

**FOOD SAFETY AND HEALTH & SAFETY  
SERVICE PLAN 2023-24  
ENVIRONMENTAL HEALTH  
ENVIRONMENT AND COMMUNITY  
SURREY HEATH BOROUGH COUNCIL**

**Contents**

Section		Page Number
1	Service Aims and Objectives	2
2	Background	3
3	Service Delivery	6
4	Resources	11
5	Quality Assessment	13
6	Review 2022/23	13
7	Service Priorities for 2023/24	14

## **Section I – Service Aims and Objectives**

### **1.0 Aims and Objectives**

1.1 The aims of the service are to meet the Council’s statutory responsibilities:

- to ensure that food and drink intended for human consumption, which is produced, stored, distributed, handled or consumed within the Borough is without risk to the health or safety of the consumer.
- to ensure that working environments are safe and without risks to health or welfare, and that work activities do not have an adverse effect on the public.

### **2.0 Links to Corporate objectives and plans**

2.1 The plan provides information about the service, how it is provided and the means for monitoring and reviewing the service against set standards, including a review of performance in 2022/23.

This plan sets out how the Council will deliver the Food Safety and Health & Safety service in accordance with the national priorities and standards required by the Food Standards Agency (FSA) and Health and Safety Executive (HSE) and the means for monitoring and reviewing performance. The service contributes to the Health and Quality of Life, Economy and Efficient & Responsive priorities in the Council’s Five Year Strategy and Annual Plan 2023/24.

2.2 The Council has the following Corporate Success Measures in the Annual Plan relevant to food safety:

- The percentage of food premises achieving a Food Hygiene Rating 3 or above (i.e., Satisfactory, Good or Very Good) Target: 95%
- Food Premises that are Inspected Within 28 Days of Being Due: % of high-risk (i.e. risk category A, B and non-compliant C) food premises inspections due, that were completed within 28 days. Target 98%

### **3.0 Appraisals and one-to-one meetings**

3.1 Targets from the Annual Plan are included as objectives in individual officer annual appraisals and monitored throughout the year in one-to-one meetings.

### **4.0 Licensing Committee and Portfolio Holder**

4.1 The EH & Licensing Manager (EHLM) reports annually to the Licensing Committee on the food safety and health and safety activities that have taken place over the last year and on the plans for the forthcoming year. The Strategic Director Environment and Community has the opportunity to discuss progress with implementing the service plan at regular meetings with the Environment and Health Portfolio Holder.

## **5.0 Equality**

5.1 The Council's Equality Strategy demonstrates its commitment to equality internally and externally and ensures that all sections of the community are given an opportunity to contribute to the wellbeing of the community. The Strategy has been taken into account in the drafting of this plan.

## **Section 2 – Background**

### **6.0 Profile of the Borough**

6.1 Surrey Heath covers 95.05 square kilometres in Northwest Surrey and has a population of 90,500 (2021). Camberley is a substantial and developing shopping, commercial and entertainment centre with outlying villages surrounding the town centre, providing a variety of food premises and workplaces for which the Council is the enforcing authority for food safety and health and safety at work.

### **7.0 Organisational Structure**

7.1 The service is delivered by the Food and Safety Team within Environmental Health and Licensing which is part of the Environment and Community directorate. The team is led by the Senior Environmental Health Officer (Food and Safety) who holds the required specialist responsibility for food safety. The Team leader reports to the EHLM. Specialist services for food examination are provided by UK Health Security Agency (UKHSA) and Hampshire Scientific Services.

### **8.0 Scope of Food Service**

8.1 To fulfil statutory obligations on the Council in relation to food safety through:

- inspection of food premises.
- operation of the national Food Hygiene Rating Scheme
- investigation of complaints relating to food items, premises, food related illness and food alerts.
- sampling of foodstuffs and application of imported food controls.
- enforcement of food safety legislation
- promotion of high standards of food safety through advisory activities
- gathering and processing of information including the completion of official returns.

