

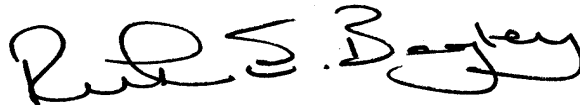
Date of despatch: Monday, 18 July 2016

To the Members of Slough Borough Council

Dear Councillor,

You are summoned to attend a Meeting of the Council of this Borough which will be held in the Flexi Hall, The Centre, Farnham Road, Slough, SL1 4UT on **Tuesday, 26th July, 2016 at 7.00 pm**, when the business in the Agenda below is proposed to be transacted.

Yours faithfully



RUTH BAGLEY
Chief Executive

PRAYERS

AGENDA

Apologies for Absence

PAGE

1. **Declarations of Interest**

All Members who believe they have a Disclosable Pecuniary or other Pecuniary or non pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 3 paragraphs 3.25 – 3.27 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 3.28 of the Code.

The Mayor will ask Members to confirm that they do not have a declarable interest.

All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.

- | | | |
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| 2. | To approve as a correct record the Minutes of the Council held on 17th May 2016 and 6 June 2016 | 1 - 10 |
| 3. | To receive the Mayor's Communications. | |

Public Questions

- | | | |
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| 4. | Questions from Electors under Procedure Rule 9. | |
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Recommendations of Cabinet and Committees

[Notification of Amendments required by 10 a.m. on Monday 25th July 2016]

- | | | |
|----|--|-----------------|
| 5. | Recommendations of the Cabinet from its meetings held on 27th June 2016 and 18th July 2016 | |
| | <ul style="list-style-type: none">• Old Library Site Development Options• Statutory Service Plans | 11-24
25-150 |

Officer Reports

- | | | |
|----|--|-----------|
| 6. | Appointment of Section 151 Officer | 151 - 152 |
| 7. | Appointments to Corporate Parenting Panel and Outside Bodies | 153 - 154 |

Motions

- | | | |
|----|--|-----------|
| 8. | To consider Motions submitted under procedure Rule 14. | 155 - 156 |
|----|--|-----------|

Member Questions

- | | | |
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| 9. | To note Questions from Members under Procedure Rule 10 (as tabled). | |
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MINUTES OF COUNCIL PROCEEDINGS

At the Annual Meeting of the Council for the Borough of Slough held at the Small Hall, The Centre, Farnham Road, Slough, SL1 4UT on Tuesday, 17th May, 2016 at 7.00 pm

Present:- The Worshipful the Mayor (Councillor Rasib), in the chair; Councillors Ajaib, Anderson, Bains, Bal, Bedi, Brooker, Carter, Chahal, Chaudhry, Cheema, Chohan, Coad, Dar, Davis, Amarpreet Dhaliwal, Arvind Dhaliwal, M Holledge, N Holledge, Hussain, Mann, Matloob, Morris, Munawar, Nazir, Pantelic, Parmar, Plenty, Qaseem, Rana, Sadiq, A Sandhu, R Sandhu, Sarfraz, Shah, Sharif, Smith, Sohal, Strutton, Swindlehurst, Usmani and Wright

Apologies for Absence:- None

1. To Elect the Mayor for the 2016/17 Municipal Year

The Mayor called for nominations for the office of Mayor of the Borough of Slough for the ensuing municipal year. Councillor Munawar proposed and Councillor Matloob seconded the nomination of Councillor Arvind Dhaliwal.

There being no further nominations the Chief Executive declared Councillor Arvind Dhaliwal elected Mayor of the Borough of Slough for the 2016/17 municipal year. Councillor Arvind Dhaliwal, having made and signed the requisite declaration of acceptance of office, was thereupon installed in the Chair.

(The Worshipful the Mayor, Councillor Arvind Dhaliwal, in the Chair)

Resolved - That Councillor Arvind Dhaliwal be elected as Mayor of the Borough of Slough for the Municipal Year 2016/2017.

2. To Elect the Deputy Mayor for the 2016/17 Municipal Year

The Mayor called for nominations to the office of Deputy Mayor of the Borough of Slough for the 2016/17 municipal year. Councillor Chaudhry proposed and Councillor Bedi seconded the nomination of Councillor Shah. Councillor Chahal proposed and Councillor Wright seconded the nomination of Councillor Smith.

The Mayor put the two nominations to the vote and, a prior request having been made for the record of the voting:

There voted for Councillor Shah:

Councillors Ajaib, Anderson, Bal, Bedi, Brooker, Carter, Chaudhry, Cheema, Chohan, Coad, Dar, Davis, Arvind Dhaliwal, M Holledge, N Holledge, Hussain, Mann, Matloob, Munawar, Nazir, Pantelic, Parmar, Plenty, Qaseem, Rana, Rasib, Sadiq, A.Sandhu, Sarfraz, Shah, Sharif, Sohal, Swindlehurst and Usmani. 34

Council - 17.05.16

There voted for Councillor Smith:

Councillors Bains, Chahal, Amarpreet Dhaliwal, Morris, R.Sandhu, Smith, Strutton and Wright..... 8

The Mayor declared Councillor Shah elected Deputy Mayor of the Borough of Slough for the 2016/17 municipal year. Councillor Shah made and signed the requisite declaration of acceptance of Office of Deputy Mayor.

Resolved - That Councillor Shah be elected as Deputy Mayor of the Borough of Slough for the Municipal Year 2016/2017.

3. Declarations of Interest

Councillor Bal declared that a member of his family was employed by Slough Borough Council.

4. To approve as a correct record the Minutes of the Council held on 19th April 2016

Resolved - That the minutes of the proceedings of the Council meeting held on 19th April 2016 be approved as a correct record.

5. To receive the Mayor's Communications.

Following the local Borough election, the Mayor welcomed Councillors Bedi, Qaseem, Sadiq, Sandhu and Sarfraz to the Council, wishing them well as they commenced their service to the community. Members who were successfully re-elected were also congratulated.

The Mayor confirmed that The Reverend Linda Hillier had agreed to serve as the Mayor's Chaplain and that he was extremely grateful for Linda's support of the Mayor's office and looked forward to working with her.

Council was advised that the Mayor's Reception would take place on Thursday 2nd June at The Centre and invitations would be sent out in the near future.

6. Meeting Adjournment

It was moved by Councillor Munawar,
Seconded by Councillor Hussain,

"That under Council Procedure Rule 15 (Sub-Section L) the meeting be adjourned."

The recommendation was put to the vote and carried unanimously.

Resolved – That the meeting be adjourned.

The Chief Executive informed the meeting that the Mayor had received a requisition for an extraordinary meeting and that a meeting had been scheduled

Council - 17.05.16

for Monday 6 June 2016. The adjourned Annual Council meeting would take place immediately after the Extraordinary Council meeting on 6th June 2016.

Chair

(Note: The Meeting opened at 7.00 pm and closed at 7.46 pm)

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MINUTES OF COUNCIL PROCEEDINGS

At the adjourned Annual Meeting of the Council for the Borough of Slough held at the Flexi Hall, The Centre, Farnham Road, Slough, SL1 4UT on Monday, 6th June, 2016 at 7.45 pm

Present:- The Worshipful the Mayor (Arvind Dhaliwal), in the chair; Councillors Ajaib, Anderson, Bains, Bal, Bedi, Brooker, Carter, Chahal, Chaudhry, Cheema, Chohan, Coad, Dar, Davis, Amarpreet Dhaliwal, M Holledge, N Holledge, Hussain, Mann, Matloob, Morris, Munawar, Parmar, Plenty, Qaseem, Rana, Rasib, Sadiq, A Sandhu, R Sandhu, Sarfraz, Shah, Sharif, Smith, Strutton, Swindlehurst, Usmani and Wright.

Apologies for Absence:- Councillors Nazir, Pantelic and Sohal.

7. Declarations of Interest

Councillor Bal declared that a member of his family was employed by Slough Borough Council.

Councillor Morris declared that he was a Council tenant.

Councillor Arvind Dhaliwal declared that his son was a Borough Councillor.

Councillor Amarpreet Dhaliwal declared that his father was a Borough Councillor and the current Mayor.

8. Report of the Returning Officer-Borough Election 5th May, 2016

Details of the May 2015 Borough election results were noted.

Resolved – That the report be noted.

9. Review of Constitution

It was proposed by Councillor Munawar,
Seconded by Councillor Hussain,

- “(a) That the grant of general dispensations, as set out in paragraph 6.1 of the report, be approved;
- (b) That the Monitoring officer be authorised to make any consequent changes to the Code of Conduct to reflect the Council’s decision;
- (c) That the amendments to the Member Call-In process, as set out in paragraph 6.2 of the report, be approved;

Council - 06.06.16

- (d) That the amendments to the petition scheme, as set out in paragraph 6.3 of the report, be approved;
- (e) That the amendment to the Overview and Scrutiny Procedure Rules regarding member questions, as set out in paragraph 6.4 of the report, be approved;
- (f) That the amended Financial Procedure Rules, as set out in paragraph 6.5 of the report, be approved;
- (g) That the amendments to the Council's protocol for filming meetings, as set out in paragraph 6.6 of the report, be approved;
- (h) That the updated Corporate Parenting Panel Terms of Reference, as set out in paragraph 6.7 of the report, be approved;
- (i) That the Head of Democratic Services be authorised to amend the current published Constitution to reflect Council Structures, legislative requirements and other administrative amendments as necessary".

The recommendations were put to the vote and carried unanimously.

Resolved -

- (a) That the grant of general dispensations, as set out in paragraph 6.1 of the report, be approved;
- (b) That the Monitoring officer be authorised to make any consequent changes to the Code of Conduct to reflect the Council's decision;
- (c) That the amendments to the Member Call-In process, as set out in paragraph 6.2 of the report, be approved;
- (d) That the amendments to the petition scheme, as set out in paragraph 6.3 of the report, be approved;
- (e) That the amendment to the Overview and Scrutiny Procedure Rules regarding member questions, as set out in paragraph 6.4 of the report, be approved;
- (f) That the amended Financial Procedure Rules, as set out in paragraph 6.5 of the report, be approved;
- (g) That the amendments to the Council's protocol for filming meetings, as set out in paragraph 6.6 of the report, be approved;
- (h) That the updated Corporate Parenting Panel Terms of Reference, as set out in paragraph 6.7 of the report, be approved;
- (i) That the Head of Democratic Services be authorised to amend the current published Constitution to reflect Council Structures, legislative requirements.

10. Appointments of Committees and Allocation of Political Officer Support

It was proposed by Councillor Munawar,
Seconded by Councillor Hussain,

- “(a) That Committees be appointed and seats thereon allocated to political groups in accordance with the rules of proportionality as set out in the supplementary report.
- (b) That appointments be made to Committees as set out in Appendix 1.
- (c) That the report of the Leader on appointment of the Cabinet as set out in Appendix 1 be received.
- (d) That the Chairs and Vice-Chairs of Committees be appointed as set out in Appendix 1.
- (e) That 1 FTE Political Group Officer be allocated to the Controlling Group and that 0.5 FTE be allocated to the Conservative Group.
- (f) That appointments be made to quasi-judicial and other bodies as set out in Appendix 2.”

The recommendations were put to the vote and carried unanimously.

Resolved -

- (a) That Committees be appointed and seats thereon allocated to political groups in accordance with the rules of proportionality as set out in the supplementary report.
- (b) That appointments be made to Committees as set out in Appendix 1 (attached).
- (c) That the report of the Leader on appointment of the Cabinet as set out in Appendix 1 be received (attached).
- (d) That the Chairs and Vice-Chairs of Committees be appointed as set out in Appendix 1 (attached).
- (e) That 1 FTE Political Group Officer be allocated to the Controlling Group and that 0.5 FTE be allocated to the Conservative Group.
- (f) That appointments be made to quasi-judicial and other bodies as set out in Appendix 3 (attached).

The Leader of the Council, Councillor Munawar, stated that consideration would be given to Councillor Coad’s request that she be allocated a seat on the Council’s Overview and Scrutiny Committee.

11. Appointments to Outside Bodies 2016/17

It was proposed by Councillor Munawar,
Seconded by Councillor Hussain,

“That appointments be made to the Outside Bodies set out in Appendices A and B, for the Municipal year 2016/17”.

Clarification was sought regarding the term of office for appointments made to the Development Initiative for Slough Housing (DISH). It was suggested that appointments to DISH to currently remain unchanged from the municipal year 2015/16 and that the matter be reported to the next Council meeting if required.

The recommendations were put to the vote and carried unanimously.

Resolved - That appointments to Outside Bodies for the 2016/17 municipal year be as set out in Appendix 3 attached.

Chair

(Note: The Meeting opened at 7.45 pm and closed at 8.11 pm)

MINUTES OF COUNCIL PROCEEDINGS

At an Extraordinary Meeting of the Council for the Borough of Slough held at the Flexi Hall, The Centre, Farnham Road, Slough, SL1 4UT on Monday, 6th June, 2016 at 7.00 pm

Present:- The Worshipful the Mayor (Arvind Dhaliwal), in the chair; Councillors Ajaib, Anderson, Bains, Bal, Bedi, Brooker, Carter, Chahal, Chaudhry, Cheema, Chohan, Coad, Dar, Davis, Amarpreet Dhaliwal, M Holledge, N Holledge, Hussain, Mann, Matloob, Morris, Munawar, Parmar, Plenty, Qaseem, Rana, Rasib, Sadiq, A Sandhu, R Sandhu, Sarfraz, Shah, Sharif, Smith, Strutton, Swindlehurst, Usmani and Wright.

Apologies for Absence:- Councillors Nazir, Pantelic and Sohal.

12. Declarations of Interest

Councillor Bal declared that a member of his family was employed by Slough Borough Council.

13. To Consider the removal of the Leader of the Council, Councillor Robert Anderson and to elect a new Leader of the Council.

Prior to consideration of the motion, Councillor Anderson addressed the meeting and tendered his resignation as the Leader of the Council. The motion to remove Councillor Anderson as Leader was therefore not moved.

(Councillors Anderson, Brooker, Carter, Davis, M.Holledge, N.Holledge, Mann, Parmar, Plenty and Swindlehurst left the meeting).

It was proposed by Councillor Matloob,
Seconded by Councillor Rasib,

“That Councillor Munawar be elected as Leader of the Council.”

The Chief Executive confirmed that the appointment must be for up to four years in accordance with Article 7 of the Constitution. Members were advised that any proposals to change Article 7 would have to be submitted to the Member Panel on the Constitution for consideration.

A prior request having been made for the record of the voting:

There voted for Councillor Munawar:

Councillors Ajaib, Bains, Bal, Bedi, Chahal, Chaudhry, Cheema, Coad, Dar, Amarpreet Dhaliwal, Arvind Dhaliwal, Hussain, Matloob, Morris, Munawar, Qaseem, Rana, Rasib, Sadiq, A.Sandhu, R.Sandhu, Sarfraz, Shah, Sharif, Smith and Usmani..... 26

Council - 06.06.16

There voted against:

Councillors Strutton and Wright..... 2

There abstained from voting:

Councillor Chohan..... 1

Resolved – That Councillor Munawar be elected as Leader of the Council for a period of four years.

Chair

(Note: The Meeting opened at 7.00 pm and closed at 7.32 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Council **DATE:** 26 July 2016
CONTACT OFFICER: Nick Pontone, Senior Democratic Services Officer
(For All Enquiries) (01753) 875120
WARD(S): Central Ward

PART I
FOR DECISION

RECOMMENDATIONS OF THE CABINET FROM ITS MEETINGS HELD ON 27TH JUNE 2016 AND 18TH JULY 2016

1 **Purpose of Report**

To advise the Council of the recommendations of the Cabinet from its meetings held on 27th June 2016 and 18th July 2016:

- A. 27th June 2016: Old Library Site Development options.
- B. 18th July 2016: Statutory Service Plans

A. OLD LIBRARY SITE DEVELOPMENT OPTIONS

2 **Purpose of Report**

To consider the recommendation of the Cabinet that Council approve funding for Slough Urban Renewal ("SUR") to develop two high quality hotels and a restaurant as part of a mixed use development on the Old Library Site.

3 **Recommendation**

That the Council develops two hotels and a restaurant on the Old Library site, at an estimated cost of £30.5m (borrowing cost £55m) for the hotels and £1.7m (borrowing cost £3m) for the restaurant.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

The development of the site would make a significant contribution to the Regeneration and Environment of Slough's Joint Wellbeing Strategy:

- A hotel development in the town centre will improve the image of the town, providing good quality hotel accommodation, which is currently in short supply.
- Constructing the new developments will improve local temporary employment opportunities through SUR's commitment to promoting employment and skills as well as increasing apprenticeship opportunities enabling local people to improve their learning and skill base.
- Operation of the hotel and restaurant will improve permanent local employment opportunities in the hospitality and catering sector.
- The hotels and restaurant will contribute to business rates receipts.

** report redacted following the meeting due to commercial sensitivity.*

3b Five Year Plan Outcomes

The developments will help deliver the following of the Five Year Plan outcomes:

Changing, retaining and growing

- **OUTCOME 1:** Introducing a new hotel offering in the town centre will contribute to Slough being the premier location in the south east for businesses of all sizes to locate, start, grow, and stay. By committing at this juncture the Council will secure exclusivity and prevent another operator within the same brand from coming forward with a proposal within the franchisors area of operation, which could be outside Slough.
- **OUTCOME 3:** Providing centrally based hotel accommodation and a restaurant, will increase demand, footfall and activity in the town centre, thus contributing to the centre of Slough being vibrant, providing business, living, and cultural opportunities

Using resources wisely

- **OUTCOME 7:** The Council's income and the value of its assets will be maximised through the receipt of long term income revenue stream.

4 Other Implications

(a) Financial

A detailed financial summary for the hotels is included in Appendix 1. [REDACTED]

[REDACTED] The Council would be lending into the scheme at the prevailing Public Works Loan Board ("PWLB") rate of **3.3%** which compares to the prevailing private sector borrowing rate over 40 years of **4.3%**. The overall annual income the Council will receive in the first 10 years is up to [REDACTED] which, at [REDACTED] is substantially above the borrowing costs from the PWLB.

It is important to consider the risks identified below and the likelihood of these occurring. The largest area of risk on an ongoing basis is if trading conditions deteriorate. There is a Base Rent of [REDACTED] index linked with a further guarantee of [REDACTED] from the franchisor of the hotel operator to fund any shortfall in lease payments to the Council, though this is a one-off sum and not an ongoing amount, i.e. any draw-down will not be topped up. The proposed operator would provide a further [REDACTED] of Parent Company guarantee. The proposed scheme is however backed by one of the largest worldwide hotel operator and they will seamlessly step in to the operation of the hotel if the proposed operator ceases to trade. This provides assurance that there will continue to be a hotel offer on this site. If there was an event which was so catastrophic to cease the viability of the hotel the Council, as owner of this building, would then seek to terminate the lease agreement and then convert the site into another housing related use. However, this scenario is deemed highly unlikely.

The Council has recently been informed that the operator requires up to a [REDACTED] of technical fees and pre-opening fees. These are currently being negotiated and

* report redacted following the meeting due to commercial sensitivity.

may reduce, however to ensure that the business case is robust; it is assumed this amount will be paid in Year 1.

