) issues in Staines High Street
- Unlawful encampments

3.1 Option 3 allows the Council to continue working with Runnymede who have extensive experience in the provision and maintenance of public safety CCTV systems and services. They also have a proven track record of good service delivery and a willingness to deliver efficiencies through continuous improvements, thereby providing the Council with best value.

3.2 Runnymede's comments on the procurement process undertaken:

A Find a Tender Service compliant process commenced in July 2021 for the provision of a new CCTV maintenance contractor to work with Runnymede Borough Council, and its partners. This was operated as a two-stage process. Stage one closed on 26/11/2021 (this was the final date for submission of Bosch Expert Level Certification) and following the evaluation of the initial ten bids submitted, by a panel of RBC officers, four bidders were invited to participate in the second stage. Stage two of the process commenced on 14/12/2021, ending on 26/01/2022 where submissions against price and quality requirements were sought. Only one bid was received which was evaluated and moderated by a panel of RBC officers (senior managers). With the submission meeting the requirements in both the quality and price components, a contract was awarded to Central Security Systems, that commenced on the 1st of April 2022. Central Security Systems were the incumbent provider and as such, had already undertaken several functions on behalf of Spelthorne Borough Council, including maintenance, equipment replacement and upgrade and new installations

3.3 Spelthorne Procurement Team have been involved with the procurement and are satisfied with the process that was followed when awarding the tender.

4. Financial implications

4.1 Runnymede Council undertook a Restricted (two-stage) procurement process complying with the Public Contracts Regulations 2015, which require a full, open tender for services with a whole life contract value of £189,330 or above.

4.2 A contract award notice with associated tender documents was published on 9th July 2021. The Contracts Finder Reference No is:

- 4.3 The costs to Spelthorne under this agreement for 2021/22 were £120,672 per year. An 8.2% RPI increase has been added under the new contract which brings the yearly costs up to £128,153. This extra cost will be met within the existing Community Safety budget.
- 4.4 This shortfall will be covered by savings made in 22/23 on the move from Broadband to Wireless cameras.
- 4.5 Any budget shortfalls will be covered in future years by way of a revenue growth bid.

5. Risks

- 5.1 CCTV is designed to help prevent and detect crime. It can reassure the public about community safety and is located in public places to: -
- provide evidence to relevant enforcement agencies
 - maintain public order
 - prevent ASB
 - provide reassurance
 - promote economic wellbeing
- 5.2 Not providing up to date and adequately monitored CCTV systems will put public safety at risk and will impact on the ability of the police in preventing crimes from happening quickly as they assist the police in solving cases by way of providing material evidence.

6. Equality and Diversity

- 6.1 No protected group will be adversely impacted as the use of CCTV; it is a tool to tackle ASB and illegal activities.
- 6.2 Information relating to individuals committing offences may be collected by the Police with whom the Council hold a GDPR compliant information sharing protocol for this purpose.
- 6.3 Surrey Police abide by strict equality and diversity policies and procedures which can be viewed on the Surrey Police website.

7. Sustainability/Climate Change Implications

- 7.1 Spelthorne uses CCTV footage when available to track and prosecute fly tippers where possible.
- 7.2 Fly-tipping is one of the most common and pervasive environmental crimes, which not only endangers the environment, but also has social, economic and health consequences.

8. Timetable for implementation

- 8.1 There are no changes to our current CCTV cameras which will all remain in situ. If the Committee approves this recommendation to enter into a framework agreement with Runnymede, there will be a continuance of service with no gaps.

9. Contact

9.1 Please contact Jackie Taylor Group Head of Neighbourhood Services for any queries related to this report.

Background papers: There are none.

Appendices: There are none

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Spelthorne Borough Council

Services Committees Forward Plan and Key Decisions

This Forward Plan sets out the decisions which the Service Committees expect to take over the forthcoming months, and identifies those which are **Key Decisions**.

A **Key Decision** is a decision to be taken by the Service Committee, which is either likely to result in significant expenditure or savings or to have significant effects on those living or working in an area comprising two or more wards in the Borough.

Please direct any enquiries about this Plan to CommitteeServices@spelthorne.gov.uk.

Spelthorne Borough Council

Service Committees Forward Plan and Key Decisions for 1 June 2022 to 31 May 2023

Anticipated earliest (or next) date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Neighbourhood Services and Enforcement Committee 30 06 2022	CCTV Monitoring and Maintenance Contract Award To approve the award of a contract for CCTV Monitoring and Maintenance	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services and Enforcement Committee 30 06 2022	Food and Health and Safety Service Plans for 2022/23	Non-Key Decision	Public	Fidelma Bahoshy, Principal Environmental Health Officer (Commercial), Tracey Willmott-French, Senior Environmental Health Manager
Neighbourhood Services and Enforcement Committee 06 10 2022	Additional Cashless Pay Option - Tender	Key Decision It is significant in terms of its effect on communities living or working in an area comprising two or more wards	Public	Bruno Barbosa, Parking Services Manager
Neighbourhood Services and Enforcement Committee 06 10 2022	JET Environmental Crime Policy	Key Decision It is significant in terms of its effect on communities living or working in an area comprising two or more wards	Public	Martin Cole, Neighbourhoods Manager
Neighbourhood Services and Enforcement Committee 06 10 2022	Parking Order Update	Key Decision It is significant in terms of its effect on communities living or working in an area comprising two or more wards	Public	Bruno Barbosa, Parking Services Manager

Date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Neighbourhood Services and Enforcement Committee 06 10 2022	Review of Community Safety	Non-Key Decision	Public	Will Jack, Community Safety Officer, Paul Smith, Community Safety Officer

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