8.2 The Buckinghamshire and Surrey Trading Standards Service (BSTSS) is responsible for Food Standards enforcement and Food Hygiene for primary production e.g. farms. They also lead in enforcing the Food Information Regulations (2014 and 2019) in relation to allergens, although the Council has an advisory role. Formal liaison takes place at the quarterly meetings of the Surrey Food Liaison Group, or on an ad hoc basis as required.

### **9.0 Scope of the Health & Safety Service**

9.1 To fulfil statutory obligations on the Council in relation to health & safety through:

- inspection of businesses for which the Council is the enforcing authority
- investigation of complaints regarding health, safety and welfare in workplaces
- investigation of notifications of accidents, dangerous occurrences and occupational ill health arising from work activities affecting employees or others
- promotion of high health and safety standards through advice, education and training to businesses and the public
- registration of premises and operators carrying out skin piercing activities
- registration of premises with cooling towers
- enforcement action under health and safety at work legislation
- provide health & safety advice for the organisers of events in the borough and where appropriate organise and chair Safety Advisory Group (SAG) meetings with partners from the Police, Surrey County Council (Highways, Fire & Rescue, Emergency Planning) & Southeast Coast Ambulance Service (SECAM).

## **10.0 Demands on the Food Safety and Health & Safety Service**

10.1 The food safety and health and safety service is part of the wider Environmental Health and Licensing Team, which also carry out infection control (including Covid-19), environmental control and a range of licensing activities and officers may be required to assist in other areas of the Team's work as priorities dictate. The Team are located at Surrey Heath House, Knoll Road, Camberley, GU15 3HD and the service can be accessed via the Council's Contact Centre, by email: [environmental.health@surreyheath.gov.uk](mailto:environmental.health@surreyheath.gov.uk) and the Council's website. In an emergency a member of the team can be contacted outside of office hours.

10.2 A database of business details is held on the IDOX Uniform computer system. The software enables the service to determine which businesses are due a food hygiene inspection or are 'high risk' in terms of health & safety, so interventions can be targeted effectively.

10.3 New food businesses are required to register 28 days before starting trading, but there is no requirement for other new businesses to register directly with EH and there is ongoing work to update premises details using information from ad hoc surveys, business rates, HSE and local intelligence from officers and partners as well as routine inspections, investigations, new business notifications. Appropriate advice is given to new businesses on food safety and health & safety at work.

### Food Safety

10.4 The Council is required to deliver official food controls in accordance with the FSA Food Law Code of Practice and the associated Food Law Practice Guidance and Framework Agreement.

10.5 As of 1<sup>st</sup> April 2023 there are 704 food businesses in Surrey Heath subject to inspection. The food hygiene category profile of the premises in the Borough is shown in Table I below:

**Table I Food Hygiene Category of Premises in the Borough**

<b>Food Hygiene Category</b>	<b>Total</b>
Primary producer	3
Distributors/Wholesalers	13
Importers/Exporters	2
Manufacturers/Packers	14
Restaurants/Café/Canteen	126
Pubs/Clubs	49
Take Away	66
Hotel/Guest House	8
Other caterers	176
Caring establishment	84
School	38
Retailers	112
Mobile Food Unit	13
<b>Total</b>	<b>704</b>

10.6 There are specific hygiene rules and prior approval requirements for businesses that conduct certain processes involving foods of animal origin. There are currently 3 approved premises operating in the Borough – 2 cold stores and a meat product preparation premises. Officers are currently working with 2 further businesses who wish to apply for approval, which are a cold store and a meat product producer.

#### Health and Safety

10.7 The Council is required to ‘make adequate arrangements for health and safety enforcement’ under section 18 of Health and Safety at Work etc Act 1974 (HSWA). The National Local Authority Enforcement Code (the Code) sets out what these are. Compliance with the Code is mandatory and focuses on delivering proportionate and targeted enforcement using a full range of regulatory interventions, with resources targeted using a risk-based approach. Flexibility is provided within the Code for LAs to address local priorities alongside the national priorities set by the HSE.