(b) Risk Management

Risk	Mitigating action	Opportunities
Legal – State Aid	Lease income is increased by 70% of CPI from £1.4m whilst the borrowing costs are fixed. These borrowing costs have been tested against the market rates for 40 year borrowing to ensure that the over income that the Council receives passes the EU State Aid test i.e. that the Council is not receiving an income which is below a market rent on this scheme.	
Finance – SBC exposure to a cyclical business sector.	Constant and appropriate asset management and control where occupancy, average room rates and costs are monitored against agreed levels/industry norms. A guarantee is in place to protect the Councils interest should there be a sustained period of underperformance from the hotel operator. This is backed by the largest worldwide hotel operator with a very strong reputation and covenant.	Increase in business rates.
Finance – the hotel operator fails to perform and fails to pay the base/turnover rent.	A rent guarantee is in place from both the proposed hotel operator and an international branded hotel group.	The covenant risk is covered by a guarantee from a worldwide hotel operator with a desire to protect their brand integrity.
Finance (Hotel) – the hotel operator ceases to trade due to adverse trading conditions / administration.	The Franchisor will step into the operation of the hotel and ensure that it continues to operate There is a guarantee of [REDACTED] from the hotel franchisor to protect the Council against any shortfalls in lease contributions. However, this is a one off sum and will not be	Ensure that the design and construction is 'flexible' and can be re-configured for sale as dwellings, or converted to office/retail/residential mix.

* report redacted following the meeting due to commercial sensitivity.

	topped-up.	
Demand risk – there is an oversupply of rooms.	<p>A report from an independent hotel market expert has confirmed that the proposal matches current and future market opportunities within Slough.</p> <p>Anecdotal evidence confirms high occupancy rates in Slough.</p>	<p>Creates a new supply for Slough with modern, innovative and defined accommodation offering.</p> <p>Development of a landmark site with a highly visible and attractive project.</p>
Property/ Development Control – the construction and design process will need to be precise to avoid over runs, over specification and/or additional costs.	<p>Construction costs will be market tested via SUR and verified through a jointly appointed Quantity Surveyor to ensure costs are appropriate.</p> <p>The Council will seek a fixed-price construction cost to avoid unforeseen expenditure and secure protection from build cost inflation.</p>	A faster procurement route and a VfM tested route.
Human Rights	No risks identified	
Health and Safety	No risks identified	
Employment Issues	No risks identified	The introduction of the proposed hotel and restaurant will create new short and long term employment opportunities for local people.
Equalities Issues	No risks identified	
Community Support	No risks identified	
Communications	No risks identified	
Community Safety	No risks identified	
Financial – Best Value	It is very difficult to assess best value for this site. As can be seen from the table in the main paper there are a range of options for members to consider. The proposal for a hotel does provide an ongoing revenue stream which in the current financial context is more beneficial than a one- off capital sum. However, this is	An opportunity to introduce a Council-owned income generating asset that enhances the town centre.

* report redacted following the meeting due to commercial sensitivity.

	at greater risk than the option of building housing on this site.	
Timetable for delivery	No risks identified	
Project Capacity	Whilst project managed on behalf of the Council by SUR, this and other key strategic projects will place increased pressure on business as usual for Asset Management, Legal Services and Planning. A growth bid for additional resources will be made.	The developer will be sympathetic to the use of a Planning Performance Agreement whereby an additional Planning Officer post is funded directly.
Other	No risks identified	

(c) Human Rights Act and Other Legal Implications

Under Section 122 of the Local Government Act 1972 the Council may appropriate any land which they own and which is no longer required for the purposes for which it is presently held for any other purposes for which they are permitted by the Local Government Act 1972 or any other enactment to acquire land by agreement.

Under Section 120 of the Local Government Act 1972 the Council are permitted to acquire by agreement any land for the benefit, improvement, or development of their area.

Accordingly, if the Council resolve that that the Old Library Site is no longer required for the purposes for which it is presently held, they may appropriate that site to any other purpose provided that this is for the benefit, improvement or development of their area.

Under The Treaty of the Functioning of the European Union, the Council is subject to the European Union rules which regulate the granting of State Aid which might distort the operation of open markets. The Council would, therefore need to ensure that no advantage is given to any particular economic operator by the manner in which the Council use their funds or assets. In connection with any arrangements that the Council make, therefore, for the use of its funds or assets in connection with the development of the Old ,Library Site, they must ensure that no particular economic operator is given an advantage which that operator could not obtain on the open market generally.

(d) Equalities Impact Assessment

There are no identified needs for an EIA at this juncture.

(e) Property

See Section 5 below.

** report redacted following the meeting due to commercial sensitivity.*

(f) Carbon Emissions and Energy Costs cost implications)

The proposal to remain and consolidate within SMP will allow the Council to implement initiatives that will reduce carbon emission and reduce energy costs.

5 Supporting Information

- 5.1 The Council bought back the Old Library Site (“OLS”) from the Homes and Communities Agency (“HCA”) in 2015. With the impending opening of the Curve and the transfer of library services into the new facility later this year, the OLS has already been identified as a surplus asset.
- 5.2 The site is owned by Slough Borough Council (“SBC”) and is subject to an option in favour of SUR which will need to be negotiated as part of a detailed development proposal. A site plan is attached in Appendix 2. The site is a landmark in the heart of the town and is highly visible at the Wellington Road/ William Street junction. The site was selected as a preferred location by the proposed hotel operator as a consequence of its proximity to the town centre, major road transport routes, car parking and the railway station.
- 5.3 It is anticipated that the existing building will be demolished by December 2016.
- 5.4 The site was identified for hotel use within the Heart of Slough Strategy and was granted outline consent for a 120 bed hotel along with 91 residential units and retail/leisure use in 2009.
- 5.5 In reviewing the most appropriate use of the OLS and working on the basis that doing nothing is not an option, five potential options have emerged. These are summarised in the table below. The table provides a comparison to how each option contributes to delivering outcomes agreed within the 5 Year Plan 2016/21 and contributes to the financial resilience of the Council. As follows:

Option	5 Year Plan Fit	Financial Considerations
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** report redacted following the meeting due to commercial sensitivity.*

<p>Option 1</p> <p>Build a hotel on the OLS</p>	<p>This option would assist Outcomes 1 and 3 by providing high quality hotel space in the centre of town. It supports Outcome 7 as the financial return to the Council would exceed costs and would provide an ongoing revenue stream to the Council.</p>	<p>No capital receipt</p> <p>Ongoing revenue stream above borrowing costs: [REDACTED]. I.e. the total lease income is [REDACTED] over [REDACTED] years and borrowing costs are [REDACTED].</p> <p>The Council will continue to own a mature income producing asset after repayment of the loan.</p> <p>Annual revenue surplus of up to [REDACTED] per annum by year [REDACTED] then increasing by [REDACTED] of CPI</p> <p>SBC funds capital cost A one off sum of [REDACTED] payable to the operator at the beginning of the lease.</p> <p>Net Revenue surplus over [REDACTED] years: [REDACTED]</p>
<p>Option 2</p> <p>Build a hotel, office and restaurant on the OLS Relocate SMP to new Office and convert SMP into residential accommodation.</p>	<p>This option would assist Outcome 1 and 3 by providing more good quality hotel space in the centre of town and consolidating the Council into a visible and accessible town centre location. It also addresses Outcome 2 by creating new homes. Finally, it supports Outcome 7 as the financial return to the Council would exceed costs and would provide an ongoing revenue stream to the Council</p>	<p>Capital receipt (SMP) [REDACTED]</p> <p>Income via SUR [REDACTED] (Profit Share SMP and interest)</p> <p>Ongoing revenue stream over [REDACTED]: Hotel: [REDACTED] (see option 1) Restaurant [REDACTED]</p> <p>Additional business rates and council tax receipts from increased business rates and council tax base</p> <p>Net Revenue surplus over [REDACTED] years: [REDACTED]</p>
<p>Option 3</p> <p>Discard the hotel proposal and develop a 128 unit residential scheme on the entire site via SUR</p>	<p>This option would help contribute to Outcomes 2 and 3 as well as maximise the value of the asset, therefore a close fit with Outcome 7.</p>	<p>A one-off capital receipt of £2.2m plus an estimated profit share of £1.6m.</p> <p>Capital costs funded through Slough Urban Renewal (SUR) company.</p> <p>Additional council tax receipts from increased base</p> <p>Net Revenue surplus over [REDACTED] years: [REDACTED]</p>

* report redacted following the meeting due to commercial sensitivity.

<p>Option 4</p> <p>Discard the hotel proposal and dispose of the entire OLS on the open market with planning permission for a 128-unit residential development.</p>	<p>This option would meet the requirements of Outcome 2 but could compromise outcomes 1 and 3 since the Council would have less control over timing and quality of a key town centre site.</p> <p>Would not make best use of assets under outcome 7.</p>	<p>A one-off capital receipt of £2.2m.</p> <p>No capital outlay.</p>
<p>Option 5</p> <p>Retain corporate HQ in SMP and redevelop OLS in a mixed-use development that will include a hotel, restaurant and 60 residential properties.</p>	<p>This option reflects the current environment where moving SBC headquarters to the town centre is no longer required as a principle driver for regeneration. However, it would make a material contribution to Outcomes 1, 2 and 3. Additionally, it makes most financial sense and therefore is closely aligned to Outcome 7.</p>	<p>Income via SUR £1.5m (Profit Share SMP and interest)</p> <p>Ongoing revenue stream over [redacted] years: Hotel: [redacted] (see option 1) Restaurant [redacted]</p> <p>Additional business rates and council tax receipts from increased business rates and council tax base.</p>

Preferred Option

- 5.6 As can be seen from the table above, there are a variety of ways in which the Council could proceed with the development of the OLS. Having considered the information above, Officers are recommending that the introduction of two hotels within a mixed-use development is the most appropriate use of the asset. The (confidential) financial appraisal in Appendix 3 of this report provides further details and sets out the assumptions. It should be stressed that this approach introduces a higher degree of financial risk than developing the site for housing (see 4b above) however the proposed lease structure is based on a fixed guaranteed payment of £1.4m plus a share of turnover, which could increase annual income to £1.8m by year 6 (based on financial modelling). This is underpinned by a rent guarantee from a world-wide hotel operator with an excellent covenant.
- 5.7 Asset Management is currently undertaking an options appraisal for the redevelopment of the remainder of the site. This workstream is incomplete and will form the basis of a follow-up report in September 2016.

Hotel Proposal

- 5.8 The proposal is to build a 144 room short stay and 92 room long-stay hotel, operated under a single lease arrangement.

The proposal is for a single building containing the two hotels with horizontal separation. The ground floor to 5th floor will be the short -stay hotel, with the long-stay hotel on floors 6-10. In both cases there will be fewer facilities than in a full

* report redacted following the meeting due to commercial sensitivity.

service hotel and sharing of back of house functions will lead to greater economies of scale.

- 5.9 Based on independent advice to the Council, which made an assessment of the market conditions and product proposal:
- The preferred brands are appropriate to the market opportunity in Slough, which has established long-stay demand.
 - It is envisaged that a new, modern attractive hotel will attract demand from other market sectors, and
 - The base case projections (room rates and occupancy levels) are a realistic assessment of potential future trading.

Taking account of the above, the advice concluded that it is unlikely that the guarantee would be called upon.

- 5.10 The Council is advised that car parking requirements for the hotel range from a minimum of 80 spaces to an optimum level of 120 spaces. Based on this requirement and in accordance with the Cabinet decision in March 2016, the Council has completed the surrender and re-grant of a lease of part of Burlington car park to provide sufficient spaces.

Structure & procurement

- 5.11 Procurement and Legal Services have been involved in the proposals behind this scheme and the option of the Council having a directly managed arrangement has been discounted. This is on a variety of reasons, but primarily:
- The procurement option would mean a full OJEU procurement or the Council investigating creating a separate company to manage the hotel through. Either of these options would cause significant delay to the project and increase construction costs to the project.
 - The Council would be much more exposed to the risk of running a hotel and have greater liabilities. This is not an area of core Council expertise and so would incur additional cost and shift a focus in resources away from some of the other functions of the Council
 - The income stream, though potentially greater, was also subject to a lot more downside risk for the Council
- 5.12 The Council would fund the cost of the capital investment for the hotel through internal investment balances, whilst ensuring appropriate Minimum Revenue Provision was set aside in accordance with the capital financing framework, or through external borrowing. It would be more advantageous for the Council financially to use internal balances, but this depends upon the level of investment balances at that point in time and the overall cost of the capital programme funded through Council funding. If the Council was to use internal balances, the annual costs would be circa **£835k** and so would increase the financial benefit to the Council until that period it would need to borrow externally to finance capital expenditure.

Benefits

- 5.13 This project will lead to a variety of benefits for the centre of town, residents of the borough, local businesses and the Council.

** report redacted following the meeting due to commercial sensitivity.*

- 5.14 From a financial perspective, the Council will have a solid long-term revenue stream that covers the cost of borrowing and additional overheads through the administration and creation of the scheme. The Council will also retain and enhance the capital value of a key asset in the centre of town.
- 5.15 The creation of new and high standard hotels in the centre of town will provide new services to residents and businesses in the area. The creation of a long-stay accommodation will enable a variety of different customers to use the hotels and serve a wide range of business and leisure need in the local area. The hotel will also have the facility for live music and other events and so help to stimulate the evening economy in the town.

6 Comments of Other Committees

- 6.1 At its meeting held on 27th June 2016 Cabinet considered a report to develop two high quality hotels and a restaurant as part of the mixed use development of the Old Library Site.
- 6.2 Having considered the report, Cabinet recommended that the Council provide funding to take forward the recommended option for two hotels and a restaurant.

7 Conclusion

- 7.1 The proposal in this report is for the introduction of two hotels and a restaurant within a mixed-use development on the OLS. There are a range of financial and non-financial benefits to this option that will be advantageous to Slough over a long period of time as well as fit into the Council's short to medium-term regenerative objectives.
- 7.2 There are other options available to the Council on this site. Developing the site exclusively for housing would be a comparatively simple and lower risk option to the Council. However, this would not deliver as many of the Council's Five Year Plan objectives and would not result in an ongoing revenue stream that is required to offset anticipated reductions in central government funding and the shift towards self-financing.

8 Appendices Attached

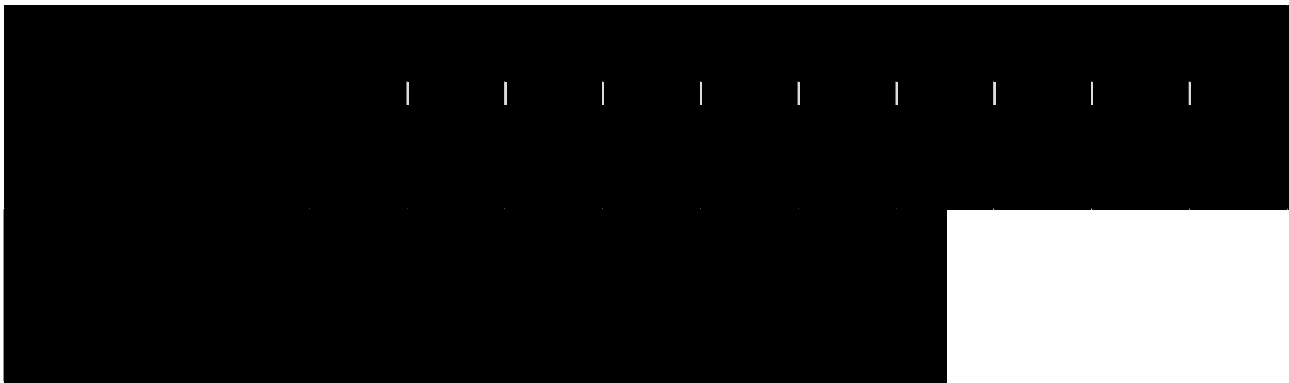
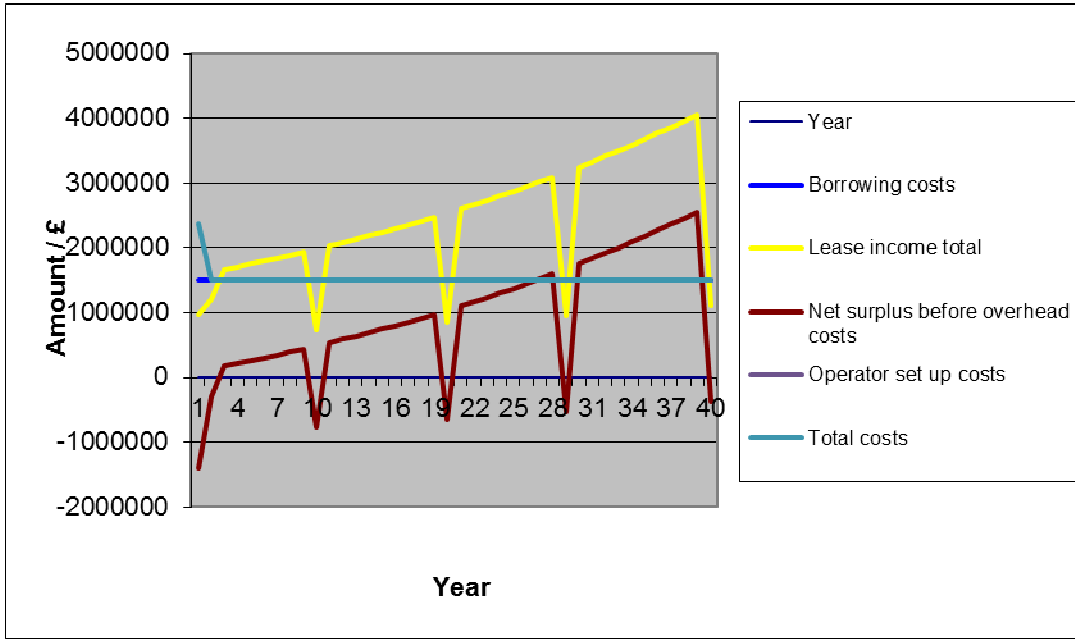
- Appendix 1 - Financial summary - Hotels
Appendix 2 - Site Plan

9 Background Papers

1. 27th June 2016 Cabinet Agenda and Minutes

** report redacted following the meeting due to commercial sensitivity.*

Appendix 1 – Financial summary – Hotels



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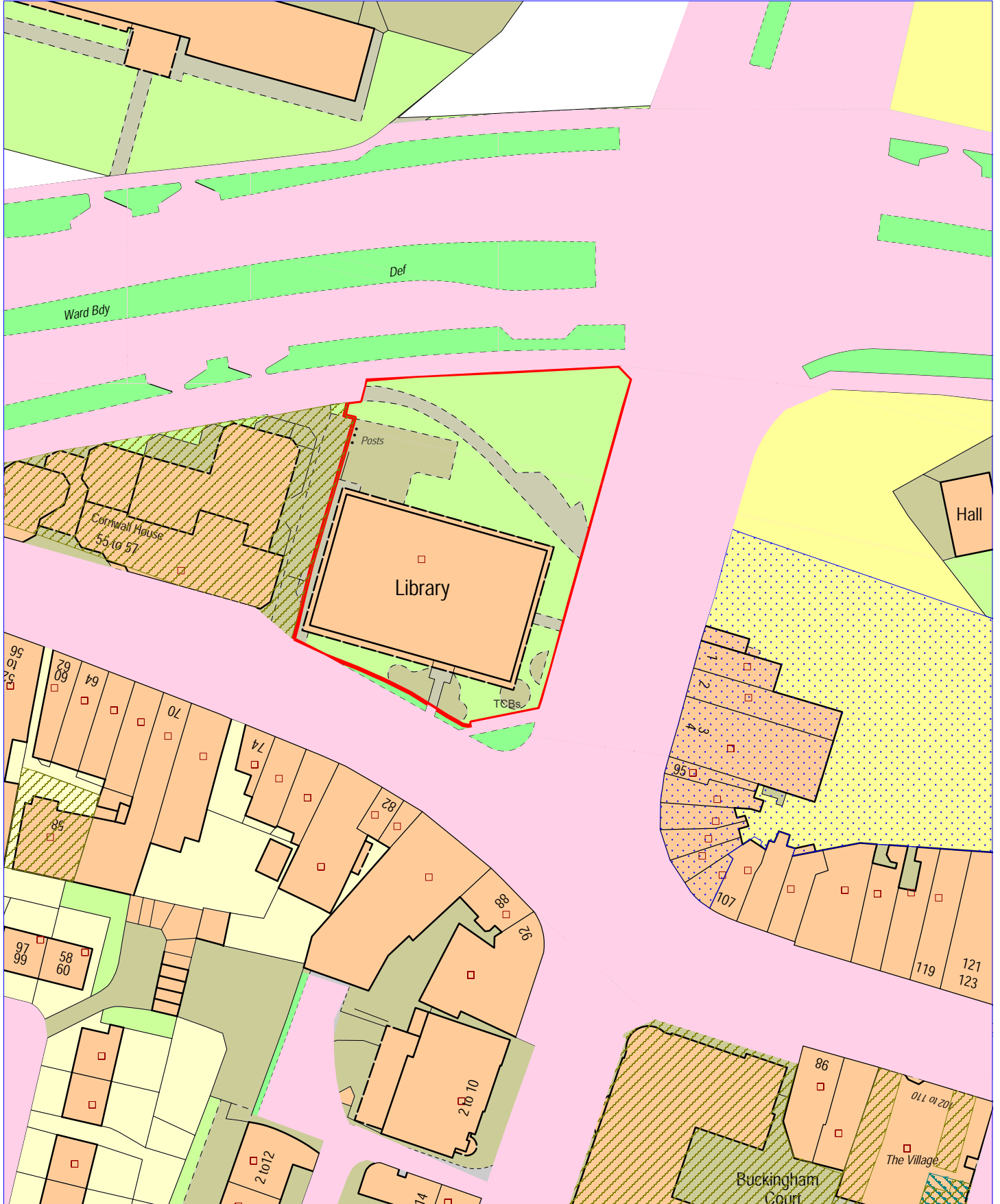
Asset Management Resources

Scale 1: 1,000



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Slough Central Library



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Slough, reducing the regulatory burden upon those businesses and contributing to the prosperity of the town and Slough as a brand.

