

Details of proposed service provision – renewal (draft February 2024)

1. We will manage the Food Hygiene Inspection programme and food sampling programme

Inspections

- We will carry out food hygiene inspections of newly registered food businesses
- We will carry out food hygiene inspections of existing food businesses when they are due, in line with Food Standards Agency Guidance on inspection plans and frequency
- Please note that the Food Standards Agency is reviewing the Food Hygiene Delivery Model (FHDM)
- We will send out self-assessment questionnaires to E-rated businesses and child minders in the financial year that their inspection is due, and undertake a physical inspection in 10% of cases.
- In line with the Food Standards Agency's Food Law Code of Practice, carry out revisit where businesses are awarded a compliance score of 15 or higher for hygiene and / or structure and / or a confidence in management / control procedures score of 20 or higher.

In relation to Approved premises, WBC will provide advice to businesses, including the pre-application questionnaire and determination as to whether approval is needed. The actual approval process is detailed below in exclusions as requiring further discussion.

Added value: Fully developed enforcement procedures and notice templates in use
Documented officer competency and authorisation procedures, as well as peer review and accompanied inspection regime.
New businesses will be provided with comprehensive advice at the point of registration.

Exclusions: We will carry out all work associated with approved premises. To minimise base costs it is not included in the quoted costs. Approved premises can require significant resources so we would propose to build in an annual review for pricing for this element.

Proposed KPIs:

EHC01	Inspections of new food businesses	Target 95% within 3 months of opening
EHC02	Inspections of category A and B-rated premises	Target 95% inspected within 28 days of due date
EHC05	Food establishments in the area that are broadly compliant with food hygiene law	Target 90%

Sampling

We will carry out sampling in all A-rated businesses, and 50% of B-rated premises. Please note that Watford's sampling strategy is due for review by 31st March 2024. TRDC will be consulted as part of the review, and it is proposed that the final strategy be applied equally in Three Rivers and Watford

We will participate in national / local sampling surveys when appropriate for the businesses in Three Rivers.

Added value: Current sampling policy in place.
 Have participated in most of recent surveys.
 Comprehensive sampling protocol in place.
 Sampling equipment always in stock, including ATP swabbing system.

2. We will administer the national Food Hygiene Rating Scheme and submit activity and enforcement return to the Food Standards Agency as required

Added value: Fully developed procedures in place for the national FHRS, including uniform templates.
 Weekly upload of FHRS data.
 Detailed procedures in place for the assessment and authorisation of officers and contractors, including peer review of paperwork and Lead Officer accompanied inspection schedule.
 Well-developed IDOX functionality in place to assist with reporting and FOI requests.

3. We will log and investigate all complaints about the hygiene of food businesses, or about food that has been bought or eaten

Proposed KPIs (contract monitoring purposes)

EHC03	Substantive response to all requests for service within 3 working days	Target 90%
EHC04	24 hour response to urgent matters, subject to risk assessment for urgency	Target 90%

We will also deal with requests for advice and information about health and safety matters, and offer advice to businesses (to agree any potential charging).

Exclusions:

Whilst we will deal with complaints about rodent activity associated with food based commercial premises, we will not deal with complaints about rodent activity associated with non-food based commercial premises, domestic premises or any other land. These issues remain within the remit of TRDCs domestic Environmental Health Team.

Added value: Well-established Duty EHO system in place allows swift response.
 Fully developed enforcement procedures and notice templates in use.

4. Provide and manage LAQM responsibilities

We will administer and manage these functions including monitoring and commissioning assessments as required. Some significant work remains to revise the action plan which will be completed in 2024.

5. Planning apps consultation on new developments – air pollution and contaminated land

Currently we commission specialist services for WBC to deliver complex enquiries of this nature. It is proposed to provide a similar service for 3RDC and this is included in the quoted price.

Added value: Well established Duty EHO system in place allows swift response where required.
Established contract in place with expert supplier with resilience to provide services.

6. Provide and manage contaminated land services. Respond to queries, investigate sites

Currently we commission specialist services for WBC to deliver complex enquiries of this nature. It is proposed to provide a similar service for 3RDC and this is included in the quoted price.

We will also deal with requests for advice and information and offer advice to businesses.

Added value: Well established Duty EHO system in place allows swift response where required.
Established contract in place with expert supplier with resilience to provide services.

Exclusions: We will carry out all work associated with contaminated land. To minimise base costs no detailed site assessments have been included in the quoted costs and additional work will be proposed as per the exclusions at point 15.

7. We will provide the Local Authority Health and Safety at Work enforcement service

We will log and investigate all complaints, accidents and near misses in accordance with the Incident Selection Criteria.

We will monitor the RIDDOR and asbestos notification systems, and where they relate to activity in Three Rivers, download log and investigate in accordance with asbestos protocols and the Incident Selection Criteria.

We will deal with requests for advice and information about health and safety matters and offer advice to businesses.

Added value: Well-established Duty EHO system in place allows swift response.
Fully developed enforcement procedures and notice templates in use.
We will undertake proactive inspections, consistent with the National Code / List of activities & sectors
Documented officer competency and authorisation procedures, as well as peer review and accompanied inspection regime.

Exclusions: We will carry out all work associated with a major incident/fatality. To minimise base costs it is not included in the quoted costs. It is proposed to build in an annual review for pricing for this element and charges to be made as per the exclusions condition at the end of this document.

8. We will provide the ID control and tracing service, via PHE and respond to outbreaks of infectious disease.

Added value: Well-established Duty EHO system in place allows swift response

Exclusions We will carry out all work associated with a major outbreak / pandemic. To minimise base costs it is not included in the quoted costs. It is proposed to build in an annual review for pricing for this element.

9. LAPPC services

We will carry out all LAPP inspection in accordance with their risk rated due dates and support this through enforcement and investigation work as required.

Added value: Well established Duty EHO system in place allows swift response where required.
Established contract in place with same supplier as 3RDC previously used.
Additional resilience through contract with Chiltern and in house expertise.

10. Provide Skin Piercing licensing service

Proposed KPIs: First response within 3 working days.
Determine premises and operator applications within 28 days of a duly made application.

We will investigate all complaints about licenced and unlicensed skin piercing activities.
We will advise businesses who want to start a skin piercing business what they need to do.
We will deal with all applications for skin piercing activities (visiting where the application relates to a new premises).

Added value: This work is well integrated into uniform, with licence templates now in use.
Well-established Duty EHO system in place allows swift response to complaints.

11. Publicity

We will promote the service in line with the 3RDC corporate objectives, to enhance the reputation of the council and aid compliance.

12. Committee and Councillor relations and Communications

In lieu of a formal service plan, we propose to provide a yearly activity report that also includes estimates for the year ahead.

13. Responsible Authority for licensing consultations

We will undertake licensing consultation responses in relation to promoting the public safety objective within the statutory timescales and attend committee as required.

14. Represent Service Externally

We will promote the service in line with the 3RDC corporate objectives, to enhance the reputation of the council and aid compliance. This will include attendance at external meetings including but not limited to local professional groups and national updates and seminars.

15. Exclusions and work that may require additional funding

If it becomes clear that a case or piece of work not listed above, or listed in the exclusions is going to take longer than 10 hours, this will be raised with TRDC and a conversation had about whether additional funding is needed. If so, once the 10 hour 'threshold' had been reached, we would only charge for time spent in addition to the first 10 hours.