10.8 There are currently 1400 businesses on the service database for which the Council is the enforcing authority for health and safety at work. These consist of shops, offices, caterers, leisure and consumer services and a wide range of other commercial activities.

### **11.0 Enforcement Policy**

11.1 Where contraventions of legislation are identified there is a graduated approach to enforcement with formal action in most cases a last resort where informal approaches have failed. The Council has a publicly available Corporate Enforcement Policy which is in line with the HSE Enforcement Policy Statement and

FSA Food Law Code of Practice. All formal and informal enforcement actions are in accordance with the Corporate Enforcement Policy to ensure that action taken is appropriate and proportionate. The HSE Enforcement Management Model (EMM), is available for reference when making decisions about health and safety enforcement actions.

### Section 3 – Service Delivery

#### 12.0 Food Safety

Food safety work is carried in accordance with the FSA Food Law Code of Practice 2021 (FLCOP), which gives instructions to local authorities on enforcing food law.

##### 12.1 Food Premises Interventions

12.1.1 The food premises inspection programme is based on the priority risk rating and inspection frequencies set out in the FLCOP ensuring highest risk premises are inspected more frequently than lower risk premises. The inspection frequency profile of Surrey Heath food businesses as of 1<sup>st</sup> April 2023 is at Table 2 below:

**Table 2 Risk Profile of Food Businesses**

<b>Risk Category</b>	<b>Frequency of Inspection</b>	<b>Total</b>
A	Every 6 months	1
B	Once a year	15
C	Every 18 months	122
D	Every 2 years	264
E	Alternative enforcement every 3 years – visit or self-assessment questionnaire	302

12.1.2 Most low risk E rated businesses for example newsagents, chemists, childminders, home bakers are sent a self-assessment questionnaire on alternate years when they are due for an intervention. The returned questionnaires are reviewed, then risk assessed by officers and followed up by an intervention if necessary.

12.1.3 The food inspections due in 2023/24 are listed in Table 3 below.

**Table 3 Food Inspections Due in 2023/2024**

<b>Risk Category</b>	<b>Number of Inspections due</b>
A	2
B	14
C	49
D	157
E	63
<b>Total</b>	<b>285</b>

12.1.4 Revisits are conducted to non-compliant premises and new businesses that register during the year will also require inspection.

12.1.5 Food Hygiene Ratings are issued to those within the scope of the national Food Hygiene Rating Scheme (FHRS) in accordance with the FSA 'Brand Standard' for the scheme. Re-rating inspections are carried out where businesses with a 0-4 rating apply for a re-inspection having carried out the required improvements. There is a £195.00 cost recovery charge to the business for a re-rating application. Whilst it is not currently mandatory for businesses to display their rating window stickers in England, the service will follow up any reports of inaccurate ratings being displayed or advertised and where necessary refer the case to Trading Standards colleagues for enforcement action.

12.1.6 In 2022/23 the team completed 433 food safety interventions made up of programmed food hygiene inspections/audits, revisits and sampling, advisory and information and intelligence gathering visits. 92 new food business registrations were received. 286 warning notices were issued to businesses and 7 Hygiene Improvement Notices were served requiring the implementation of an adequate documented food safety management system, staff training, provision of an adequate supply of hot water for handwashing, structural repairs and 4 premises closed voluntarily due to evidence of rodent infestations. 9 applications for a food hygiene re-rating re-inspection were received from businesses having carried out the required works and all achieved an improved food hygiene rating. No appeal against the ratings awarded by officers, were received.

12.1.7 Following the investigation of a large food poisoning outbreak in November 2022 at a local restaurant, a Hygiene Emergency Prohibition Notice was served which closed the premises due to the imminent risk to health and legal proceedings are currently under way for prosecution of a number of breaches of food safety legislation.

### 12.2 Food Complaints

12.2.1 The service will investigate all complaints about food and food safety at a food premises and take appropriate action to ensure food safety.