- Developing with other Council teams an 'Open for Business' approach.
- **Health**
 - Supporting and encouraging all the cuisines in Slough to provide safe food through inspections and interventions and the Food Hygiene Rating Scheme (FHRS)
 - Catering for Health award supporting businesses to provide choices, including the safe importation of ethnic foods.
 - Reducing risks in the work place with investigations, interventions and specific projects based upon Sloughs needs such as Legionella control,
 - Increasing awareness of food labelling, allergens and healthy eating, and in doing so contribute to reducing obesity rates in Slough.
 - Forthcoming partnership with Support with Confidence to help SBC meet its obligations under the Care Act with regards to direct payments and signposting users to appropriate care and service providers in particular areas.
- **Regeneration and Environment**
 - Advice for Slough businesses on waste and pest control; animal by-products waste disposal; safe asbestos disposal
- **Safer Slough**
 - Underage sales education and enforcement; projects in partnership with other stakeholders to reduce the incidence of violence in retail and licensed premises eg, Community Alcohol Partnership (CAP) and supporting outcomes from the Local Alcohol Action Area (LAAA).
 - Safeguarding migrant and other vulnerable workers, including Modern Slavery issues and CSE awareness.
 - Working in conjunction and in support of Adult Social Care when our Services come across vulnerable people, particularly where they are victims of rogue traders, scams and financial fraud. e.g. Loan Shark project and Operation Rogue Trader/Liberal.
- **Housing**
 - Enforcing the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014 which requires all lettings agents and property managers in England to belong to a Government approved redress scheme from 1 October 2014

3b. **Slough Wellbeing Strategy: Cross-Cutting themes –**

Civic responsibility

The majority of businesses in Slough want to be able to comply with legal requirements concerning food safety, fair trading and health & safety. The Service Delivery Plans are designed to help support businesses towards compliance with an enabling and graduated enforcement approach commencing with advice and sign posting to detailed information. A proposed new Assured Trader Scheme and the Food Hygiene Rating Scheme recognise and reward businesses that do well; encouraging residents to use their local services and shops and giving them an informed choice.

Improving the image of the town

The Plans set out how the Council will meet its statutory obligations to maintain the pre-requisites that residents and visitors expect in a town like Slough; to be able to eat out without becoming ill, go to work without being injured, buy safe goods in the town's shops. The plans detail essential work that will both protect the reputation of Slough and improve its image.

A core part of the Plans is the provision of assured regulatory advice to 39 national and international businesses and trade associations via the Primary Authority scheme. Slough has become a leader in the provision of Primary Authority advice contributing to the prosperity of the town and identifying Slough as a town that aims to proactively reduce the regulatory burden for businesses, encouraging growth.

Joint Strategic Needs Assessment (JSNA)

Key objectives are informed by evidence from the JSNA and aim to deliver positive outcomes via both legislative action and behaviour approaches to improve public and workplace health for example:

- **Reduce Inequalities in health.** Smoke free enforcement, tobacco control, underage sales test purchasing and counterfeit or illegally imported tobacco products investigations in partnership with SBC Licensing, Thames Valley Police and Immigration Enforcement.
- **Increase skills and employment opportunities.** Provide assured advice for businesses in Slough and specialist training for food handlers. Supporting legitimate businesses to prosper.
- **Reduce violent crime, domestic abuse and sexual abuse.** Advice and support in relation to control of underage sales of alcohol and knives, provision of proof of age cards. Working in partnership to reduce the negative impact of alcohol

3b Five Year Plan Outcomes

These statutory service plans identify positive impacts towards all the 5 year Plan Outcomes, which is detailed in the individual action plans, and in particular:

Outcome 1 - Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay. For example, supporting businesses with regulatory advice and ensuring a level playing field for business growth.

Outcome 2 - The centre of Slough will be vibrant, providing business, living, and cultural opportunities. For example, promoting businesses through the Food Hygiene Rating Scheme

Outcome 4 - Slough will be one of the safest places in the Thames Valley. For example, investigating scams and other fraud

The statutory plans also focus on developing entrepreneurial skills in the teams and commercialisation as a tool to maximise income whilst also support the council's digital development by promoting agile front line working and channel shift to encourage better use of the council's website.

4 **Other Implications**

(a) **Financial**

It is anticipated that the plans will be implemented within existing resources. However, the situation will be closely monitored as unplanned reactive pressures, such as major investigations, will have resourcing implications which will be reported to members for their consideration.

Costs recovered from Primary Authority and other chargeable work will be used to help off set the cost of service delivery and contribute to the council's savings targets as appropriate.

(b) **Risk Management**

Risk	Mitigating action	Opportunities
Legal	None	
Property	None	
Human Rights	None	Protection of worker and consumer rights in Slough
Health and Safety	None for SBC workforce. Risk Assessments are in place for all officer activities	Supporting businesses in Slough toward sensible risk management, enhancing health & safety conditions in Slough.
Employment Issues	None	Costs recovered from Primary Authority can offset service delivery costs helping to maintain a flexible and resilient workforce to meet Sloughs needs
Equalities Issues	None. Equality Impact Assessments have been completed	The work of the teams actively supports equality in the work place for example, with disability access and awareness issues.
Community Support	None	The teams engage in neighbourhood and Community action events
Communications	None	The Teams engage with businesses and residents on a daily basis Regular press releases and newsletters are issued, we sometimes undertake interviews on local Radio stations
Community Safety	None	Underage sales, rogue traders, loan sharks activities support the Safer Slough Partnership

		priorities.
Financial	Risk from complex criminal investigations or disease outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work within timescales set by national enforcement bodies. Increased costs from legal fees not fully recovered. Mitigated by the re-prioritisation of resources where possible.	The income from Primary Authority work and further commercialisation of services can be used to offset cost of service delivery
Timetable for delivery	Risk from complex criminal investigations or disease outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work. Mitigated by the re-prioritisation of resources where possible.	
Project Capacity	Risk from complex criminal investigations that demand considerable officer time resulting in pressure upon resources to complete statutory work. Mitigated by the re-prioritisation of resources where possible.	
Other Failure to endorse the SDPs	Serious risk to delivery of statutory obligations, failure to delivery on projects that impact positively on health & well being issues in Slough. Potential risk to Slough Borough Council reputation.	

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms Human Rights Act Implications

(i) Equalities Impact Assessment

Equalities Impact assessments have been completed on key policies contained within the Plans. However, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms of Equality Impact Assessment.

5 **Supporting Information**

- 5.1 National guidance on the delivery of the Authority's enforcement activities is issued by The Food Standards Agency, the Health and Safety Executive and the Department for Businesses, Innovation and Skills; setting out standards for service provision, monitoring and auditing arrangements, in order to ensure that local enforcement activities are undertaken in a robust, fair and consistent manner in line with the Regulators Code and our Enforcement Policy.
- 5.2 The Plans are an important part of the process to ensure national priorities and standards are addressed and delivered to meet local needs effectively; they will be reported to and scrutinised by the national agencies. These Plans, which are required to be reviewed and updated annually, will
- focus on local priorities and the needs of our local community
 - provide an essential link with financial planning
 - set objectives for the future, and identify major issues that cross service boundaries;
 - and provide a means of managing performance and making performance comparisons
- 5.3 Local authorities are required to include in their Statutory Service Plans
- Information about the services they provide
 - the means by which they will provide those services
 - the means by which they will set/monitor performance targets and standards
 - a review of performance against proposed targets
- 5.4 Commercialisation of the services has allowed for increased cost recovery activities which have helped to off set the cost of service delivery particularly with Primary Authority (PA) work. PA is a statutory scheme which enables contractual partnerships to be formed between business and local authorities. The aim being to streamline and simplify the national regulatory compliance demands on local businesses in relation to trading standards, food and health & safety matters. We have now secured 39 successful contracts with national and international businesses such as; Reckitt Benkiser, Mars, Telefonica (o2), Superdrug, Wyvale Garden Centres, Furniture Village and Burger King. It is our intention to enhance the entrepreneurial skills of the teams and further develop commercialisation of the services over the next year.
- 5.5 For the future Statutory Service Delivery will continue to focus very specifically upon areas of high risk whilst aiming to reduce the regulatory burden on compliant business: continuing to make the best use of the resources we have available and ensuring positive outcomes and value for money, whilst supporting business growth.
- 5.6 However at the beginning of 2015/16 the team had a significant proportion of lower risk food hygiene interventions outstanding. During an external audit by the FSA in December 2015 this shortfall in lower risk inspections was identified as a non-compliance with the national standard. As a result, an action plan was drawn up and a business case was put forward for a temporary injection of additional resources to ensure that the identified shortfall was dealt with promptly. The action plan was completed in Spring 2016. Last year the team completed approximately 91% of

interventions, including those which were overdue from previous years. Again resources were focussed on the highest risk areas the majority of the remaining 9% of interventions due are in relation to low risk premises such as newsagents that sell wrapped food only. This year the team are on target to complete all due interventions.

6 **Comments of Other Committees**

Cabinet will consider the Statutory Service Plans at its meeting on 18th July 2016. Any comments raised will be reported at the Council meeting.

7 **Conclusion**

The proposed Plans illustrate our commitment to continuous improvement and accountability, whilst responding flexibly to ongoing changes in both the regulatory and consumer landscapes nationally and locally. They also show how the Council has successfully adopted a balance of techniques and approaches to support local businesses, drive up compliance by enabling businesses to access information & advice more effectively, enhance consumer protection and promote, with our partners, safety and wellbeing in the workplace and our communities, whilst off-setting the cost of delivery by developing further the commercialisation of services where appropriate

It is clearly illustrated within the Plans how our work contributes significantly towards supporting all of the outcomes of the 5 Year Plan and the Slough Joint Wellbeing Strategy and the Council's operating model.

8 **Appendices Attached**

- A. Food Safety & Standards Service Delivery Plan 2016/17
- B. Health & Safety Service Delivery Plan 2016/17
- C. Trading Standards Service Delivery Plan 2016/17

9 **Background Papers**

- '1' Food Standards Agency Code of Practice (Revised April 2015)
- '2' National Local Authority Code, Health & Safety at Work. (2013)
- '3' Primary Authority Handbook. Local Better Regulation Office (2016)
- '4' The Consumer Protection & Business Compliance Enforcement Policy

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Food safety and food standards

Service delivery plan 2016/17



Consumer protection and business compliance group

Consumer protection and business compliance is an outward facing service group made up from:

- **Food and safety**
- **Licensing**
- **Community safety**
- **CCTV and Careline**
- **Trading standards**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Here are some facts about Slough Borough Council's food safety and standards service:

- We are responsible for assessing compliance with food safety and food standards legislation at all food businesses within Slough. This role is shared between the food and safety team and the trading standards team. The teams are **also** responsible for:
 - Health and safety enforcement
 - Infectious disease control
 - Consumer protection
 - Animal health
 - Imported food and products control
 - Primary Authority partnerships
 - Smoke free enforcement
- We provide a responsive service that aims to achieve a balance between enforcement and advice, taking a minimum tolerance approach on issues of serious concern in line with our enforcement policy while supporting compliant businesses.
- We work closely with businesses and key stakeholders like the Food Standards Agency, Public Health England and other partners within the council such as public health, neighbourhood enforcement, licensing, building control and planning
- We have the equivalent of 4.8 officers dealing with food hygiene and one dealing with food standards issues (this includes the food and safety manager, who is not operational).



The purpose of this plan is to inform you about how we are achieving our aims and of the work we are doing, in conjunction with our partners and agencies, to enhance public health and wellbeing. We do this by:

- Completing risk based interventions, focusing on the highest risk businesses and the poorest performers
- Using a range of interventions to support business in Slough while protecting customers to increase the percentage of broadly compliant food businesses
- Promoting well performing businesses through the **Food Hygiene Rating Scheme** and also identifying those businesses which seek an economic advantage from non-compliance and so put Slough residents and visitors at risk
- Promoting food businesses that offer a healthier choice with our **Catering For Health (CFH) Award** and increasing awareness nutrition as part of a healthy lifestyle
- Food quality and composition sampling
- Investigating food complaints
- Acting as **Primary Authority** for large businesses and manufacturers both inside Slough and nationwide, which involves formal liaison with other local authorities, giving advice and support to the business in the Primary Authority partnership. Primary Authority is a cost recovered charged service.
- Investigating food poisoning outbreaks and infectious diseases, taking action to prevent infection and spread
- Inspecting imported food, food products and the verification of imported organic food arriving via Heathrow airport
- Training food handlers to a level two qualification in food safety in catering and a wide range of promotional activities

This plan will be reviewed annually and we welcome your views, comments and suggestions on how it could be improved. Please forward your views to:

Levine Whitham, food and safety manager

Tel: 01753 875255 or e-mail: levine.whitham@slough.gov.uk

or

Ginny de Haan, head of consumer protection and business compliance

Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk

Growing a place of opportunity and ambition



Our vision

The focus of work within the food and safety service is to ensure the council is able to fulfil its statutory obligations under the relevant legislation. All the work we do is geared specifically towards Slough's community and business needs, based on local intelligence and our work with partners.

The Council's 5 Year Plan and the Joint Wellbeing Strategy set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. The themes incorporated into the corporate plan are:

- Changing, retaining and growing
- Enabling and preventing
- Using resources wisely

Our work underpins these objectives and also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment; civic responsibility and promoting the image of the town.

One of our key aims is to protect and enhance public health and wellbeing while supporting local businesses. The action plan at the rear of this service delivery plan shows, in detail, how we are going to achieve this. It demonstrates the golden thread and how the team's work directly links with the 5 year plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our enforcement policy.

The enforcement policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. We recognise most people want to comply with the law. Therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Firm action, however, will be taken, including prosecution where appropriate. The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough

How did we perform during 2015/16?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

Primary Authority scheme

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships. This has brought many advantages to businesses in Slough.



Primary Authority partnerships comprises a legally binding contract between the authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health and safety.

Our officers are able to provide companies which trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011 we have already secured 39 successful Primary Authority partnership agreements. These services are uniquely provided by in house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships, with an hourly charge for any work undertaken. We have set an annual income target of £110k, which covers all income from partnerships, covering the whole range of Primary Authority categories. Food hygiene and health and safety are just two of the possible 23 categories. In 2014/15 cost recovery was £104,000k, and in 2015/16 it was £94,000k. Although we did not meet our income target, we have increased our income target for 2016/17 by 5k to £115K. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers, who are funded from Primary Authority at no extra cost to the council. Last year more than 1,460 hours of advice interactions with our Primary Authority companies was given - a high proportion of this was advice and support requests from our partners.

As a Primary Authority we have had communication with many other councils to ensure inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

The number of businesses joining and leaving Primary Authority partnerships with the council remains changeable. However, the demand on Primary Authority has remained relatively constant over the past year. Three new partnerships were

set up last year. However, five partnerships ceased due to two stopping trading and three being taken over by other businesses.

More information on Primary Authority partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can email primary.authority@slough.gov.uk

High risk food premises inspections and interventions

Slough Borough Council is a competent authority and is responsible for ensuring official food controls are undertaken on behalf of the European Commission. The team aspires to undertake all of the interventions it is required to by the FSA's Food Law Code of Practice (FLCoP) (which is a statutory code of practice). This includes 100 percent of all due food hygiene interventions. However, if there is a gap between the resources available to deliver these interventions and the demands on the service, then our focus will be on due interventions to food businesses that present the highest risk. In order to maximise the effective use of resources full advantage will be taken of Alternative Enforcement Strategies (AES) for low risk category E premises and other flexibilities in the code such as alternating between official interventions and non official controls to medium risk category D premises.

At the beginning of 2015/16 the team had a significant proportion of due food hygiene interventions outstanding, this was reported in the 2014/2015 statutory LAEMS return. The overdue interventions had built up as a result of a combination of factors, including several years of being understaffed and the need for intensive health and safety investigations into two serious workplace accidents and one workplace fatality, which took a significant amount of officer time. This pressure was compounded by an extended unplanned officer absence.

At the beginning of 2015/16 53 percent of interventions from the previous year were outstanding, all of these were to broadly compliant premises. As a result the team received a focused audit by the FSA in December 2015, to verify the figures submitted on the 2014/2015 LAEMS (Local Authority Enforcement Monitoring System) return. Following the audit, an action plan was drawn up and a business case was put forward for a temporary injection of resources to address the high number of medium and low risk overdue interventions. This intensive work (including the use of a number of contractors) was completed in Spring 2016.

The intervention figures for 2015/16 show that approximately 91 percent of all due interventions were undertaken, including those which were overdue from previous years. As with previous years the focus continued to be on premises which present the highest potential risk to the public. 100 percent of our 'A' and 'B' rated premises were inspected and 99 percent of our medium risk 'C' rated premises were also inspected. We inspected 100 percent of all non-broadly compliant premises that were due at the beginning of the year.

At the beginning of 2015/16 the proportion of premises in the borough that were broadly compliant with food safety legislation was 88.8 percent. At the end of 2015/16 this had dropped to 84.1 percent. We attribute this reduction to two main factors: firstly a number of premises had not had a food hygiene intervention for a considerable period of time and when officers visited they found standards in a number of premises had considerably deteriorated. Secondly, we have had a large number of new premises register with us this year. In order to manage the workload we have introduced a risk based assessment of these businesses and have inspected those considered to present the highest risk. We have been sending start-up advice to other lower risk businesses but until a business has been formally inspected it is considered to be non-broadly compliant. This year we aim to secure an improvement in the proportion of businesses that are broadly compliant with food safety legislation. We will be doing this by using a range of enforcement and advice tools and improving our messaging using social marketing techniques.

