

Food & Safety: Performance Plan				
Contribution of this Section Performance Plan to achieving Tonbridge & Malling's Community Strategy (2006/09)				
Main Themes		Reference		
A safe place with low levels of crime				
A cleaner, smarter borough				
Improving health and reducing inequalities		Main activity 4 and 6 and Aim/Objective 3.1		
Protecting and enhancing the environment				
Managing traffic and car parking				
Decent housing and a strong economy				
Contribution of this Section Performance Plan to achieving the Council's Key Priorities				
Council's Key Priorities		Reference		
Identify the opportunities and achieve the benefits for Tonbridge and Malling flowing from the Local Government and Public Involvement In Health Act (2007).				
Enhance the vitality of Tonbridge town centre.				
Add to the supply of affordable housing and reduce the incidence of homelessness.				
Give priority to involving and meeting the needs of young people.				
Achieve a cleaner, smarter and better-maintained street scene and open space environment.				
Promote, encourage and provide opportunities for healthy living.		Main activities 1-8.		
Reduce: Anti-social behaviour Criminal damage Offences against the person Substance misuse Environmental crime		Main activity 1.		
Make a positive local contribution to tackling the causes and effects of climate change.				

Code	Description	Target	Result
Main Activity 1	Undertake inspections of commercial premises, for which the local authority is the enforcing authority, and institute informal and/or legal action in accordance with the Service's Enforcement Policy. [BM]		
Aim/Objective 1.1	Keep the statutory inspection programme up to date.		
Improvement action 1.1.1	Undertake an annual review of the accuracy of the team's commercial database.	31-Mar-10	
Improvement action 1.1.2	Review and develop as appropriate the team's quality assurance procedures using a risk assessment approach. Ensure effective and timely training of staff.	31-Mar-10	
Aim/Objective 1.2	Adhere to the statutory inspection programmes.		
Performance indicator 1.2.1	Inspect all 'high risk' (categories A, B and non-broadly compliant Category C) food premises for hygiene on schedule.	100% - service standard	
Performance indicator 1.2.2	Inspect all 'high risk' (categories A, B1 and B2) work places for health and safety on schedule.	100% - service standard	
Improvement action 1.2.1	Carry out appropriate interventions at low risk premises for food safety and health and safety, in accordance with initiatives identified at 1.2.7 below.	80% - service standard	
Improvement action 1.2.2	Review and implement the Health & Safety Enforcement Plan to reflect the new section 18 guidance.	31-Mar-10	
Improvement action 1.2.3	Review and develop as appropriate the team's quality assurance procedures using a risk assessment approach. Ensure effective and timely training of staff.	31-Mar-10	
Improvement action 1.2.4	Plan and deliver an ongoing in-house team training plan.	31-Mar-10	
Improvement action 1.2.5	Undertake monitoring of public information generated by the team to ensure compliance with the principles of Plain English.	31-Mar-10	
Improvement action 1.2.6	Revise QA procedures to reflect changes in legislation and guidance from the Local Better Reg Office, Foods Standards Agency, LACORs and Health and Safety Executive.	31-Mar-10	
Improvement action 1.2.7	Develop initiatives to ensure effective and efficient enforcement at low risk commercial premises, incorporating an appropriate range of interventions for broadly compliant category C food premises, category D food premises and categories B3, B4 and C health and safety.	31-Mar-10	
Improvement action 1.2.8	Participate in the county and national food sampling programmes.	Ongoing	
Improvement action 1.2.9	Increase public and business awareness of food sampling activities.	31-Mar-10	
Aim/Objective 1.3	Identify and remedy unacceptable risks and reduce the likelihood of recurrence in commercial premises by securing legal compliance where appropriate.		
Improvement action 1.3.1	Develop and maintain competence of authorised officers.	Ongoing	
Improvement action 1.3.2	Work with Legal Services and the Council's training officer to ensure effective application of PACE and other codes are fully incorporated into the QA system and officer working.	Ongoing	
Aim/Objective 1.5	Work with other agencies to ensure businesses comply with food and safety legislation. (2007/09)		
Performance indicator 1.5.1	(NP182) Satisfaction of businesses with local authority regulation services.	N/A	