12.2.2 In 2022/23 35 complaints were received from the public about food and 17 about poor hygiene in food premises.

### 12.3 Food Sampling

12.3.1 The service takes part in routine food sampling and environmental swabbing of food premises based on local intelligence and as part of county and national sampling programmes. Sampling and swabbing also takes place during food complaint and outbreak investigations. Samples for examination are submitted to the UKHSA laboratory in Porton Down which holds the necessary UKAS accreditation for microbiological examination of food samples. The service has a sampling credit allocation of £3,386 for the year. and a courier service for delivering samples to the laboratory is included.

12.3.2 In 2022/23 the service took part in national and regional sampling programmes, including hygiene in takeaway sandwich and salad bars; sandwich, salad or component ingredients; ready to eat plant based (vegan) meat, fish and dairy substitutes; and ready to eat (RTE) hot or cold smoked fish.

12.3.3 25 samples were sent for microbiological analysis from 10 premises and 5 samples (20%) were found to be bacteriologically unsatisfactory This was followed up with the businesses to ensure appropriate action was taken to ensure the necessary hygiene improvements regarding food handler hygiene, cleaning and disinfection of food premises and food handling equipment.

**Table 4 Breakdown of Food Sampling 2022/23**

<b>Food Sampling 2022/23</b>		
	<b>Microbiological contamination</b>	
	<b>Samples taken</b>	<b>Unsatisfactory results*</b>
Egg and egg products	1	0
Meat, game, poultry	3	1
Fish and shellfish	3	0
Fridge door handle	5	0
Material in contact with food - chopping board swab	5	0
Cloth	4	4
Other (Plant based vegan products)	4	0
<b>Total</b>	<b>25</b>	<b>5</b>

(\* Unsatisfactory results are due to an excessive Aerobic Colony Count/presence of *Enterobacteriaceae/Staphylococcus*)

12.3.4 Public Analyst food examination services are provided by Hampshire Scientific Services located at Portsmouth. A courier service is used to take these samples to the laboratory as and when required.

#### 12.4 Control and Investigation of Outbreaks and Food Related Infectious Diseases

12.4.1 The service works in partnership with UKHSA to investigate cases of food poisoning and related illnesses, to try to locate the source and ensure infection is contained.

12.4.2 On receipt of a notification of a food poisoning case, a risk-based approach is adopted when carrying out investigations to decide whether further information is required. Officers aim to identify cases involving high-risk groups or occupations such as pre-school children or food handlers. Relevant statutory powers are used, where necessary, to exclude those infected from attending pre-school settings or work, to prevent the spread of the disease



within the community. In 2022/23 the Council was notified of 125 cases of potentially food related infectious disease.

## 12.5 Food Safety Incidents

12.5.1 The service has a Food Safety Incident procedure in respect of the appropriate response to product recall/withdrawal notices and food alerts from the FSA.

12.5.2 The FSA regularly issue electronic Food Alerts to LAs specifying required actions regarding food safety concerns regarding a particular food product. Actions required range from circulating alerts to officers for information to visiting premises and removing products from sale.

12.5.3 In 2022/23 there were 109 reported incidents by the FSA, including alerts for action in relation to potential salmonella in Kinder Eggs and food safety concerns relating to imported pork products from Romania.

## 13.0 Health & Safety

### 13.1 Proactive Health & Safety Interventions

13.1.1 Planned interventions are targeted in specific risk areas in accordance with the priorities identified in the National Code. These are premises types where activities give rise to the most serious risk and are known to be least well controlled, with the aim of ensuring duty holders effectively manage and control those risks. Resources are focused on those premises most likely to cause working days lost and public injury, ill health or sickness absence and where duty holders seek economic gain or advantage from non-compliance (e.g. rogue traders).

13.1.2 LAs have a range of interventions available to them to ensure a business is managing its risks effectively and guidance is provided by the HSE in LAC 67/2 (revision 12) Setting Local Authority Priorities and Targeting Interventions. Interventions may include full inspections, targeted audits and mailings. LAs are required to justify any inspection they undertake and the National Code requires national and local intelligence is used to inform priorities. LAs must also be able to deal reactively with matters of evident or potential major health and safety concern, especially when visiting premises for other reasons, e.g. food safety intervention.