There are currently 886 registered food premises within the borough, ranging from large manufacturing premises to small corner shops. This number is a considerable reduction from last year, predominantly due to the fact that we have identified that a number of the premises overdue for interventions had in fact ceased trading. This year we have planned to do some work to identify what might have replaced the closed businesses. If they are new food businesses then we will need to ensure we carry out interventions at these premises.

The table below shows the risk profile of Slough food businesses at the beginning of April 2016, with 'A' rated premises assessed as posing the highest risk. The table also shows the number of interventions due in 2016-17 within each risk band.

Risk Rating	Frequency of intervention	Number of food premises	Number of interventions due in 2016-17
Premise Rating - A	6 months	8	16
Premise Rating - B	12 months	57	57
Premise Rating - C	18 months	187	99
Premise Rating - D	24 months	314	114
Premise Rating - E	Alternative Intervention	265	33

Premise Rating – Unrated at Apr 16	Awaiting initial inspection.	44	44
Outside programme	N/A	11	11
TOTAL		886	363

Food Hygiene Rating Scheme

FOOD HYGIENE RATING

We have now been operating the National Food Hygiene Rating Scheme for a number of years. The scheme helps consumers to choose where to eat out or buy their food by giving them information about the hygiene standards in food businesses. The scheme also encourages businesses to improve standards.

There are six levels of rating- zero to five. Assessments for a food hygiene rating are carried out during routine inspections, when inspecting officers look at:

- How hygienically food is handled- including preparation, storage and temperature control.
- The condition of the structure of the building- including cleanliness, layout, facilities and maintenance.
- How the business manages and records what it does to make the food it sells safe.

We increased the number of premises with published ratings by 2 percent last year but did not meet our target of having 640 businesses with published ratings. This is most likely because our intensive work with overdue businesses this year has resulted in a reduction in the total number of registered premises we have on our database. At the end of 2015/16 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	4
1	50
2	30
3	114
4	127
5	308
Total	633

All food hygiene inspection results are published at <http://ratings.food.gov.uk/authority-search/slough>

In the coming year we plan to increase the proportion of businesses with published FHS ratings from 71 percent to 73 percent. We will also continue to publicise the scheme using social media, encouraging consumers to check the rating before they buy food from businesses within the borough.

Catering for Health Award



The Catering for Health (CFH) Award is a voluntary extension of the Food Hygiene Rating Scheme. It has been developed to recognise premises that make it easier for clients to make healthier choices. It is based on a scoring system that considers cooking methods, recipe adaptation, service style and the types of foods on offer. To achieve the award, businesses must commit to the following:

- To modify the fat, salt, sugar and fibre content positively at every opportunity without compromising on quality and flavour.
- To increase fruit and/or vegetable consumption at every opportunity.
- To offer customers real choice by making the healthy choice the easy choice.

There are different award criteria for specific premises to ensure the dietary requirements of their population groups are met e.g. workplaces, nurseries, schools and care homes. The awards can be applied for online at <http://www.slough.gov.uk/business/environmental-health/catering-for-health.aspx>. There are currently 50 award winners in the borough. In the coming year, we aim to increase the number of award winners.

Slough school meals survey

This country faces a serious health crisis caused by bad diet. Almost 20 percent of children are already obese by the time they leave primary school at eleven. Diet-related illnesses are putting a huge strain on the nation – costing the NHS £10 billion every year.

As meals at school provide up to a third of a child's daily intake of energy and nutrients, school food matters. Thankfully, the quality of food in England's schools has improved enormously since 2005, when Jamie Oliver alerted the nation to the horrors of the turkey twizzler. There has been a clear, measurable improvement in the nutritional quality of most school food, and a reduction in junk foods. Packed lunches, however, are not regulated and are therefore an area of concern.

The purpose of the school food survey is to produce an operational document for use by Slough Borough Council, Cambridge Education and its partners. The report provides an important insight into what children eat, which can then be compared with levels of obesity within each school. In addition, the report

reveals how the borough is coping with Government Food Based Standards and Universal Infant Free School Meals. The survey data allows centralised projects/sessions to be tailored to each setting, making the best use of local resources. At school level, staff can use the information as evidence for Ofsted.

In 2015/16, across Slough, 7,164 school meals and 4,534 packed lunches were recorded. In total the team observed 11,698 meals, covering 78 percent of the primary and special school population (within schools visited).

The survey showed the following 'headlines':

- School meals are again better balanced than packed lunches.
- the proportion of school meals containing healthy, balanced food has increased since last year
- the proportion of pack lunches containing healthy, balanced meals is the highest it has ever been.
- Total fruit consumption has increased.
- The total number of children having a balanced meal has increased from just 6,268 in 2013 to 8,013 in 2014. In 2015, 8,400 had a balanced meal.
- More than half of packed lunch children are having only one fatty/sugary item.
- Areas to improve include:
 - Fruit uptake in school meals
 - Balance in packed lunches
 - Actual food provision in school meals (ensuring schools serve what is listed on their menus).

Healthy eating events

An event linked to World Heart Day in partnership with the SBC wellbeing group was undertaken in September. It was a successful event, which was repeated on a smaller scale in Landmark Place by a volunteer. The event saw more than 50 people take part in a healthy eating quiz aimed at increasing knowledge about fruit and vegetable intakes, salt, fat and sugar. Fifty-four people completed the quiz, but despite having the answers available in the resources in front of them, only 27 people answered the questions correctly. David Gilbert from the housing team won the £15 voucher.

Information for parents

As school meals are known to be healthier than packed lunches, all parents of new reception children were targeted with information about their entitlement

to a free universal infant school meal. Leaflets went out with the school admission letters to reduce cost.

Parents of Year 6 children transferring to secondary were also given information about free school meals. This information was printed on the back of the admissions letter, which again saved money.

Support for schools

Two assemblies were held at Willow Primary to educate the children about balanced meals. Following these, a parents' session on packed lunches was held. Fifteen parents attended.

Funding has been sought from the DfE to provide additional support and marketing material to a target group of schools who had low Universal Infant Free School Meal take-up in last year's census day.

Targeted support will be offered to schools in the Spring/Summer term following the results of the school food survey.

Food alerts and incidents

All food alerts and incidents are dealt with in line with the Food Standards Agency's (FSA) code of practice and protocols, based upon risk.

During 2015/16 we were notified by the FSA of 77 food alerts for information and product withdrawals. Two of the food businesses based in Slough last year had issues that were considered to have a wider implication. Officers from the food and safety team liaised with the businesses and the Food Standards Agency's incidents team, and in total three product recalls were instigated.

Food complaints and enquires

We dealt with **520** complaints and enquiries from or about food businesses in Slough during 2015/16 This is an increase of **11 percent** on food complaints and enquires from last year. A range of enquiries were responded to. In particular:

- **264** regarding poor safety or hygiene
- **122** request for food advice
- **134** notifications of imported food

Of these

- **66** were for new business start-up advice
- **13** complaints of a foreign body or extraneous matter in food
- **23** complaints of food poisoning and suspected illness

- 27 requests about food hygiene training
- 3 food hazard warnings
- 11 complaints about pest within premises.

We follow a procedure in relation to complaints and aim to keep the customer informed of our progress and outcome. The reasons for investigating food complaints include:

- Providing a service to the public
- Resolving problems that may pose a risk to public health
- Providing information to the food industry to raise their standards
- Comply with our statutory requirements
- Prevent similar complaints from happening again.

The higher levels of complaints from last year indicate that demand for the service is remaining high. Although it is difficult to predict trends, it is possible that demand continues due to the economic climate and a reflection of the reduced resources available to food businesses to invest in good hygiene standards, plus the desire for people to set up small food businesses. This is likely to continue through the coming year.

Imported food control

We check and either authorise or reject all consignments of imported food notified to us as entering the borough from outside the EU. We also check, and either authorise or reject all consignments of organic produce entering the borough. In addition, we also check any imported food found inland, within food premises, such as corner shops and supermarkets, to ensure it has been imported correctly and does not pose a health risk.

On a daily basis we check many consignments of imported food entering the EU via Heathrow. We stop and undertake detailed documentary checks on consignments of imported food based on risk and intelligence. **This year we stopped and checked 17 consignments of food.** Some consignments contain many different food items - each individual item must be checked for composition and restrictions. Advice is given to the importer or agent on how to correctly import the consignment, of any controls that may exist and if it has been imported illegally and subject to detention and destruction. This has resulted in visits to physically check the consignment at the custom bonded warehouse. Some of the food checked includes:

- Supplements from USA
- Sweets from USA
- Tea from Sri Lanka
- Insects from Singapore
- Melon seeds from Nigeria
- Wheat seeds from Israel
- Herbs from China
- Peppers from Egypt

Of the food checked, seven consignments of illegal Non Product of Animal Origin (NPOAO) were detained and destroyed, and five consignments of illegal POAO were detained and handed to Her Majesty's Revenue and Customs (HMRC).

Food poisoning and infectious disease investigations

Last year, the food and safety team were notified of 326 infectious diseases and food poisoning related illnesses. This figure shows an 8 **percent** increase in reported infectious diseases from the previous year. This increase may be due to a drop in food hygiene standards in homes and businesses in the borough or an increase in the reporting of diseases.

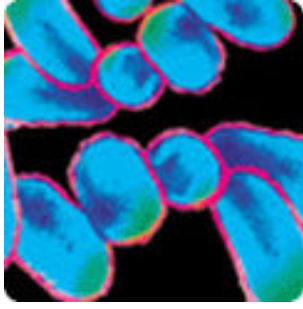


Public Health
England

Many of the infectious diseases reported to us require investigation and the completion of a food history. We co-ordinate investigations with Thames Valley Public Health England on the basis of a regionally agreed protocol, and sometimes visit and inspect implicated food premises.

The most common food poisoning reported in Slough is **Campylobacter**, which made up 58 percent of the reported illnesses. This corresponds with national trends, as campylobacter is the most common type of food poisoning in the UK. Last year campylobacter made up 62 percent of the reported illnesses and there has been a national campaign to reduce the incidence of it over the past few years. Perhaps this small reduction is a reflection of this.

Some food poisoning related illnesses affect more than one person. In these cases the possibility of an outbreak is considered and, depending on the circumstances, the team may be required to assist Public Health England with their investigation. In June 2015 the team worked with Thames Valley Public Health England and the Food Standards Agency to carry out investigations into a cluster of cases of Listeriosis within the Slough area. Members of the team attended all of the multi agency conference calls to discuss the cluster and assisted locally in speaking to the people affected, investigating common food sources and taking a large number of surveillance samples.



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Training and promotions

We operate an accredited food hygiene training course on a monthly basis, which is open to all members of the public. This is an important service, and ensures all food handlers can attend essential and required food hygiene training, resulting in better educated and trained personnel, preparing safer food for consumers. In addition, registered officers from the team also provide food hygiene training for individual businesses, often on weekends.



This year, food hygiene courses have continued to be a success, albeit that demand for this service has reduced (possibly due to the up-take of on-line training courses). The team has provided **10** courses. **102** candidates have been trained, with an increased average pass rate of **97 percent**. This will contribute towards an improvement in the food safety standards within Slough, due to better trained and educated food handlers. This will ultimately contribute to a reduction in food poisoning cases within Slough and to people who use the borough's facilities when they pass through.

On an ad-hoc basis we also operate an accredited level two nutrition training course, which is primarily open to caterers, although any member of the public can attend. This course is an important step in improving the knowledge among caterers and other professionals about their responsibility for public health and making the healthy options the easy options. Courses have been well attended in the past, with participants coming from a range of settings including supported living homes, nurseries, children's centres, schools, takeaways, workplaces and local authorities.

We produced a newsletter for food businesses focusing on how to get a better food hygiene rating, including a self-audit checklist and information on the Food Information Regulations 2014 EC 1169/2011. 500 newsletters were sent to business that prepared food. We aim to distribute food safety information to businesses in a similar manner twice this year. We also issue press releases to highlight food issues of importance to local businesses and residents, and support the national Food Safety and Awareness Week.

Sampling

The team took 123 microbiological samples last year (consisting of both swabs and food samples), which was a 19 percent increase on the previous year's sampling activity. Our emphasis again was on participation in both national and regional sampling surveys, which this year included: salads from takeaways and self-serve counters; sandwich and jacket potato fillings; slicers and complex equipment; and continuation of the high-risk cream based cakes at retail outlets study.



However, we have also taken microbiological samples to verify the effectiveness of cleaning programs at an approved local yoghurt manufacturer, in response to a suspected outbreak of food poisoning that affected three people.

For the salad from takeaways survey, which looked at the microbiological quality of ready-to-eat fresh salads, we took seven samples from seven catering premises in Slough. These produced three borderline results, detecting species of pathogenic bacteria, namely *Listeria* and staphylococci, but at very low levels. Being fresh crop products, the presence of *Listeria* species bacteria was not unsurprising, as the products are susceptible to potential environmental and waterborne contamination. After giving advice to all affected food business operators, 10 follow up samples taken from the same premises just one month later returned all satisfactory and clear results.

For the national study involving sandwich and jacket potato fillings, six out of seven food samples taken from premises in Slough returned satisfactory results. The one unsatisfactory sample showed high levels of Enterobacteriaceae, which is an indicator of poor hygiene.

The study looking at the hygiene of slicers and complex equipment that is difficult to clean was a Berkshire-wide initiative. Swab samples were taken in situations where both raw and cooked products were handled, to see how well equipment was being cleaned and whether there was any evidence of cross contamination as a result of equipment being used for both raw and ready-to-eat foods. Our findings showed that overall standards of cleanliness were very good, with 16 out of 18 samples returning satisfactory results. The two failed samples (both on the same piece of equipment at one premises) were indicative of poor or infrequent cleaning, but did not detect any pathogens.



Following last year's study on the microbiological quality of high-risk cream based cakes, this project was taken forward as a Berkshire-wide study. A total of 32 cake samples were submitted by the Berkshire local authorities and while the final report has yet to be published, there have been some interesting results. In Slough, 13 samples were taken from seven retail premises, with 31 percent (four samples) returning unsatisfactory results and a further 46% (six samples) giving borderline results. However, no pathogens were found. The results are indicative of poor handling practices, possible temperature abuse and poor shelf life controls. However, there was no risk of illness to consumers.

Food standards

Trading standards carried out 100 percent of their high risk routine food standards inspections in 2015//2016, in addition to other food standards enforcement visits.

- A total of 114 food standards visits were carried out last year.

Further work in food standards includes:

- Labelling advice to new food businesses
- Detailed food standards advice is given to the relevant Primary Authority partners
- We took part in the following food sampling and food related projects:

Imported food sampling - total = 28

DNA sampling - total = 12

TSSE foreign food project - total = 10

This sampling was in conjunction with the Food Standards Agency (FSA), Trading Standards South East (TSSE) and the Public Analyst.

We also assisted our 'in-house' nutritional advisor to compile further data on primary and secondary school children's lunchbox foods.

New food legislation:

The food information regulations came into force on 13 December 2015. Particular focus was given to new rules on allergens in food.

- We informed all catering establishments in Slough by writing to them and providing tables of the 14 known allergens, plus advice they could use to ensure compliance with the regulations.
- Catering establishments in Slough included, takeaways, restaurants, importers, and mobile vans. A total of 946 businesses received this information.
- We e-mailed the same advice to all schools in Slough via the “Gateway”
- We e-mailed all known nurseries in Slough.

This advice will ensure that people suffering from a food allergy will find Slough a safe place to eat out.

A separate food standards plan has been produced for trading standards for 2015/16. **Targets for 2015/16 include:**

- Complete 100 percent of high risk food inspections
- Complete 50 percent of medium risk food inspections
- 100 percent of unrated food premises to be inspected.
- Complete 100 percent Food Standards Agency (FSA) funded imported food samples
- Complete regional food sampling programmes as required
- Further DNA samples on behalf of the FSA, in response to the horsemeat scandal
- Slough trading standards also participates in the regional food focus group.

Enforcement action

We use a comprehensive set of measures to protect residents of Slough, people who work here and visitors, and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals. Any enforcement action by us will be graduated, proportionate and in accordance with the council’s enforcement policy. A full copy of the policy can be found on our website:

<http://www.slough.gov.uk/council/strategies-plans-and-policies/consumer-protection-and-business-compliance-enforcement-policy.aspx>

The following enforcement action was taken by the food team in 2015/16:

Hygiene emergency prohibition notices – 0

Hygiene improvement notices – 23

Written warnings/letters sent – 381

Prosecutions completed -1

Simple caution- 0

Seizure and destruction of food- 0

Detention of food- 0
Voluntary closure- 1

As a team we have also been trialling an alternative approach to business with a history of poor compliance. We have been looking carefully at the language and messages we are using with businesses to maximise the impact of what we are saying. In certain cases we are seeking a more direct intervention with the businesses, effectively a last chance to improve. We are hopeful this will secure improvements in some cases without the need to pursue formal court proceedings.

Variation from service plan

Departures from this service will be exceptional, capable of justification and be fully considered by the head of consumer protection and business compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

The action plan for 2016/17, which outlines our planned work for the year, is in Appendix B.

Areas for development

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year:

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- Looking at ways to increase our engagement with businesses, supporting the council's 'open for business' approach
- Developing new income generating streams
- Increasing the number of businesses within Slough that adopt the FSA's Food Hygiene Rating Scheme (FHRS)
- Increasing the number of businesses within Slough achieving a 3, 4 and 5 score in the FHRS
- Reviewing and updating the information we have on our data base about local food businesses, including childminders.
- Working across the food safety and food standards teams to identify and assess food brokers in line with new guidance from the Food Standards Agency
- Completing the actions identified following the internal service review that we undertook in 2015/16, including updating our general procedures.

Striving for excellence

Service standards

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect.



Customer pledge

We aim to provide every customer with a high quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target / Response Times
Respond to customer complaints and enquiries	Within five working days
Provide a full response	Within 10 working days



Customer feedback

We do not have customer feedback data from 2015/16, as we have reviewed the way in which we collect this data. New feedback questionnaires have been trailed and implemented from April 2016 to be included within next year's service plan. No complaints regarding the service have been received, either formally or informally. The team is committed to working with local businesses and the local community to ensure high levels of satisfaction. We aim to enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

Our quality assurance procedures assess the work of our officers to ensure it meets the high standard expected by the service.

Members of the team represent the authority in a number of regional bodies, with the aim of sharing good practice and achieving value for money, including the Berkshire Food Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease group.

Resourcing

The Full Time Equivalent (FTE) staff allocated to food safety and standards work is **6.37 FTE**. This includes the food and safety manager (0.75 FTE) and a business support officer (0.75 FTE). The figures also include time spent on Primary Authority work, which equates to 0.50 FTE. One FTE officer is also allocated to trading standards work (included in this figure of 6.37 FTE)

The cost of the service during 2016/17 to meet the Food Standards Agency (FSA) Food Law Code of Practice obligations will be approximately **£350,000**, for both food safety and trading standards. A breakdown of the resources committed to food safety and standards work is contained in Appendix A.

There is an estimated shortfall of **0.5 FTE, or £20k**, based on the FTE required to complete all of the Food Law Code of Practice obligations. We will

look to make efficiencies and create income to offset this shortfall. Where possible we will make use of flexibilities within the code of practice and other smarter, agile and mobile working initiatives, all of which are detailed in the action plan attached as **appendix A**.