Performance indicator 1.5.2	(NP184) Percentage of food establishments in the area which are broadly compliant with food hygiene law.	88%	
Improvement action 1.5.1	Maintain and develop the training partnership with West Kent College to include Tunbridge Wells Borough Council and Sevenoaks District Council.	Ongoing	
Improvement action 1.5.2	Continue to work with the Health and Safety Executive (HSE) using Flexible Warrants where appropriate to deliver the Fit 3 campaign. This will include asbestos, musculo-skeletal disorders, occupational asthma, falls from heights and workplace transport.	Ongoing	
Improvement action 1.5.3	Continue to deliver the Food Standard Agency's "Scores on the Door" national scheme. This will provide the public with the latest information about standards of hygiene at food premises.	31-Mar-10	
Improvement action 1.5.4	Continue to promote the Food Standard Agency's "Safer Food Better Business" initiative. This aims to help businesses understand legal requirements about how they should manage food safety hazards in their business.	31-Mar-10	
Improvement action 1.5.5	Develop Primary Authority partnerships with local businesses where appropriate and having regard to the LBRO guidance.	31-Mar-10	
Main Activity 2	Investigate complaints about commercial premises and at the conclusion of investigations, institute informal and/or formal legal action, as appropriate. [BM]		
Aim/Objective 2.1	Respond to each complaint in a timescale that matches the perceived risk in compliance with quality assurance procedures.		
Performance indicator 2.1.1	Respond to complaints about commercial premises within 5 working days.	100% - service standard	
Performance indicator 2.1.2	Undertake monitoring of service requests.	5%	
Aim/Objective 2.2	Remedy unacceptable risks and reduce the likelihood of recurrence, securing legal compliance where appropriate.		
Improvement action 2.2.1	Review options for online reporting of complaints.	31-Mar-10	
Main Activity 3	Facilitate provision of training services and provision of advice to local businesses to assist them to meet legislative requirements. [BM]		
Aim/Objective 3.1	Improve food and work related safety.		
Improvement action 3.1.1	Deliver, with West Kent College and other Local Authority partners, the annual training courses plan for businesses in the borough.	31-Mar-10	
Improvement action 3.1.2	Provide a programme of initiatives which seeks to ensure businesses' compliance with the law and meets our budget requirements.	June 010	
Improvement action 3.1.3	Work with CIEH to co-ordinate the south-east Trainers Forum.	Ongoing	
Improvement action 3.1.4	Produce and deliver "Wise-Up" to commercial premises.	Twice/year	
Main Activity 4	Investigate cases of notifiable infectious disease and advise on appropriate precautionary and control measures. [BM]		
Aim/Objective 4.1	Minimise the risk to public health from the incidence and spread of notifiable infectious disease.		
Improvement action 4.1.1	Attend liaison meetings with the Health Protection Agency.	31-Mar-10	
Improvement action 4.1.2	Work with the Health Protection Agency to develop effective procedures for dealing with incidents of infectious diseases.	Ongoing	

Main Activity 5	Monitor and advise on the standards of health and safety in Council occupied premises and report findings, including recommendations, to management. [D]		
Aim/Objective 5.1	Provide a safe environment for employees while at work and for visitors to our premises.		
Performance indicator 5.1.1	Produce the Health and Safety Officer's Annual Report including performance information relating to accidents and injuries to staff whilst at work. Report to JECC.	01-Jul-10	
Performance indicator 5.1.2	Complete the annual programme of inspections of Council buildings in respect of both safety and fire risks.	31-Mar-10	
Improvement action 5.1.1	As a result of the external review of the Council's safety management system, continue to amend procedures, guidance and risk assessments as necessary. Ensure effective corporate understanding and implementation of any changes.	Ongoing	
Improvement action 5.1.3	Complete an audit of services' compliance with Lone Working Procedures.	Jun-09	
Improvement action 5.1.4	Co-ordinate and monitor the Council's potentially violent persons' register and associated procedures.	Ongoing	
Improvement action 5.1.5	Implement the findings of the audit of the Council's approved employment of contractors.	Sep-09	
Main Activity 6	Develop "Healthy Living" initiatives to improve the health of residents.		
Aim/Objective 6.1	Promote, encourage and provide opportunities for healthy living. (2004/09)		
Improvement action 6.1.1	Work with the West Kent Primary Care Trust and the Kent Alliance on Smoking and Health (KASH) to reduce the number of people who smoke. KASH is a multi agency partnership hosted by the Eastern & Coastal Kent Primary Care Trust. In 2008/09 there will be a stronger focus on reducing the uptake of smoking by young people across Kent.	Ongoing	
Improvement action 6.1.2	Work with other local authorities to develop a Kent-wide healthy eating award.	Ongoing	
Improvement action 6.1.3	Ensure effective ongoing enforcement of smoke-free legislation.	Ongoing	
Improvement action 6.1.4	Deliver the Smokefree Homes Award to residents.	100 participating homes	
Improvement action 6.1.5	Participate in the work of the Healthy Living OSG.	Ongoing	
Improvement action 6.1.6	Work with partners, including the Food Standards Agency and Kent local authorities, to deliver initiatives promoting food safety in the home.	Ongoing	
Improvement action 6.1.7	Promote, to trade and residents, the Council's Healthy Eating Award.	Ongoing	
Main Activity 7	Enforce the law with fairness and consistency.		
Aim/Objective 7.1	Implement the Service's Enforcement Policy.		
Improvement action 7.1.1	Review the Service's Enforcement Policy to meet statutory requirements and best practice as identified by the Local Better Regulation Office.	31-Mar-10	
Main Activity 8	All activities.		
Aim/Objective 8.1	Run the Food and Safety function economically and efficiently and in compliance with corporate policies.		
Improvement action 8.1.1	Develop the Food and safety team's website pages.	Ongoing	

Improvement action 8.1.2	Consider the implications of the Council's policies relating to: <ul style="list-style-type: none"> - Risk assessment. - Equality. - Sustainability. and implement appropriate actions to ensure compliance.	Ongoing	
Aim/Objective 8.2	Increase the availability of electronic information and transactions to help make local services more accessible, convenient, responsive and seamless. (2000/10)		
Improvement action 8.2.1	Continue to implement the Planning and Regulatory Services On-line (PARSOL) “e-Environmental Health Service Delivery Standards” to improve customer service.		