13.1.3 The service will liaise with the other Surrey LAs through the Health and Safety Study Group and gather local intelligence to identify areas of high risk activities in Surrey and participate in group project work where possible.

13.1.4 In 2022/23 313 proactive health and safety at work interventions were carried out including visits and letters to businesses.

13.1.5 Skin piercing activities are regulated by the service under the Local Government (Miscellaneous Provisions) Act 1982 with 23 new skin piercing practitioners and 7 new skin piercing premises applying to be registered in 2022/23.

### 13.2. Reactive Health & Safety Interventions

13.2.1 All complaints about health & safety conditions within workplaces for which the Council is the enforcing authority are investigated. Reactive complaint work takes priority over programmed visits to ensure that requests for service are dealt with effectively. Requests for information about health & safety standards and legislation will also be met. In some cases, complaints will trigger a full health & safety inspection of the premises. In 2022/23 24 complaints/requests were received about health and safety at work from the public.

13.2.2 Notifications of accidents at work made under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 are investigated in accordance with the HSE Accident Investigation Policy. Non-reportable notifications are not usually investigated but are acknowledged by means of a standard letter. In 2022/23 36 accident notifications were received.

## **14.0 Food Safety and Health & Safety Support to Businesses**

14.1 The service provides free advice to potential and existing business operators via advisory visits or information on the website, social media direct mailings, and telephone/email advice. In 2022/23 the service responded to 27 food safety enquiries and 19 health & safety enquiries.

14.2 Advice is also made available to businesses via the Council's Investment & Development team, local business associations, the Council's website/social media and the service has links to the licensed trade via the Council's Licensing officers and local Pub Watch schemes.

14.3 Where resources permit, the service will undertake targeted food safety and health & safety local initiatives and participate in national/regional campaigns that contribute to the Council's work priorities.

## **15.0 Primary Authority Partnership Scheme**

15.1 The Council participates in the national Primary Authority Partnership Scheme (PAPS). PAPS entitles businesses or organisations which operate across authority boundaries to ask for a Partnership with a LA. The businesses will work closely with their partner LA to ensure they are complying with food safety and health & safety legislation and the LA can charge the business for their time on a cost recovery basis. The aim of PAPS is to lead to greater compliance by the business and also greater consistency and co-ordination of regulatory enforcement by LAs.

15.2 All officers have access to the Primary Authority Register and check the database for PAPS and any Inspection Plans that must be followed prior to carrying out an inspection or investigation.

15.3 The Council through an agreement with BSTSS acts as Primary Authority for food hygiene matters for Krispy Kreme, Exclusive Hotels (who own Pennyhill Park Hotel), Manning Impex (a food importer), Kerry Foods, (a large multi-national food

manufacturer), Huel (nutritional shakes manufacturer), Pilgrim's Food Masters (food manufacturer) and the Health Food Manufacturers Association. The Council also acts as Primary Authority for health and safety for Exclusive Hotels and Manning Impex. Activity includes meetings with representatives and providing advice and assistance to other LAs who have queries following inspections and when investigating complaints.

15.4 Approximately 10 days per year is currently spent on this activity and it is anticipated that there will be similar demand in 2023/24.

### **16.0 Liaison with Other Organisations**

16.1 The service has various liaison arrangements in place to help ensure consistency of enforcement to share best practice and coordinate activity in Surrey, including representation on the following groups: The Surrey Food Liaison Group (SFLG), the Surrey Health & Safety Study Group, the Surrey Environmental Health Managers Group (SEHMG), the Surrey Safety Advisory Group (SSAG) and the Surrey Health Protection Group (SHPG).

16.2 These groups meet quarterly and in addition to representation from the 11 Surrey LAs there is representation from BSTTS, UKHSA, FSA, HSE and water utilities as appropriate to share best practice and discuss cases of interest and regional investigations.