Quarterly monitoring of team performance will be undertaken, and any significant shortfalls or non compliance will be raised with head of service and members, along with the associated risks. Where necessary a request for additional resources will be submitted.

Staff development

On-going development of the work force is paramount to ensure a comprehensive service is provided to the customer, while maintaining continuous improvement and providing value for money.

The Food Standards Agency requires that the council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically. The town's close location to Heathrow airport places additional training requirements upon the team in relation to complex imported food legislation.

This year staff have attended courses covering, among other things, enforcement sanctions, root cause analysis, risk rating and Food Hygiene Rating Scheme consistency, authorisation and competency of officers, E.Coli 0157, vac packing and modified atmosphere packing, Sous Vide, and Listeriosis in hospitals.

APPENDIX A**Resource Requirements for Food Service Delivery 2016/17****Calculations**

Service Provision	Expected output	FTE required	Resource
Food Hygiene Interventions to all premises due, including revisits	Cat A 16 Cat B 57 Cat C 99 Cat D 114 Cat E 33 Unrated 44 Total due 363	2.5	S/EHO
Primary Food Standards Inspections	10 High Risk 40 Medium Risk	1.0	EHO/TSO
Imported Food Control		0.10	EHO/TSO
Complaints & Service Requests	400	0.50	EHO/TSO
Sampling	100	0.12	EHO/TSO
Primary Authority Food Related Work	Difficult to estimate demand	0.50 (self funding)	EHO
Enforcement Action – emergency procedures, case files, simple cautions & prosecutions	May vary	0.50	EHO/TSO
Food Hygiene Training	Minimum of 16 courses Undertaken in officers own time	0.0	EHO/TSO
Catering for Health and other food awareness work		0.05	EHO
QA and updating of procedures		0.10	Manager
Day to day management of service delivery		0.75	Manager
Administration		0.75	Business Support Officer
Total (including admin & management of service)		6.87	

EHO = Environmental Health Officer

TSO = Trading Standards officer

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FOOD SAFETY & STANDARDS ACTION PLAN 2016/17 - DRAFT

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham
Division: Consumer Protection & Business Compliance Team: FOOD SAFETY & TRADING STANDARDS	Budget: £350,000 (including Food Standards) £315k food & £35k Trading Standards, excluding on costs. Number of staff employed: 6.37 FTE Dealing with Food Safety and Hygiene, and Standards (including Food & Safety Manager (0.75 FTE) and Business Support Officer 0.75 FTE)
<p>Service Objectives:</p> <p>Protecting Food Safety; Income generation via the Primary Authority Scheme and commercialisation; Encouraging healthy eating and Supporting local businesses in Slough.</p> <p>Provide a value for money food safety service within the Food & Safety and Trading Standards Teams with excellent customer focus and well motivated competent staff to deliver our statutory obligations and the specific needs and priorities of Slough.</p> <p>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and enterprise.</p> <p>The Joint Strategic Needs Assessment (JSNA) for Slough identifies the need to encourage health eating and improve levels of hygiene through the Food Hygiene Ratings Scheme, Catering for Health Awards and related projects with partners.</p> <p>We have strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the Food Safety & Standards teams is essential in securing safe building blocks from which the council can deliver its plan. Without the basics, such as safe places to eat and protection against disease and food related illness, it would be impossible to build a safe, healthy and vibrant place to live, work or visit. We are the prerequisite for a fit and resilient Borough.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>Economy and Skills</p> <p>Health</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Increase PA revenue in line with increased income targets %.</p> <p>Carry our PA Service Review</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Number of PA's in Portfolio</p> <p>Virtual PA management team</p>

			<p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.</p> <p>implement action plan following service review</p>			
<p>Income Generation and Commercialisation</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and</p>	<p>Develop commercialisation opportunities to generate income, in line with projected income target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Target: Incorporate requirement of commercial and financial skills as part of officers professional development.</p> <p>Target: TS Manager to attend</p>	<p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Grow our offer of chargeable business support options for all types of businesses, both inside and outside Slough, including, but no limited to:</p> <ul style="list-style-type: none"> • Primary Authority • Tailored business advice • Assessment of labelling/brochures/website • Pre-start up advice • Regulatory Health Check • Training & Talks • Training needs assessment • Analysis of statutory defence • Review of policy & procedures • Audit of systems • Support in achieving 5 FHRS • Supply of SFBB material • Buy with Confidence • Support in achieving catering for health award • Alternative Enforcement resolutions • Assured Trader Schemes 	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within businesses.</p> <p>Reduced regulation by the council and other EA's.</p> <p>Developed skilled workforce, with a range of business support abilities.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews of progress with support options available.</p> <p>Number of businesses given chargeable business support.</p> <p>Number of hits on our</p>

	<p>manage their own health, care & support needs.</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>8. The Council will be a leading digital transformation organisation</p> <p>Economy and Skills</p> <p>Health</p>	<p>training specific to commercialisation/innovation within regulatory role.</p> <p>Target: Root and branch analysis of legal costs structure, and how best to identify our costs, trace their movement through court and SBC financial system, and recoup them.</p>	<ul style="list-style-type: none"> Funded projects from regional or national groups (TSSE/NTS) <p>Explore whole package offers, including licensing and planning teams.</p> <p>Explore partnership arrangements with other authorities.</p> <p>Develop easy to access payment services, including;</p> <ul style="list-style-type: none"> Telephone and online payments Chip & Pin HHD <p>Develop marketing strategy to promote and advertise services, including working with other council departments, producing brochures, website, and case studies.</p> <p>Support officers to develop their soft skills and become business and commercially minded.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Benchmark where possible with other local authorities who have embarked on commercial enterprises to highlight best practice.</p>			<p>website.</p>
<p>Interventions with food premises in Slough</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and</p>	<p>100% of due food interventions, including approved premises in line with FSA CoP.</p> <p>All approvals to be</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p>	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Reduced incidence of food poisoning</p>	<p>Food & Safety Manager</p> <p>Food Safety Team</p>	<p>Ongoing until March 2016</p> <p>Monthly and Quarterly review</p>

	<p>stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>8. The Council will be a leading digital transformation organisation.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>issued within time limits as defines in FSA CoP.</p> <p>Deal with complaints and service requests in line with Customer Service Charter and Pledge</p> <p>Explore focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p>Ensure all new food business registrations are risk assessed & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p>	<p>Forecast due interventions and demands on service over a rolling 3 year cycle. Stagger interventions & AES to support the service in achieving statutory requirements in FSA CoP.</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's Enforcement Policy and business growth agenda.</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Offer chargeable business support options as detailed above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Publicise non compliant businesses who put public health at risk by tweeting 0 FHRS</p> <p>Publicise and award those businesses that do well, but tweeting 5 FHRS and participating in suitable award schemes,</p> <p>Enhance advice and signposting for businesses on SBC web site.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with Smoke Free requirements</i> - <i>Identify H&S matters of concern and take appropriate action where necessary</i> 	<p>Increase in proportion of premises achieving 3, 4 & 5 stars in the Food Hygiene Rating Scheme (FHRS)</p> <p>Increase in proportion of businesses included in the FHRS.</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food.</p>	<p>Leader</p> <p>All Food Safety Officers</p> <p>TS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	
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<p>Food Hygiene Rating Scheme</p>	<p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p>	<p>Continue to implement FHRS in Slough food businesses in line with FSA Brand Standard</p>	<p>Risk based intervention focused on 0 & 5 FHRB scoring to raise awareness and standards and their business potential</p> <p>Publicise the scheme monthly via tweeting 0 & 5 FHRB businesses, to increase peer pressure on low performing businesses to achieve higher scores.</p>	<p>Measurable improvement on risk ratings</p> <p>Consumers have greater information on local business</p>	<p>Food Safety Team Leader</p> <p>All Officers to support</p>	<p>March 2017</p> <p>Monthly review</p>
<p>Reactive Investigations, response to intelligence from other areas of work, Food Complaints & response to service requests</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Standards for people</p> <p>Wellbeing</p> <p>responsibility & health</p> <p>Support and Skills</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Response to 100% of service requests within 3 days and in line with FHRB customer charter.</p> <p>Improved customer Targeted 60% of the investigations better informed to be reviewed by Team Leader/Manager at monthly 121's and with a view to processing at ½ way point of statutory time limit</p>	<p>Investigate service requests and where issues are identified ensure compliance and safety.</p> <p>Take a minimum tolerance approach to serious incidents Work to support % increase in BC businesses</p> <p>Provide free guidance to businesses on the importance of compliance and safety. Support the businesses and target those seeking financial gain from non-compliance</p> <p>Promptly complete service requests which are not serious or present a health risk, to manage customer expectations from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p>	<p>By the food businesses in the Slough make informed choices on food purchased.</p> <p>Consumers feel able to eat out and purchase food safely in businesses within Slough.</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>	<p>All officer</p>	<p>Ongoing until March 2016</p> <p>Assess during 1:1 meetings and Case Reviews</p> <p>Number of businesses and customers provided with regulatory support</p>
			<p>Explore alternative enforcement opportunities on a case by case basis.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - Work to support % increase in BC businesses 			

<p>Catering for Health (CFH), Healthy Eating Priorities & public health interventions</p>	<p>6. Slough will be the premier responsible & leading force for the health & wellbeing of all Slough residents, start, grow and stay children & young people in Slough with the highest standards of health, positive living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p>	<p>Offered to hygiene courses, and deliver the 6 Catering for Health Awards of the year, to all businesses inside and outside Slough. Offer courses to other parts of the Council (C&D, S&H, S&S) Sure Start, the Councils Training & Development Team, and other private businesses.</p> <p>Maintain procedures required for</p>	<p>Office to promote and provide information on the award with 100% of eligible businesses to attract bookings.</p> <p>Office to promote a bi-annual award application procedure to ensure in line with CIEH requirements. Applications assess and determined in a timely manner in line with the back and forth necessary take appropriate action to ensure course delivery to high standards offer chargeable business support in achieving an award where appropriate.</p> <p><i>Added Value:</i> - Support for the Councils performance in relation to Department of Health Public Health Indicator Outcomes</p>	<p>Pressure for safety health and hygiene food handlers, in turn improving food safety standards with a greater focus on local businesses, healthy eating offers, so they can make informed choices to buy safe regulatory phase food. compliance, including those with enforcement notices served.</p>	<p>Sandi Johal Stewart Support Officers Support officers</p> <p>Support material from CIEH</p>	<p>March 2017</p> <p>Quarterly review of Number of Candidates & issued Number of candidates taught and pass rates</p>
<p>Imported Food Controls</p>	<p>The Slough will be the premier health in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>4. Slough will be one of the safest places in the Thames Valley</p>	<p>Intelligence and risk based approach to monitor and respond to all notifications of imported food on a risk based approach, taking appropriate enforcement action where necessary.</p> <p>Maintain close working arrangements with both MHMRC, Hillingdon, Stanstead and Felixstowe BIP, regarding the sharing of intel, OT's and location of ETSF's.</p> <p>Undertake verification of organic imported food</p> <p>Control of onward Transmission referrals and notifications of Personal Imports</p>	<p>Duty officer to monitor and respond to all notifications of imported food on a risk based approach, taking appropriate enforcement action where necessary.</p> <p>Maintain close working arrangements with both MHMRC, Hillingdon, Stanstead and Felixstowe BIP, regarding the sharing of intel, OT's and location of ETSF's.</p> <p>Undertake verification of organic imported food</p> <p>Control of onward Transmission referrals and notifications of Personal Imports</p>	<p>Safe and complaint food imported into the EU via Slough.</p> <p>Food businesses in Slough, offering safe and complaint imported food.</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly Review</p> <p>Number of imported food consignments checked and notices serviced.</p> <p>Number of inland food investigations undertaken & notices</p>
<p>Statutory Requirement</p>	<p>Statutory Requirement</p>	<p>subject to BIP testing.</p>	<p>Investigations into illegally imported Products of Animal Origin (POAO) and other restricted foods (NPOAO), both at ETSF's and inland.</p>			<p>investigations undertaken & notices</p>

	<p>Health</p> <p>Economy and Skills</p>		<p>Work with clearing agents and importers regarding the safe and legal import of non EU foods, including signposting to information and advice on our website and elsewhere.</p> <p>Issue of export certificates to businesses inside and outside Slough, regarding the export of foods outside the EU.</p> <p>Annual review of internal procedures, including keeping abreast of know and emerging issues and rapid changes in import controls.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Slough community, the rest of the UK and other EU countries are protected against illegal and hazardous imports from third countries</i> 			<p>serviced.</p>
<p>Sampling</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and</p>	<p>Explore funding avenues from external organisations e.g. Food Standards Agency</p> <p>Undertake appropriate APT (adenosine triphosphate) testing in local businesses on cleaning practices, giving immediate results during interventions and projects to increase awareness of effective cleaning.</p> <p>Timely follow up on 100% of sampling results, including investigation into unsatisfactory results where necessary.</p> <p>Explore joint sampling initiatives with Food Standards Officers where appropriate</p> <p>Undertake imported food sampling where intelligence</p>	<p>Contribute to local and national sampling intelligence, which will support improved both hygiene and food standards levels in Slough and nation wide.</p> <p>Safer food locally and nation wide.</p>	<p>Julie Snelling</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Number of samples taken</p>

		focus on high risk and local needs	suggests necessary			
Infectious Disease Notifications & Control	4. Slough will be one of the safest places in the Thames Valley Statutory Requirement Health	Investigation of Infectious Notifications including suspected food poisoning outbreaks in line with Public Health England (PHE) protocols	100% of notified infectious disease cases investigated in line with PHE Protocols. Appropriate action taken where food handlers, or high risk groups are involved, including exclusion from work until clear of infection. Where source can be identified, take appropriate action to prevent reoccurrence, including enforcement.	Reduced incidents of infectious disease. Increased intelligence on sources of infectious disease, locally and nation wide	Food Safety Team Leader All Officers to support	March 2017 Quarterly reviews
Food Standards Inspections and work.	1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay 3. The centre of Slough will be vibrant, providing business, living	Target: 100% of high risk businesses 50% of Medium Risk Premises to be inspected. To be monitored monthly Target: 100% of unrated premises to be inspected and rated.	Allocation of interventions based on risk priority. Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice. Inspections based on risk; - 100% inspection of A, B and all other non complaint food businesses - 100% inspection of approved premises - Identified poor performing businesses targeted with appropriate interventions	Safer food businesses in Slough & increase in % of broadly compliant premises Increased awareness among traders of their legal responsibilities in respect of Food Standards. Working alongside our colleagues in Food	Trading Standards Manager/ Food Standards Lead Officer Food Safety Team Leader	Ongoing until March 2016 Monthly and Quarterly review

<p>and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>8. The Council will be a leading digital transformation organisation.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Carry out Intel led meat traceability project to establish which food operators are gathering the appropriate documentation to verify the authenticity of their food products. Calculate amount of traders brought into compliance.</p> <p>Target: Participation in national/regional sampling programmes as directed by Food Standards Agency.</p> <p>To work collaboratively with TSSE to undertake the Food Standards Agency imported food sampling based on local priorities</p> <p>Ensure all new food business</p>	<p>To tackle Food Fraud</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing 'incubation periods' where suitable.</p> <p>Provide free regulatory advice for new businesses starting up.</p> <p>Alternative interventions to low risk premises, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice for businesses on SBC web site</p> <p>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, nutritional information, additives, allergens, etc.), with further follow up enforcement as required.</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p> <p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Offer chargeable business support options as detailed</p>	<p>Safety the aim will be to provide consumers with greater information on food standards and local business hygiene standards in order that they can make informed choices on where to eat and purchase food.</p> <p>Working in partnership on local, regional and national basis.</p> <p>Better understanding of compliance levels in take away sector in relation to food standards.</p>	<p>All TS Food Officers</p> <p>FS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	
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		<p>registrations are risk assessed & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p>	<p>above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice and signposting for businesses on SBC web site.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with all consumer protection legislation</i> - <i>Identify matters which may be relevant to other services</i> 			
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of Food Hygiene issues and involvement in joint projects with other partners</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and</p>	<p>Publicise and direct users to councils website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible.</p> <p>Work with the Town centre manager to support local shops</p> <p>Undertake monthly tweets of businesses with 0 & % FHRS.</p> <p>Participate in the FSA national food safety week campaign.</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of food hygiene and standards</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2016</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

<p>Community engagement</p>	<p>organisation.</p> <p>Health</p> <p>Economy and Skills</p>	<p>guidance to new business start ups and existing SME's in Slough.</p> <p>Increase awareness of food hygiene issues via local press and the Council's website</p> <p>Increased community engagement initiatives</p> <p>Promote channel shift via all communications with stakeholders, to the trading standards dedicated council website, whilst being sensitive to the needs of 'at risk' persons and isolated stakeholders. All press releases and forms to direct readers to website. Aim is to reduce avoidable contact whilst promoting existing digital</p>	<p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as product recalls, local enforcement against poor performing premises, local food hygiene award winners.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p> <p>Monitor website hits and advice requests received, for decide in requests, and increase in website hits.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Improve awareness and compliance of food safety and standards issues</i> - <i>Supports Income generation</i> 			
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		options.				
Mobile and Agile Working	<p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p> <p>Economy and Skills</p>	<p>Set up a feasibility study and trail into mobile working options, to reduce the time taken to complete and administer all types of inspections</p> <p>Conduct Lean review of current food hygiene inspection, including administration of.</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Try to source, or assist in the</p>	<p>Explore business support completing administration of inspections for premises issued with ROV's.</p> <p>Review current inspection aid memoir to ensure lean and fit for purpose administration of process. .</p> <p>Triall a shortened inspection aid memoir for low risk premises</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Prepare business case to director of service, for funds to support mobile working, including purchase of software & equipment.</p>	<p>Create efficiencies and savings.</p> <p>Performance results in respect of mobile/agile working fed into Outcome 8 lead where appropriate.</p> <p>Take an enterprise approach to mobilizing staff</p> <p>Ultimate vision is that staff working within CP&BC can access all relevant information, including regulations and legislation, and complete all job related forms via their allocated tablet or smartphone, whilst the information captured automatically updates back office records, removing the need to return to the office.</p>	<p>Food & Safety Manager,</p> <p>Trading Standards Manage</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly meetings to assess progress</p> <p>Any Forms and procedure change addressed at team meetings/121's</p> <p>Any developments fed back to Outcome 8 lead.</p>

		<p>procurement of a secure workflow solution that allows departments to enter, schedule and manage work.</p> <p>Engage with TS and try to source, or assist in the procurement of a secure workflow solution that allows departments to enter, schedule and manage work remotely.</p> <p>Monitor performance of work through pilot period and establish the business case and the objectives of introducing such a scheme.</p> <p>Communicate the concept to staff at an early stage to realise the positive impact on the Service. Survey all employees to find</p>	<p style="text-align: center; opacity: 0.5; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>Customer interaction with the organisation should improve.</p> <p>Any IT support via mobile device should have the following capability:</p> <ul style="list-style-type: none"> • Visibility of a full day / week schedule • Required job details are available of the mobile device • All relevant forms are prepopulated and ready to be completed • Receive any special instructions or notifications • Refer to previous notes and correspondence • Consult standards and regulations • Record time it takes to undertake job • Capture images if required and attach them to case record • Record signatures staff in real time 		
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<p>Looking Ahead</p>		<p>What they would provide and training to ensure the fulfilment of the obligations and the business.</p>	<p>Food Brokers- Work across the Food Safety and Trading Standards Teams to identify Food Brokers in the Slough area and carry out interventions in line with the FSA's recent guidance document.</p> <p>Keep abreast of developments from the Food Standards Agency on the future of the Delivery of Official Food Controls and business effective provision to rapid reporting</p>		<p>Food & Safety Manager, Food team Leader and Enforcement Team</p>	<p>Ongoing</p>
<p>Safeguarding & intelligence sharing</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. Children &</p>	<p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely manner, 100% of the time.</p>	<p>Official Food Controls and business effective provision to rapid reporting</p> <p>All staff to use the SBCs with training Council to safeguarding and business own responsibility and identified and acted upon in a timely fashion.</p>	<p>Improve the safety of children and vulnerable people in Slough.</p> <p>Improved life's of people in Slough</p>	<p>Food & Safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service in</p>
	<p>young people in Slough will be healthy, resilient and have positive life chances</p>	<p>concerns in a timely manner, 100% of the time.</p>	<p>Safeguarding to be on the agenda and discussed at team meetings, 121's, and appraisals.</p> <p>All officers to be vigilant and aware of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised.</p>			<p>CP&BC monthly meetings</p>
	<p>Health</p>	<p>Ensure all staff are trained in safeguarding and following the SBC safeguarding principles.</p> <p>Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration & RBFBS</p>	<p>Holistic approach to all operations which involve potential victims with safeguarding issues.</p>			

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Service delivery plan 2016/17



Health, safety and wellbeing in Slough

Consumer protection and business compliance group

Consumer protection and business compliance is an outward facing service group made up from:

- **Trading standards**
- **Food and safety**
- **Licensing teams**
- **Community safety**
- **CCTV and Careline**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Health and safety service

Slough Borough Council is responsible for health and safety regulation under The Health and Safety at Work etc Act 1974, and associated regulations. We provide advice and enforce health and safety within approximately 1,600 commercial premises in the borough, including warehouses, residential care homes, leisure centres, shops, pubs and restaurants. Health and safety enforcement is divided between the Health and Safety Executive (HSE) and local authority under The Health and Safety (Enforcement Authority) Regulations 1998.

Our approach to health and safety regulation is largely reactive and follows formal guidance issued by HSE, namely the National Local Authority Enforcement Code, introduced in 2013. The aim of this code is to ensure a consistent and sensible approach to health and safety regulation, which since its introduction has significantly changed the direction of health and safety enforcement nationally. The code targets resources on risks, and aims to reduce the regulatory burden on compliant businesses, which is the direction Slough has been heading for several years. As a result, our intervention strategy is targeted on local and national priorities, where evidence suggests risks are not being controlled. Proactive inspections preserved only for premises who do not manage their own risks or premises on the HSE's list of high risk sectors. This means few proactive inspections are undertaken, which releases capacity for more effective outcome-focused interventions and thorough reactive work.

Greater emphasis is placed on dealing with complaints, accidents and incidents in accordance with government directive to target those businesses

that are poor performers and not meeting the requirements under health and safety legislation.

The aim of this service delivery plan is to provide a graduated enforcement approach based on risk to public health, show our commitment to carrying out our work in an open, transparent and fair manner, and protecting employees and the wider public from risk, while supporting business and economic growth. We recognise that most business want to comply with the law. Therefore, we will support those businesses to meet their legal duties and be safe.

Slough Borough Council plays a major role in protecting the health, safety and welfare of employees and members of the public in Slough.

We achieve this by targeted projects, interventions and investigating accidents and complaints, to help reduce accidents and ill health in the work place and to protect others from risks.



We have adopted a sensible risk management approach in line with the HSE national Local Authority Enforcement Code. This also supports the strong drive from central government on reducing the regulatory burden on businesses not to undertake inspection or enforcement upon a business without good reason. This also links to the council's Primary Authority scheme, where our work on improving safety standards is on a national scale. Further information on Primary Authority is below.

The HSE and local authorities, as co-regulators for health and safety legislation, have a vital role to play in ensuring the regulatory system:

- is enforced in a manner which is proportionate to risk
- is focused on better health and safety outcomes and not purely technical breaches of the law
- makes it as straightforward as possible for business, and in particular small businesses, to deliver a healthy and safe working environment
- avoids placing unnecessary burdens on businesses that manage health and safety effectively
- maintains a strong deterrent against those who fail to meet their health safety obligations and put their employees at material risk, thereby also deriving an unfair competitive advantage.

The health and safety service is delivered via the food and safety team. A relatively small amount of officer time is dedicated to health and safety work, due to the direction of the National Local Authority Enforcement Code. However, allocation of officer time is fluid and reactive to service need, thus officers will spend a significant amount of time investigating serious workplace accident when necessary. However, this does of course mean other work has to be re-prioritised.

We support and work with businesses by providing advice when issues are noted during other work, such as food visits, helping businesses to comply with requirements and good practice. We also undertake local focused projects such as legionella control in hot and cold water systems within care homes.

We work to help safeguard vulnerable workers, linking in with the licensing team, police and Home Office immigration enforcement.

The purpose of this plan is to let you know how we are going to achieve the various measures we will be taking in conjunction with our partners and other agencies to enhance public health, safety and wellbeing.

We will do this by:

- Providing advice and information to Slough businesses and residents
- Visiting businesses on the basis of risk, so reducing the burden on compliant businesses while targeting those that seek to gain an advantage from non-compliance
- Investigating complaints and listening and responding to concerns
- Investigating accidents, giving priority to those involving major injury or death in the workplace
- Developing safety and health promotion initiatives
- Consulting our customers on the quality of our service
- Working in partnership with others to improve our outcomes for Slough. For example -HSE, Thames Valley Health and Safety Group, Home Office immigration enforcement, Thames Valley Police, Royal Berkshire Fire and Rescue Service and other council teams.

We are committed to helping change the health and safety culture in Britain and retain common sense in the approach we take to ensuring the protection of employees and the public.

Good health and safety, good for everyone

We continue to work in partnership with the other enforcing authorities and stakeholders to reduce the inspection burden on business, alongside focusing on better outcomes.

This plan is reviewed annually and we welcome your views, comments and suggestions on how it can be improved.

Levine Whitham, food and safety manager

Tel: 01753 875255 or e-mail: levine.whitham@slough.gov.uk

Or

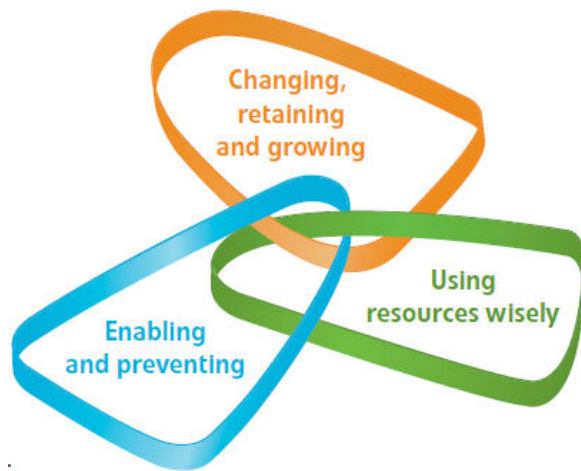
Ginny de Haan, head of consumer protection and business compliance,
Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk Or

To find out more about our service and initiatives we are planning this year,
please read on or visit our website at:

<http://www.slough.gov.uk/business/health-and-safety/>

Growing a place of opportunity and ambition

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Our vision

The focus of work within the health and safety service is to ensure the council is able to fulfil its statutory obligations under the relevant legislation and that this is geared towards Slough's specific community and business needs, based on local intelligence and our work with partners.

The council's 5 Year Plan and the Joint Wellbeing Strategy set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Businesses and other partners within Slough are already working together to improve life in the borough.

The themes incorporated into the corporate plan are:

- Changing, retaining and growing
- Enabling and preventing
- Using resources wisely

Our work also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment: civic responsibility and promoting the image of the town.

One of our key aims is to protect and enhance public health and wellbeing while supporting local businesses. The action plan at the back of this service delivery plan shows how we are going to achieve this, and demonstrates the golden thread in how we directly link with the 5 year plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our enforcement policy.

The enforcement policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. We recognise that most people want to comply with the law. Therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. However, firm action will be taken, including prosecution, where appropriate.

The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough.

How did we perform during 2015/16?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

The health and safety service can be divided into key activities and projects, namely:

- Primary Authority advice
- Interventions and projects based on national and local priority where evidence suggest risks are not managed
- Promotion of health, safety and wellbeing awareness including, supporting business start-up, education campaigns, newsletters
- Accident investigations
- Proactive inspections to high risk businesses or those on HSE list of high risk sectors
- Legionella controls - assessments, registration and inspection of cooling towers. Advising on the safe maintenance of showers, spa baths and other potential sources of harmful Legionella bacteria in commercial premises
- Listening to and responding to complaints from the public, employees and businesses
- Protection of vulnerable workers
- Working in partnerships, such as advice to the Slough Safety Advisory Group, and Thames Valley Health & Safety Group

During 2015/16 our key achievements included:

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships. This has brought many advantages to businesses in Slough.

**PRIMARY
AUTHORITY**

BRDO

Primary Authority partnerships comprises a legally binding contract between the authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health and safety.

Our officers are able to provide companies that trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011, we have already secured 39 successful Primary Authority partnership agreements. These services are uniquely provided by in-house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships, with an hourly charge for any work undertaken. We have set an annual income target of £110k, which covers all income from partnerships. It covers the whole range of primary authority categories - food hygiene and health and safety are just two of the possible 23 categories. In 2014/15 cost recovery was £104,000k, and in 2015/16 it was £94,000k. Although we did not meet our income target, we have increased our income target for 2016/17 by £5k to £115K. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers who are funded from Primary Authority at no extra cost to the council. Last year more than 1,460 hours of advice interactions with our Primary Authority companies was given, a high proportion of which were advice and support requests from our partners.

As a Primary Authority we have had communication with many other councils to ensure inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

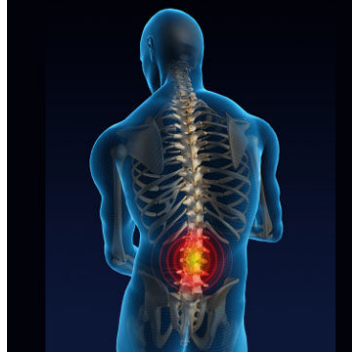
The number of businesses joining and leaving Primary Authority partnerships with the council remains changeable. However, the demand on Primary Authority has remained relatively constant over the past year. Three new partnerships were set up last year. However, five partnerships ceased, due to two stopping trading and three being taken over by other businesses.

More information on Primary Authority partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can email primary.authority@slough.gov.uk

Accident investigations

The team received **132** accident notifications, a 34 percent increase from the previous year. This could be an indication that premises are not being visited regularly, meaning compliance and standards have slipped. It also could be because we have a new indoor trampoline park in Slough, which results in a significant amount of accident notifications.



Unfortunately, we are still investigating a serious workplace transport accident, which occurred in January 2015. A young employee was crushed by a reversing vehicle, leaving him with serious and long term injuries. This has taken a significant amount of officer time and resource.

In previous years accidents have happened from the misuse of fork lift trucks, movement of delivery vehicles, and from unsafe practices performed while loading and unloading at retail and warehouse premises within the borough. Workplace transport safety has been a major consideration for officers in the team and will remain so.



The need for businesses to report accidents, to examine why the accident has happened and deal with potential risks continues to be a high priority and is included in our advice and support.

Complaints about health and safety in Slough

Employees and members of the public made 87 complaints and enquires about health and safety last year, which included:

- Faulty lifting equipment
- Fumes from nail salons
- Hijama treatment, and home beauty treatment including Botox
- Unsafe electrics and gas supplied within food premises
- Unsafe legionella controls
- Defective passenger lifts and other lifting equipment.

- Loose handrails on a staircase
- Requests for advice about asbestos risks, removal and disposal, including dumped asbestos
- Complaints about smoking in enclosed places.

Health and safety inspections

In accordance with the HSE National Code, we target our resources on outcome-focused interventions and reactive work, rather than proactive inspections. Proactive Inspections are a good tool used in the right circumstances. However, they are the most resource intensive for both the council and the business, and therefore not always appropriate for low risk businesses.

As a result we undertook **35** health and safety visits to premises in Slough, of which **13** were reactive following complaints or accident notification. We also undertook eight revisits to ensure standards had improved. This is an increase of 59 percent on last year, which is due to the fact that we undertook increased gas safety checks within food businesses, and undertook two small projects, detailed below.

Management of pool water quality project

As part of a Berkshire-wide initiative, we undertook a project looking at the management of water quality in swimming pools. Since 2001, swimming pools have been the most common setting for outbreaks of waterborne infectious intestinal disease in England and Wales, with *Cryptosporidium* as the leading cause. Previous studies have identified that the risks to public health can be minimised by ensuring swimming pool management, procedures and pool water treatment and disinfection are optimal and in accordance with current guidelines.

The aim of the project was to increase awareness to pool operators of the procedural controls required to minimise risks of microbial infection. This should help play a part in reducing the incidents of swimming pool related *Cryptosporidium* outbreaks in future. The project also allowed us to collect information about swimming pool facilities which can be utilised in the event of an outbreak of infectious disease. Previously we have undertaken minimal work within this sector - hence one of the main aims of the project was to assess current standards to determine if issues existed and to offer advice and support on compliance.

In total, six premises were included in the project (all were run by private operators). They were all found to be well run, with up-to-date procedures. We found that staff were knowledgeable and trained in how to operate emergency procedures. No issues of concern were identified at any premises and we are

confident we now have a greater and more up-to-date overview of these premises, the water systems and the management controls.

Legionella in hot and cold water systems in care homes

As part of a Berkshire-wide initiative, we undertook a project looking at the management of the risk from Legionella in water systems at care homes.

Legionella bacteria are widespread in the environment. They may also contaminate and grow in hot and cold water systems and whirlpool spas. Legionnaires' disease is a potentially fatal form of pneumonia, with elderly people at higher risk. The main control is to ensure water is kept between 20–60°C. This requires care homes to have a thorough knowledge of their water systems and to carry out routine monitoring of the temperatures at various points throughout the system. This control is complicated by the need to control the risk of scalding to residents in the case of water being delivered in excess of 45°C.

The aim of the project was to make businesses aware about the hazards legionella bacteria, and assess whether management of water systems was in compliance with legal requirements and current guidance. We hoped our interventions would improve standards, thereby improving safeguarding to all service users, employees, contractors and families who access the facilities /buildings.

Six premises were identified for inclusion in the project. These were all visited and four were identified for revisits. In these cases all had carried out risk assessments and had an action plan drafted within the previous five years. However, it was clear the documentation was not up-to-date or valid. There were also concerns about monitoring for the appropriate temperatures and lack of management knowledge and involvement in implementing the controls.

A period of time was allowed for these four premises to update their monitoring procedures and related documentation. Once revisits were carried out, clear improvements had been made and all duty holders felt they had benefited enormously, having had their attention brought to this matter, particularly considering the potential seriousness of an incident. Training has now been undertaken by both maintenance staff and managers. It was clear that staff have a much clearer understanding of the systems, how the controls are being monitored and why.

Cooling tower registration

It is a legal requirement to register wet cooling towers with the local authority.

We have 17 premises registered, with a total of 31 cooling towers or evaporative condensers. This is a significant reduction from 2008, when 63 cooling towers were registered. This is a result of several water-based cooling systems being decommissioned due to the high cost of maintenance and water treatment involved and



also as a result of the continuing development of quieter, more energy efficient, dry systems.

An important part of the registration and monitoring process is the assessment of stringent controls to prevent multiplication and possible infection with Legionella, together with scrutiny of businesses' own sampling procedures and results. On-site inspections are also carried out for those systems where the council is the enforcing authority for health and safety.

Working with partners

We recognise that working with partners can increase our capacity to deliver health and safety solutions for businesses in Slough. During 2015/16 we worked to develop the following important projects.

- **Thames Valley Health and Safety Group**

We continue as advisors and partners in the continually growing Thames Valley Health and Safety Group. With The Mayor of Slough as its honorary president, the group celebrated its 50th Anniversary in May 2014, having been originally set up, jointly, by Slough Borough Council and the business health and safety community. The group is part of Safety Groups UK, is affiliated to RoSPA (Royal Society for the Prevention of Accidents) and provides a forum and a focus for safety professionals in the Thames Valley. Many major businesses in Slough are active members of the group, as are those in the smaller and medium categories. The group meets, monthly, at different company venues in the Thames Valley region, but most often in Slough.

- **SAG (Safety Advisory Group)**

We are members of the Slough Borough Council SAG. SAG's role is to advise the council on the suitability of applications to hold events safely, in the borough's parks, open spaces and premises and on the borough's roads. Our role is to consider health and safety issues in the planning, organising, setting up and holding of events and to recommend approval or rejection of applications. We also advise SAG and applicants on legal and technical standards in relation to health and safety at events.

Enforcement action

We have a comprehensive set of measures to protect residents of Slough and the people who work here, as well as visitors, and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals.



Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy.

Enforcement action was taken by the health and safety team in 2015/16 in the form of:

Four improvement notices relating to:

- Unsafe forklift trucks
- Unsafe gas equipment within a food business

Finding these dangerous situations reinforces the necessity for safeguards to be in place to prevent dangerous occurrences and reduce risk of injury. They also reinforce the importance of verification checks by both employers and enforcing authorities. By maintaining a competent trained inspectorate, Slough Borough Council fulfils its obligations under the Health & Safety at Work, etc., Act 1974

Prosecutions

We not completed any prosecutions this year. However, we have spent a significant amount of officer time and resources investigating a serious work place accident whereby a young employee was crushed by a reversing lorry, causing serous facial and upper body injuries. The on-going investigation is near completion and could result in formal action being taken against the company.



Although the time and resources taken to investigate serious cases often outweighs the fines and penalties awarded, such enforcement action is necessary to morally seek justice against those who put others at risk, and ensure duty holders and managers who fail to meet their responsibilities are held accountable for their actions. It also sends a strong deterrent to other businesses that Slough Borough Council will not tolerate poor performing businesses that take an unfair advantage and put people's lives at risk.

Variation from service plan

Departures from this service plan will be exceptional, capable of justification and fully considered by the head of consumer protection and business compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

Areas for development

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year. We are

considering joint projects with other Berkshire authorities on: workplace transport; infectious disease control in licensed premises providing tattooing, piercing and semi-permanent make up; and violence and aggression within late-night food premises. We will also continue to check the safety of gas equipment within catering establishments. We are also planning an inter-authority peer review exercise to gain independent assurance, identify any areas of improvement and share best working practices.

Service standards

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect



Customer pledge

We aim to provide every customer with a high quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service standard	Target / response times
Respond to customer complaints and enquiries	Within five working days
Provide a full response	Within 10 working days

Customer feedback

We do not have customer feedback data from 2015/16, as we have reviewed the way in which we collect this data. New feedback questionnaires have been trialled and implemented from April 2016 to be included within next year's service plan. No complaints regarding the service have been received, either formally or informally. The team is committed to working with local businesses and the local community to ensure high levels of satisfaction. We aim to

enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

Our quality assurance procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

Members of the team represent the authority in a number of regional bodies with the aim of sharing good practice and achieving value for money, including the Berkshire Food Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease Group.

Resourcing

The food team employ **5.37 FTE** (full time equivalent). This includes the food and safety manager (one FTE). The FTE available for health and safety work is **approximately 0.5 FTE**. We also employ a business support officer (0.25 FTE allocated to health and safety work). At present our team is fully staffed.

Staff development

On going personal development of the work force is paramount to ensure a comprehensive service is provided to the customer, while maintaining continuous improvement and providing value for money.

The HSE requires that the council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically.