16.3 Other liaison arrangements include:

- Liaison with other Council Services including Licensing, Economic Development Private Sector Housing (regarding housing above food premises), Planning and Building Control
- Contact with the Consultant in Communicable Disease Control and Director of Public Health
- Liaison and joint visits with the Fire Safety Officer from Surrey Fire and Rescue
- Liaison as necessary with the Approvals team at FSA and the egg marketing and plant and seed inspectorate (Animal and Plant Health Agency)
- Liaison and referrals from the UK Border Agency on immigration
- Access to national online reference and professional networking resources e.g. Knowledge Hub, EHCNet
- Notification from water utility companies when a commercial water supply is to be disconnected at a business within the Borough.
- Referral of cases to the relevant enforcing authority e.g. another local authority, HSE, Gas Safe, Environment Agency as necessary.

## **Section 4 – Resources**

### **17.0 Financial Allocation 2023/24**

17.1 The allocated budget for the food safety and health & safety services, including salaries, support services, equipment, etc. is £276,040.

## **18.0 Staffing Allocation**

18.1 Currently there are 6 officers authorised and competent in all aspects of the service. The time allocated to food safety equates to a total of 2.70 FTE officer time and there is an additional 0.2 FTE administrative support. The time allocated to health & safety equates to a total of 1.5 FTE officer time and there is an additional 0.1 FTE administrative support. The Council's Contact Centre receives initial telephone calls, emails and other correspondence for the service.

18.2 The EHLM in conjunction with the Senior EHO is responsible for assessing competency and recommending levels of authorisation to the Strategic Director in line with the Authorisation Policy.

18.3 The Surrey LAs have a flexible warranting arrangement where officers are able to assist and support each other, when necessary under HSWA e.g., where a serious incident has taken place and more resources are needed to help take witness statements etc, where another LA may have specialist knowledge in an area, e.g. workplace related death investigation and where competent and authorised officers are absent e.g. holiday / sickness, and less experienced staff are required to take enforcement action.

## **19.0 Staff Development**

19.1 The Council's staff appraisal scheme highlights the specific development and training needs of each officer and the EHLM monitors to ensure that these needs are identified and met.

19.2 The training and development of staff is achieved through attending courses, on-line training, information updates in team meetings and staff mentoring. The Senior EHO maintains a training log for all officers and ensures that they achieve the 10 hours a year Continuing Professional Development (CPD) in food safety required by the FSA to maintain food officer competency.

19.3 EHOs are encouraged to be Members of the Chartered Institute of Environmental Health (CIEH), to further demonstrate competence and professional accreditation. It is a membership requirement that officers achieve a total of 20 hours Environmental Health related CPD (30 hours for Chartered Members) and development opportunities will be provided to facilitate this.

19.4 Corporate training is also provided for general subjects such as ICT, safeguarding, information governance, health & safety, and customer service skills.

19.5 The Council subscribes to the Regulatory Information and Management System (RIAMS). This provides online access to relevant reference material which is automatically updated and version controlled so that officers have access to the most up to date information and legal references. The service also has online access to the HSE and LA enforcement information resource HELAExtranet.

## **Section 5 – Quality Assessment**

### **20.0 Quality Assessment**

20.1 The Food Safety and Health & Safety Quality Monitoring Policy details the following mechanisms which are in place to ensure that a quality service is delivered in accordance with FSA, HSE and Corporate requirements:

- Adherence to Authorisation Policy
- Regular one to one and team discussion on performance against the inspection programme and current case load.
- Appraisal system to discuss competency and performance
- Accompanied monitoring inspections with each food officer by SEHO
- Statistical performance monitoring e.g. inspection programme
- Quarterly reporting on Corporate Success Measures
- Completion of annual FSA Statutory Local Authority Enforcement Monitoring System (LAEMS) return and HSE LAEI Return
- Peer review benchmarking activities and sharing good practice via the SFLG, SHSSG and SEHMG
- Participation in FSA national consistency exercises
- Internal and external audits (e.g. Internal Audit and FSA)
- Customer Complaints Procedure
- Customer satisfaction surveys

20.2 The outcome of monitoring activities is fed back to staff to ensure that any identified development needs are addressed.