This year staff have attended, among other things, training on Legionella control in hot and cold water systems, laser safety with regards to beauty treatments, micro safety in swimming pools, working on fragile roofs and advanced investigative practice.

The health and safety action plan for 2015/16, which outlines our planned work for the year, is detailed in Appendix A.

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Appendix A - Health & Safety Action Plan 2016/17

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham, Food & Safety Manager
Division: Enforcement & Regulatory Services Consumer Protection & Business Compliance	Budget: £30,000
	Number of staff employed: 0.5 FTE, plus 0.25 Business Support Officer and 0.25 FTE food & safety manager
<p>Service Objectives: The timely delivery of this work plan, which focuses on sensible health & safety regulation, based on risk. Implementation of evidence based initiatives focused upon national and local priorities; joint working with partners both within and beyond the Council to improving the quality of life for Slough residents, visitors and those that work in Slough.</p> <p>We have strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the Food and Safety team is essential in securing safe building blocks from which the council can deliver its plan. Without the basics, such as safe places to work and visit, it would be impossible to build a safe, healthy and vibrant Slough. We are the prerequisite for a fit and resilient Borough.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>Economy and Skills</p> <p>Health</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Increase PA revenue in line with increased income targets %.</p> <p>Carry our PA Service Review</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Number of PA's in Portfolio</p>

			<p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model. where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p> <p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.</p> <p>implement action plan following service review</p>			
<p>Risk based interventions within business in Slough</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be</p>	<p>Undertake targeted risk based interventions to businesses in line with HSE LAC 67/2 rev 5 – Guidance to Local Authorities on Targeting Interventions</p> <p>Compliance with National Code for Local Authority Enforcement</p>	<p>Undertake proactive interventions to premises where local intelligence suggests controls are not being managed or where an investigation is warranted following complaint or report of accident</p> <p>Assess the need for interventions and projects based on:</p> <ul style="list-style-type: none"> - HSE high risk list of activities suitable for inspections - HSE national priority list and sector strategies - Local priorities and needs of slough - Berkshire wide priorities <p>Possible Berkshire joint projects identified</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p>	<p>All officers</p>	<p>March 2017, Monthly monitoring</p>

	<p>one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>		<p>include:</p> <ul style="list-style-type: none"> - Vehicle transport safety, with particular focus on shared yards - Violence and Aggression to employees, with focus on late night catering establishments - Tattooist, piercers and premises requiring special treatment license <p>Officers to be vigilant when visiting businesses for other reasons in order to identify and deal with Matters of Evident Concern (MEC) or Matters of Potential Major Concern (MPMC).</p> <p>Monitor MEC & MPMC to identify trends and local issues.</p>			
<p>Ongoing investigations and prosecutions</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p>	<p>Undertake investigations into work related accidents, MEC, MPMC, or concerns raised about a business, to determine if serious and public safety at risk.</p> <p>Where necessary take action to secure sensible health and safety regulation,</p>	<p>Support and advice given to businesses appropriate to the risk presented, in order to allow businesses to manage their own risks safely.</p> <p>Officers to used HSE Enforcement Management Model (EMM) and work in line with department enforcement policy when considering enforcement action.</p> <p>Where enforcement is deemed appropriate, adhere to timescales for prosecutions file submission.</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p> <p>Explore alternative enforcement opportunities on a case by case basis.</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p> <p>Justice taken against those business who fail to meet their health safety obligations and put peoples health at</p>	<p>All officers</p>	<p>March 2017</p>

	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	proportionate to risk.		<p>risk</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>		
<p>Reactive investigations in response to intelligence or reported incidents</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	<p>Assess and respond to accident notifications, complaints and service requests relating to workplace health and safety, wellbeing, including referrals via the HSE</p>	<p>Respond to all notifications in line with customer charter and pledge including timescales</p> <p>Determine if investigation is appropriate using the HSE incident selection criteria, and recording decision</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p>	<p>Safer businesses in Slough</p> <p>Reduced accident rates and improved safety and wellbeing for people who work within and visit Slough</p>	All officers	<p>March 2017</p> <p>Quarterly monitoring</p>
<p>Legionella Controls and registration of Cooling Towers</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p>	<p>Maintain and update registration of all cooling towers in Slough and monitor risk of legionella infection in conjunction with HSE</p>	<p>Assess cooling tower controls and risk assessments, to ensure we hold up to date information on controls.</p> <p>Where necessary inspect cooling towers, specifically where change in management, change of process, alteration, replacement or water treatment.</p>	<p>Ensure the risk of legionella infection from cooling towers in Slough is controlled.</p>	Ann Stewart	March 2017

	Health					
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of Health and Safety issues and involvement in joint projects with other partners</p> <p>Community engagement</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p> <p>Health</p> <p>Economy and Skills</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Increase awareness of health and safety issues via local press and the Council's website</p> <p>Increased community engagement initiatives</p>	<p>Publicise and direct users to council's website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible. Council website to have clear links to HSE website.</p> <p>Provide business start up support and signposting to free guidance and information.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as supporting national campaigns or local enforcement against poor performing premises.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of health and safety.</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

Smoke free enforcement and advice	4. Slough will be one of the safest places in the Thames Valley Statutory Requirement Health	Ensure all premises offering smoking facilities, including Shisha's are complaint with smoke free requirements	Provide start up advice to new shisha's or premises offering smoking facilities on smoke free compliance Assess premises offering smoking facilities to ensure compliant with smoke free requirements, give advice and take necessary enforcement where appropriate in line with council's enforcement policy and wider growth agenda. Link with other stakeholders, such as planning, BFRS, NET, police and licensing at soonest opportunity to ensure joint up simple enforcement. Undertake surveillance to facilities allowing smoking to ensure compliance.	Reduce risk to health to employees of shisha's and premises offering a smoking facility, from second hand smoke	Levine Whitham All officers to support	March 2017 Quarterly review
Asbestos – Duty to Manage	4. Slough will be one of the safest places in the Thames Valley Statutory Requirement Health	Assessment of all ASB5 notifications, and notifications of notifiable non licences work via HSE website. Respond to enquires regarding asbestos	Assess all ASB5 notifications, and notifications of notifiable non licences work to determine if controls suitable, and where necessary visit site to ensure controls in place to minimise risk from exposure to asbestos fibres. Give accuracy advice on control of asbestos, including duty to manage. Signpost to HSE website for information and guidance.	Reduced risk of health from exposure to asbestos fibres. Increased awareness of asbestos	Sandeep Johal All officers	March 2017
Private water supplies and private water distribution systems	4. Slough will be one of the safest places in the Thames Valley Statutory Requirement	Complete Risk Assessments for Private Water Suppliers and implement Action Plans to ensure safe water supplies	Complete Risk Assessments and implement Action Plans for Private Water Suppliers Assessment of Private Water Supplies information and collation for return to the Drinking Water Inspectorate	Safe water from private water supplies and distribution centres in Slough, with reduced risk of illness.	Sarah Hill	March 2017 Quarterly review

	Health	<p>Review PWS Sampling Programmes in line with statutory guidance.</p> <p>Complete annual DWI return.</p> <p>Identify Private Distribution Systems and verify with Thames Water Authority.</p> <p>Risk Assess Private Distribution Systems and set up water sampling programme in line with statutory guidance.</p>	<p>Confirm locations of Private Distribution Systems, verify, Risk Assess, implement Action Plans and set up sampling programme</p>			
<p>Slough Specific:</p> <p>Safety Advisory Group (SAG)</p> <p>Thames Valley Health and Safety Group (TVHSG)</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p>	<p>Attend meetings, give advice on enforcement issues, changes in standards and guidance, support and take necessary follow up actions</p>	<p>Supports partnership working with local businesses and stakeholders.</p> <p>Give advice to SAG to ensure events are operated safely.</p> <p>Benchmark, share intel and information, and support to and from other Berkshire authorities</p> <p>Participate in discussions on health and safety issues regionally, cascading to county groups and the team.</p>	<p>Ensure consistent and proportionate health and safety regulation.</p>	<p>Levine Whitham</p> <p>Other officers to support</p>	<p>March 2017</p> <p>Ongoing monthly and quarterly meeting attendance</p>

**County liaison
group and
Regional
strategy group**

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SLOUGH TRADING STANDARDS



Service Delivery
Plan 2016/2017

The Consumer Protection and Business Compliance Group

Consumer protection and business compliance is an outward facing service group made up from:

- **Trading standards,**
- **Food and safety**
- **Licensing**
- **Community safety**
- **CCTV and Careline**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and is fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Trading standards

Slough Borough Council's trading standards service has responsibility for the vast majority of consumer protection issues that arise in Slough.

As part of our duties we provide the following to the Slough community:

- Advice and guidance to consumers and businesses based within the borough, in conjunction with Citizens Advice Consumer Service.
- Playing a major role in residents' health, safety and economic wellbeing.

This service delivery plan is provided as a means of keeping you informed of our achievements and future plans and how we intend to deliver them, with the continued cooperation of our internal and external partners and stakeholders.

The work we have carried out and continue to carry out is achieved with the use of the following:

- Prompt response to intelligence/complaints, triggering detailed investigations into consumer protection offences.
- Targeted project work.
- Participation in regional and national liaison groups.
- Risk based inspection programmes.
- Training and advice, provided to both consumers and traders.
- Working with other organisations with similar priorities.
- Proportionate enforcement – with prosecution of offenders as a last resort (in line with our enforcement policy).

This plan is reviewed annually and we welcome your views, comments and suggestions on how it could be improved.

Please forward your views to:

Ginny de Haan, head of consumer protection and business compliance

Tel: 01753 475111 or e-mail : ginny.dehaan@slough.gov.uk

or

Andrew Clooney, trading standards manager (trading standards)

Tel: 01753 475111 or email: andrew.clooney@slough.gov.uk

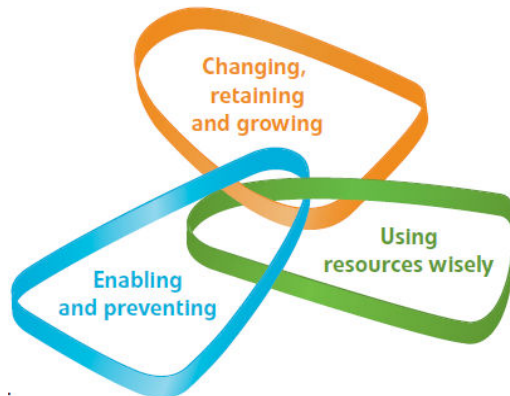
Address:

**Slough Trading Standards, St Martin's Place,
51 Bath Road, Slough, SL1 3UF.**

Or visit our website at: <http://www.slough.gov.uk/tradingstandards>

The following pages provide more information on our performance last year and our plans for the year ahead.

Growing a place of opportunity and ambition



Our vision

The joint wellbeing strategy and the council's 5 year plan set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Businesses and other partners within Slough are already working together to improve life in the borough.

The focus of work within the trading standards service is to ensure that the council is able to fulfil its **statutory obligations** under the relevant legislation and that this is geared towards Slough's specific community and business needs, based on local intelligence and the 5 year plan outcomes. More detail on the 5 year plan can be accessed at:

<http://www.slough.gov.uk/council/strategies-plans-and-policies/five-year-plan.aspx>

Our work underpins these objectives and also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment; civic responsibility and promoting the image of the town.

One aim is to protect and enhance public health and wellbeing while supporting local businesses.

We will achieve this through the attached action plan, (Appendix B); this should be read in conjunction with our enforcement policy which aims to ensure a graduated approach to enforcement based on risk. The action plan shows how we are going to achieve this and demonstrates the golden thread in how we directly link with the 5 year plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our enforcement policy.

The enforcement policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner. We recognise most people want to comply with

the law; therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. However, firm action will be taken, including prosecution, where appropriate. The full enforcement policy can be accessed at;

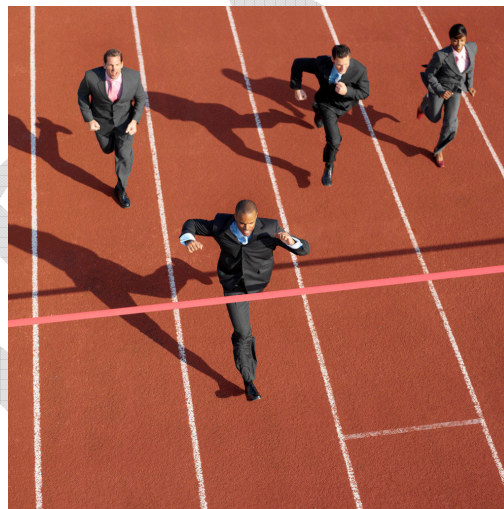
<http://www.slough.gov.uk/council/strategies-plans-and-policies/consumer-protection-and-business-compliance-enforcement-policy.aspx>

The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough, while ensuring a fair, safe and equitable trading environment.

How did we perform during 2015/16?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

The following pages illustrate our performance and achievements over the past year.



Primary Authority Scheme



Primary Authority partnerships comprise a legally binding contract between the authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health and safety.

Our officers are able to provide companies that trade across council boundaries robust and reliable advice, through the creation of these legal partnerships. The scheme also provides a safety net to ensure local authorities are consistent in the way they regulate businesses.

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships; this has brought many advantages to businesses in Slough.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011, we have already secured 38 successful Primary Authority partnership agreements. These services are uniquely provided by in-house specialist officers.

Cost recovery is an essential element of the contracts and applicable to Primary Authority partnerships with an hourly charge for any work undertaken. In 2015/2016, along with our colleagues in Food Safety, we obtained cost recovery of circa £94,000. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers who are funded from Primary Authority at no extra cost to the council. Last year we received 85 direct requests for advice from our Primary Authority portfolio of companies, and a large number of other interactions with all our Primary Authority companies were successfully completed; a high proportion of these were satisfied consumer complainants. We also liaised daily with other local authorities and act as a single point of contact for any enquiries concerned with our portfolio of Primary Authority companies, so reducing burdens on business and any unnecessary duplication. We also liaise with other local authorities to ensure any inspection and enforcement action reflects the advice we have already given, and is proportionate.

In the past year we received a total of 580 enquiries for companies for whom we act as Primary Authority. The number of businesses joining Primary Authority partnerships with the council continues to grow and this will have a profound impact upon how we deliver the service, requiring a flexible approach to our management of resources. Maintaining and promoting the Primary Authority scheme within Slough contributes to the council's overall aim of Slough being the premier location in the South East for businesses of all sizes to locate, start, grow, and stay.

More information on Primary Authority partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can either contact 01753 475111 (option 5) or e-mail primary.authority@slough.gov.uk

Age restricted sales

“Among 35 European countries, the UK has the third-highest proportion of 15-year-olds who report having been drunk 10 times or more in the past year.”
(Drinkaware statistics 2012)



- **Underage sales enforcement**, protects children from harmful items and substances and is a vital feed into the health and wellbeing and ‘safer communities’ priorities of the SCS.
- **FREE Proof of Age Cards** were provided to 16-year-olds at 10 of Slough’s 11 schools – last year 1,236 cards were processed. This figure is testament to the success of the scheme. Analysis of whether to continue with this work will be carried out in 2016/2017, as we assess whether resources could be invested better elsewhere (new schemes taking advantage of new technology are imminent).
- **Trader information packs** were distributed to local businesses, providing information on the law on age restricted products, along with advice on due diligence and further information/documents to assist staff training on underage sales matters. Many of these were distributed on Crime Reduction and Enforcement Days (CRED), which trading standards participated in throughout the year.
- **Licensing reviews** have been used for all traders failing a test purchase. This can result in conditions on the trader’s licence or even a complete revocation. Three traders are currently in the process of having their premises licence reviewed following sales of age restricted goods or other trading standards intervention. Trading standards supports licensing by preparing evidence packs to support the licensing review.
- **Testing purchasing** is essential and establishes whether local businesses are complying with the law and not selling restricted goods to children.

Underage sales operations -figures for 2014/2015

- **Tobacco** - attempted purchases = 0 - sales = 0
- **Alcohol** - attempted purchases = 19 - sales = 0
- **Fireworks** - attempted purchases = 8 - sales = 0
- **e-cigarette (e-Cigs)** - attempted purchases = 19 - 2 sales



Total sales = 2 out of 48 attempted purchases.

In 2016/17 trading standards will continue to provide trader information packs and advice to local businesses and conduct a programme of age related test purchasing to ensure businesses are compliant and underage young people are protected from alcohol, cigarettes and the dangers of fireworks and other age restricted items. This work is hugely important in protecting children and restricting their access to unhealthy and dangerous products. The

accessibility of such products to young children can manifest itself in numerous ways, including early exposure to harmful products, early criminality and anti-social behaviour.

Legal highs (new psychoactive substances)

Throughout the year trading standards received worrying reports about the supply of 'legal highs' from traders in and around the town centre. The ramifications were tragic for those people taking the substances, with reports of near fatalities and hospital A&E admissions.

Unfortunately, the law in regards to legal highs was not fit for purpose and trading standards and the police faced an uphill struggle to rid our streets of their threat. However, with joint action, along with colleagues from the resilience and enforcement team, we managed to target the main source of legal highs in the town centre and disclaim all the substances found on site.

As of 26 May 2016, a new act - the New Psychoactive Substances Act - will come into force, which hopes to tackle the problem and give more clarity to the enforcement roles which local authority officers should assume alongside partners the police, and Home Office immigration enforcement.



Serious organised crime

From late 2014 and throughout 2015 trading standards received a huge number of complaints about a local trader. The trader was involved in reconditioning and servicing engines. The service was inundated with so many complaints that we needed to seek the assistance of Thames Valley Police and our trading standards tri regional scambusters team of investigators to assist with the investigation. This culminated in Thames Valley Police leading on the case, with support from ourselves and our colleagues in tri regional scambusters. Four principles of the company were later charged with conspiracy to defraud and a trial is due at Reading Crown Court in January 2017.

Tobacco control work

Slough trading standards is represented at the National Tobacco Focus Group meetings, to share regional best practice with colleagues from around the UK.

We are always looking to build partnerships with other agencies, to combat illegal tobacco supply. This year we have worked closely with Thames Valley Police, Her Majesty's Revenue and Customs, neighbouring local authorities, Slough licensing team, Slough neighbourhood enforcement team and Slough public health.



- During 2015/2016, trading standards carried out 11 inspections, with the assistance of tobacco detection dogs.
- Seizures of 201 packs of cigarettes, 40 packs of tobacco and 54 pouches of chewing tobacco. These products are calculated to have a retail value of more than £2,000.
- The products seized all had non-English health warnings, no pictorial health warnings or non-statutory warnings present.
- Most importantly, these seizures help to support those local businesses that are continuing to trade legitimately, and in doing so seeks to eliminate unfair competition and thus create a more level playing field for trading in the borough.
- 20 advisory visits were carried out, to ensure that businesses were compliant with the tobacco display ban (that came into effect for all traders on 6 April 2015).
- The department has also been involved in legal consultations and preparation for the introduction of the Tobacco Products Directive, which came into force on 20 May 2016.
- This legislation introduces the following requirements :
 - (i) Introduction of plain packaging for cigarettes and hand rolling tobacco
 - (ii) Minimum pack sizes for cigarettes (20 sticks minimum) and hand rolling tobacco (30g minimum)
 - (iii) A ban on flavoured tobacco (with the exception of menthol – which is allowed until 2020).
- Total plain packaging in the market will not take place until the transition period closes in May 2017.
- Enforcement action in this area has resulted in one prosecution, two simple cautions and one written warning.

In the coming months, we will be investigating other avenues of enforcement, with the assistance of other partner agencies, in order to combat what is still a growing problem in the borough.