20.3 In addition to the ongoing monitoring of the service by managers, performance is reviewed on an annual basis by the service Director and the Licensing Committee.

## **Section 6 – Review**

### **21.0 Review of Performance 2022/23**

21.1 In 2022/23 the service was able to deliver the priority work identified by the FSA and the HSE. Interventions were focused on those businesses and incidents that present the greatest risk.

21.2 The Service Plan food safety targets were met in 2022/23 with 100% of those inspections due in 2022/23 being completed. 98 % of food businesses received a food hygiene rating of 3 (Satisfactory), 4 (Good) or 5 (Very Good) against the target of achieving 95% of business with a rating of 3 or better. (see Appendix I for the breakdown of the food hygiene ratings awarded by premises type).

21.3 Business satisfaction following food safety and health & safety visits was high with survey results for 2022/23 showing that 100% of businesses had felt that they were treated fairly, the visit was helpful and the officer was knowledgeable, polite and courteous.

21.4 Officers successfully secured grant funding from the FSA for imported food work in 2022/23. 31 relevant businesses were visited to gather intelligence on imported food sold in the Borough and 10 were identified as having concerns regarding products with incorrect labelling format e.g. allergens not correctly emphasised in the list of ingredients, no labelling in English, no importer details and products containing prohibited substances. The retailers were asked to remove the products from sale and referred to Trading Standards who enforce labelling legislation. Imported food sampling was also carried out, with 4 samples of rice and tea sent for pesticide analysis from 3 premises. 1 result came back unsatisfactory and was reported back to the FSA.

21.5 In 2022/23 work continued with public event organisers and other regulatory partners (Police, Surrey County Council Highways, Fire & Rescue, Emergency Planning & Southeast Coast Ambulance Service) to ensure event safety. Surrey Heath Safety Advisory Group worked with 24 event organisers to ensure that suitable and sufficient safety controls were put in place e.g. Queen's Jubilee event at Frimley Lodge Park, Pride Surrey event in Camberley, Windlesham Pram Race, Run Frimley 10k, 5k and 2k.

21.6 A proactive gas safety project was carried out in 2022/23 regarding commercial cooking equipment in independent catering businesses in the Borough. 184 businesses were written to asking for evidence of current gas safety certification for their gas appliances. 14 follow up site visits were carried out where certificates were not forthcoming and 19 Improvement Notices and 13 Prohibition Notices were served under HSWA to ensure unsafe appliances were taken out of use and the necessary improvements carried out. The project also identified a number of gas engineers operating locally who did not have the necessary accreditation for gas safety work on catering equipment and these were referred to Gas Safe for appropriate follow up.

21.7 Work on updating the Council's skin piercing register took place in 2022/23 which resulted in an additional 4 premises and 19 practitioners being identified and registered. The Government's proposal to introduce wider licensing of cosmetic procedures by LAs will be kept under review.

### **Section 7 - Service Priorities 2023/24**

22.0 In 2023/24 the food safety service will continue to be delivered in accordance with the FSA Food Law Code of Practice and the associated Food Law Practice Guidance and Framework Agreement.

22.1 The work programme for 2023/24 aims to have carried out 100% of inspections due in 2023/24 by the end of March 2024 and 98 % of high-risk (i.e. risk category A, B and non-compliant C) food premises inspections completed within 28 days of being due and also to work with businesses to meet the target of 95% of food premises achieving a Food Hygiene Rating 3 or above (i.e. Satisfactory, Good or Very Good).

22.2 The service will continue to provide Primary Authority services via BSTSS to partner businesses on a cost recovery basis.

22.3 The health & safety work programme for 2022/23 will continue to be prioritised in line with the National Code and LAC 67/2 (Revision 12). This will include continuing to focus on safety locally with regard to inflatable amusement devices, animal visitor attractions to control ill health arising from animal contact, trampoline parks and gas safety. A new proactive safety initiative is planned in 2023/34 looking at electrical safety in hospitality settings.

22.4 The food safety and health & safety service priorities will be kept under review throughout 2022/23 to take account of any new demands on the team.