In respect of Nicotine Inhalation Products (more commonly known as e-Cigs), the department has carried out test purchasing exercises, to determine compliance of local businesses supplying these products. Out of 19 businesses visited, two traders sold an e-Cigarette to a volunteer aged under 18. No formal action was taken against the traders as the legislation was new. A less lenient approach will be taken should those traders sell again.

In the forthcoming year the service, along with our partners in environmental health, trading standards intends to monitor compliance among shisha establishments in Slough.

Illegal money lending and credit

Loan sharks and illegal money lending can devastate communities and the lives of individuals.

Working with Slough trading standards, the national England Illegal Money Lending Team – based at Birmingham City Council – gave free training to staff at the council, care workers, police officers, youth workers and many more who come into contact with the community on a daily basis. It gave an insight into the key signs to look out for when dealing with people at risk who may engage with these unscrupulous individuals.

This training detailed the impact that illegal lenders have on our service users and community. It also gave practical information on how we can work together to stop people being ripped off and make Slough an even safer place to live.

Activities took place during October 2015, where trading standard officers and the illegal money lending team were out and about in Chalvey, knocking on doors and asking residents if they were aware of any illegal lending money from loan sharks.

A quiz completed on the doorstep indicated that few residents were aware of the implications, and possible repercussions of taking out these illegal loans.

People who lend money illegally, operating without a licence:

- Are dangerous & predatory
- Suck money out of communities
- Often force victims to pay huge rates of interest and threaten violence if victims cannot repay

Money lending advice was given by the Credit Union - a legal and safer way to borrow money.



Food standards

Trading standards carried out 100 percent of their high risk routine food standards inspections in 2015/2016, in addition to other food standards enforcement visits.

- A total of 114 food standards visits were carried out last year.

Further work included:

- Giving labelling advice to new food businesses
- Providing detailed food standards advice to the relevant Primary Authority partners
- We took part in the following food sampling and food related projects:

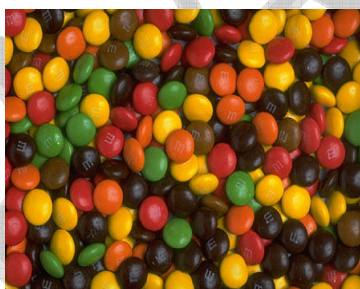
Imported food sampling - Total = 28

DNA sampling - Total = 12

Trading Standards South East (TSSE) foreign food project - Total = 10

This sampling was in conjunction with the Food Standards Agency (FSA), TSSE and the Public Analyst.

We also assisted our in-house nutritional advisor to compile further data on primary and secondary school children's lunchbox foods.



A separate food standards plan has been produced for trading standards for 2016/17. **Targets for 2015/16 include:**

- Complete 100 percent high risk food inspections.
- Complete 50 percent medium risk food inspections.
- Complete 40 percent of low risk food inspections.
- 100 percent of unrated food premises to be inspected.
- Complete 100 percent Food Standards Agency funded imported food samples.
- Complete regional food sampling programmes as required.

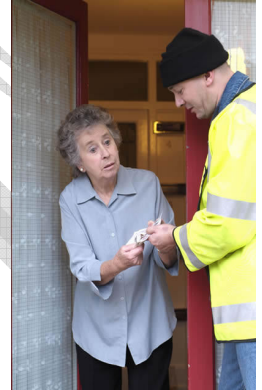
Slough trading standards also participates in the TSSE regional food focus group.

A total of 299 food standards inspections are allocated to be completed in the forthcoming year. The inspections are necessary to keep on track with the risk rating system of inspections, as detailed within the Food Law Code of Practice.

Rogue traders, mass marketing scams and doorstep crime

The trading standards doorstep sales response team is constantly on hand to assist residents with any issues they have with rogue traders who carry out work and then charge extortionate amounts for their services.

- Residents can be quoted one price and then the cost increases as the job progresses.
- Rogue traders tend to target elderly or vulnerable people, who may be easier to manipulate or intimidate.
- Some cases have reported victims being driven to banks/building societies to draw out large sums of cash to pay these traders.
- The team carried didn't need to carry out any response visits, indicating we don't have a major problem with rogue traders in the borough. This is good news and shows our work in this area is having an impact.
- The team works closely with the social services safeguarding team, providing advice and guidance to vulnerable adults. 45 scam cases that involved making a referral to the safeguarding team were handled during 2015/2016.. As a result of visiting the victims, eight people consented in being referred to the telephone preference service and 18 to the mail preference service. In the forthcoming year, officers will also be the eyes and ears of Royal Berkshire Fire and Rescue Service and report on 'at risk' people who have no, or faulty, fire alarms in their homes.



- A "rogue trader day" was carried out in April 2014, with the assistance of Thames Valley Police and the council's community wardens. This resulted in 55 visits to householders who were having maintenance work on their property. The visits were also carried out in partnership with Home Office immigration enforcement and HMRC. Visits were made to premises where building work was being carried out, to establish that these traders were providing proper paperwork and good quality work.
- As a result of the visits various levels of preventative advice was given out. Our colleagues from the Home Office also apprehended three illegal workers and processed 13 more.
- Colleagues from HMRC initiated a total of 34 investigations.
- Further presentations to elderly and vulnerable groups were made this year to the Older people's forum senior tenants association group.

Effectively dealing with rogue traders and preventing and detecting doorstep crime remains a high priority for 2016/2017, and trading standards will continue to provide a rapid response team and share intelligence with neighboring authorities and Thames Valley Police to protect vulnerable consumers from becoming victims of doorstep crime.

Education

Education is vital for consumers, in order for them to make informed choices when purchasing and to prevent them being ripped off.

During 2014/15, Slough trading standards participated in the schools lunch box survey at the:

- **Holy Family School, High Street, Langley;** This survey involved joint working with the School Nutrition Network Team, who carry out yearly surveys at nearly all of Slough's primary schools to collate data and provide feedback to schools as to whether children's school meals and packed lunches are balance and healthy.
- **Trader packs and newsletters** are also provided to local businesses, to give advice on compliance with the law.
- **Slough trading standards website provides** a host of advice to both business and consumers on trading standards legislation and matters.

In 2016/2017 trading standards will be providing a range of educational services to both businesses and consumers.

Specifically, we will be encouraging both traders and consumers alike to use our self help guidance sheets listed on our website. The promotion of our website as a first point of call is an important action as it will hopefully relieve the pressure on front line officers who would usually have to respond to enquiries that can be dealt with by simple signposting to our website.

We will be monitoring website footfall throughout the year to measure how many people are going to our website compared to the previous year. We aim to increase website footfall and encourage further channel shift. This will be achieved by better communication and promotion of the website, as well as utilising our website and social media in new and novel ways.

Publicity

With the varied remit of enforcement that trading standards covers, it is essential that this is publicised to inform people of the work we do.



- Press releases are published to advise of results that we have achieved or to provide warnings to the public of issues that have arisen. They are vitally important in raising the profile of the service.
- Examples of press releases this year include:
 - Bogus callers / doorstep sellers,
 - Raising awareness of loan sharks
 - Advice on the purchase and safe use of fireworks
 - Advice on avoiding counterfeit and unsafe toys in the lead up to Christmas.
 - Advice on scams and educating consumers of tell-tale signs and how to avoid them.
 - Warning of the issues of buying products from Gumtree.
- Naming and shaming of offenders, along with results on legal cases.
- A total of 15 press releases were issued in 2015/16.
- More than 50 'tweets' were issued on a wide variety of trading standards and consumer issues.

- The department also gave interviews to local radio stations. This year interviews were given on BBC Radio Berkshire about avoiding rogue travel companies - with respect to Hajj holidays - and the steps people should take to avoid being scammed when buying goods on websites like Gumtree.
- Over the Christmas period, we again conducted a campaign called '12 days of Christmas' along with daily Tweets with top tips, which were sent to ensure residents enjoyed a safe Christmas.

In the year ahead we aim to maintain a high media profile and use the media wherever possible to promote the work of the service, including social media. We also aim to ensure we promote the work of the service using social media in innovative ways, and in doing so, hopefully promote the work of the service to an audience never reached before.

Product safety

The trading standards team enforces a wide variety of legislation from the EU and UK. These pieces of law affect all consumer non food products. As well as generic safety laws, there are also sector specific areas of product safety which include toys, plugs and sockets, electrical appliances and furniture.



Trading standards is responsible for checks on non food items at the border points. In Slough we have 37 custom bonded warehouses which are subject to product safety controls, and also the National Royal Mail distribution hub. This work is part of a national trading standards and TSSE project.

Highlights from 2015/2016 include:

- Advising multi national companies of their labelling of paint and cosmetic products.
- Conducting product recalls.
- Checks carried out at the border points, resulting in 199 consignment being stopped from entering the UK and EU, involving more than 69,000 goods with an estimated retail value of £410,000
- Over the Christmas period, like all trading standards services, we were inundated with issues concerning 'hoverboards'. During that period the service suspended more than 3,000 boards until the majority were brought back into compliance through our discussions with the importers. The influx of boards across the nation brought huge pressures on trading standards services including ours. We have since lobbied both regionally and nationally for trading standards to be better equipped and resourced to deal with such incidents.
- The service dealt with 114 enquiries relating to product safety.
- Active participation on the national and regional groups of which Slough is a member and chair.

Animal health



Trading standards carries out inspections for animal health, animal welfare and animal by products, including:

- **Inspections on livestock** to provide advice on transportation and welfare enforcement. This is achieved with our partners at the Royal Borough of Windsor and Maidenhead and Bracknell Forest Council.
- **Animal by-products** to ensure that certain raw meat waste is disposed of correctly and doesn't go to landfill sites.
- Animal diseases are always a threat. The **Slough Notifiable Animal Disease Contingency Plan** was updated last year, and was necessary to be reviewed again due to several outbreaks of avian flu around the country, and is compiled with regular liaison with our emergency planning team.
- **Inspections of the Langley Horse Fair** – monitoring welfare issues and educating on legal requirements. This is achieved with the City of London Animal Health Team.

Trading standards has regular liaison and enforcement work with the council's dog warden in order to address problems with the supply of puppies, particularly incorrect descriptions of medical history, parentage and health. Further liaison with the dog warden will continue this year.

Counterfeit goods

The fake goods market – where people copy work and goods that have a good reputation has been going on for years. To combat this, legislation was passed in the 1990s which made it an offence to use a legitimate and registered trademark without permission by the trademark owner.



The illegal use of trademarks gives the counterfeiter an advantage. The goods are not made by the owner, are not subject to the same quality control and safety checks and ride upon the back of the legitimate owner, who will have made a considerable investment in research and development, pays taxes and business rates and pays their workers a decent wage. In addition, the sale of counterfeit goods disadvantages the honest retailer and may put consumers at risk of consuming a poor quality product.

The concentration of activities in this area during 2015/6 has been on tobacco products, alcohol and camera accessories. Where we have found illegal spirits and tobacco in local shops, they have been seized and the shop subject to legal proceedings.

We have also had cause to investigate the sale of counterfeit camera accessories throughout the year. Some of those accessories have been shown to be dangerous, such as battery chargers that can explode, catch fire or electrocute because they are so badly made. As a result of those investigations, trading standards has seized several thousand fake items with a street value of more than £100,000. This came from only two operations! This is in addition to three ongoing investigations and a pending court case. We also send 'cease and desist' warnings where the amount of goods for sale is small.

Control of explosives

Fireworks



Trading standards has a responsibility to licence retailers of fireworks. The 2015/16 licensing period was our first run of licensing under the Explosives Regulations 2014. Only 16 businesses are now licensed within the borough - two of which are licensed to sell all year round. These new regulations also allow for businesses to be licensed to store fireworks for more than a year - several businesses took advantage of this and are licensed



to store them for up to five years.

We also conducted underage test purchase checks and none of the businesses sold fireworks to our volunteers.

Weights and measures

Trading standards is responsible for checking the accuracy of any weighing and measuring equipment in use for trade. This is in addition to ensuring that goods are of the correct weight or measure. The jurisdiction here could range from a small shop, pub or petrol station through to a large factory.

- 41 visits were carried out, checking a range of things from spirit measures, traders weighing scales and checkweighers to packaged goods and weighbridges.
- Inspectors of weights and measures provide advice to local businesses that pack by weight or volume, to make sure their systems are robust and durable; ensuring consumers can have confidence in the purchases that they make.
- This year, inspectors dealt with a number of enquiries relating to weights and measures, including petrol pumps, cash for gold premises, short weights on food products, etc.
- The department also provides weights and measures advice and assistance to our Primary Authority companies in the borough.

In the forthcoming year we plan to complete a project into public weighbridges. This project is part of a national audit of weighbridges that are used either to sell goods by weight or calculate a charge such as landfill tax. The aim is to ensure their accuracy and to ensure the companies responsible for maintaining the equipment are fulfilling their legal obligations. It is being overseen by the National Measurement Regulation Office, a division of the Department of Business, Innovation and Skills.

Slough has 13 weighbridges in use for trade. Considerable amounts of goods are weighed every day and the amount of money assessed is of a correspondingly high value. The previous year has been taken up with ascertaining the various maintenance companies for each weighbridge and obtaining the dates of the next scheduled visit. This will enable officers to attend, check the legality of the work and ensure the weighbridge is accurate. This is scheduled for the period from June to November, with a report anticipated in December 2017.

Road traffic checks

Trading standards carries out checks (with Thames Valley Police) on the weight of commercial vehicles, from small transit vans to large articulated vehicles.



Overloaded road vehicles can contribute to:

- Excessive noise.
- Increased air pollution.
- Road damage.
- Vehicle accidents.
- Steering and braking problems.

An overloaded vehicle could potentially endanger other road users and constitutes as 'dangerous driving'.

During the past year trading standards has participated in several joint operations with Thames Valley Police, Home Office immigration enforcement and other council departments. This gives the opportunity to examine vehicles and their loads and, if suspected of being overloaded, take them to a suitable weighbridge. If they are confirmed overloaded, then the driver and operator may be subject to legal proceedings. In addition, the vehicle can be prohibited from continuing until the load is reduced to legal limits.

Buy with Confidence

Following the decision taken by other local authorities to enter into a partnership with a large commercial assured trader scheme, we are conducting a review of our Buy With Confidence scheme here in Slough to determine if the models adopted by other local authorities would bring greater benefits to our loyal members and local residents..

No decisions have yet been taken as to whether we will enter into a similar sort of arrangement with another provider, but we will keep our members informed throughout, and any agreement will have to support local business and be done in the best interest of both residents and traders.

In the interim the Buy with Confidence Scheme has been effectively suspended.

Additional targeted project work

Food traceability project work. This project (project B) was a continuation of similar work carried out in early 2015 (carried out, in conjunction with the National Trading Standards Board). The aim was to find out how much waste food is currently being recycled. A lot of waste food is recycled and eventually used to produce animal feed. Officers investigated the traceability of surplus food locally, in order to ensure its composition when it enters the supply chain to be used as animal feed. The Horse meat scandal exposed a void in such traceability and this national project was aimed to monitor this aspect of traceability.

- This project also focused on the traceability of food stuffs i.e. out of date food taken back from retailers and disposed of by suppliers.
- "Project B on Surplus Food", focused on 15 local medium/large manufacturers (including caterers and butchers).
- Out of the businesses surveyed, 40 percent were found to be disposing of their food to the animal feed industry.
- Of the remainder, 40 percent disposed to landfill, 13 percent sent their waste to incineration and 7 percent of them re-worked their food waste.

- The most common types of food going to animal feed was bakery waste, eggs, spent grain and fruit/veg.
- All the local businesses investigated and disposing of their waste food to the feed industry, were registered with ourselves, a requirement under under EC Regulation 183/2005. Therefore all our local traders were deemed to be in compliance which is encouraging.

Lettings agent project:

This project was commissioned as a result of new legislation which came into force regulating letting and property agents. The legislation was twofold, that being: The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014 and the Consumer Rights Act 2015. The legislation imposes new requirements for letting agents to display their prices and to be a member of a recognised ombudsmen scheme to assist with any dispute resolution. The letting agents industry has featured highly on research into scales of consumer detriment and this new legislation is welcome. It also closely supports Outcome 2 of Slough Councils 5 Year Plan: *There will be more homes, with quality improving across all tenures to support our ambition for Slough with the necessary infrastructure to support and sustain the community.*

- All agents on our records were advised of the new legislation and their responsibilities to both be a member of a property ombudsman scheme and to list all their prices.
- Following the advice, letting agents were monitored and the vast majority were found to be compliant. Some were found to be falsely claiming to be member of other trade associations and are being investigated.
- Nationally there has been a 14% increase in lettings membership of an recognised ombudsmen scheme since the new legislation was introduced on 1 October 2014.

Complaints and enquiries

Throughout 2015/16 we have continued to work with our partners for the Citizen's Advice Consumer Service (CitA). Citizen's Advice Consumer Service (CitA) are funded by government to offer civil advice nationally through their contact centres and website. Any enquiries they receive which concern either Slough residents or traders and then referred to Slough trading standards and where we can identify a criminal breach, are investigated accordingly. During the last year, CitA updated their case management system, which in turn has led to our system of recording referrals and notifications to also change. This has meant we cannot provide comparable figures to those in previous service delivery plans.



Based on the figures we are able to obtain from CitA, our enquiries and complaints have decreased by 11 percent and complaints which require a follow up have decreased by 9 percent. We surmise this is due to better and more reliable information available to consumers via the web, coupled with our efforts to signpost people to our self help guidance sheets. Also, our increased use of social media and other information sources have been exploited to encourage

channel shift and to minimise avoidable contacts to the service, where other agencies are better placed to respond.

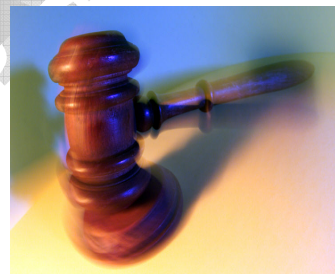
We also carried out a comprehensive review of our customer contacts process. In doing so we introduced a new system of risk rating enquiries, in accordance with the national intelligence operating model. This has assisted officers in grading enquiries according to risk and the process enables them to better assess which contacts are worthy of follow up, which in turn has reduced the number of complaints deemed necessary to follow up. This in turn has released capacity for officers to concentrate on those issues and enquiries which are more serious and which fit into both local, regional and national priorities.

- Last year we set ourselves a target of increasing hits on our consumer and business advice webpage by 5 per cent. We set out to achieve this by consistently profiling our web page on all correspondence, within any press release and also internally among partners and stakeholders. During 2014/2015 there were 1032 unique page views of our website advice pages. During 2015/2016 there were 3587 unique page views of the same pages, an increase of 247 per cent.
- We also received a total of 580 enquiries for companies for whom we act as Primary Authority, (38 companies in total).

Enforcement action and policy

Trading standards has a comprehensive set of measures in place to protect consumers and promote business in the area.

- Any enforcement action taken will be graduated and proportionate; in line with Slough Borough Council's enforcement policy. A full copy of the policy can be found on our website:- <http://static.slough.gov.uk/downloads/public-protection-enforcement-policy.pdf>



A summary of our enforcement work for the year can be found in **Appendix A**.

Striving for excellence

Service standards

Providing excellent customer service is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service.
- Take time to listen and explain things.
- Provide accurate information and advice in a clear straightforward way.



- Deal with enquiries immediately, but if this is not possible, explain why.
- Provide you with any other contact details that you may need.
- Keep you informed of the progress and outcome of any investigations.
- Treat you fairly and with respect.

Customer pledge

- We aim to provide every customer with a high quality service and will seek feedback from you to help further improve the quality of the services we provide.
- The trading standards manager will contact you personally if you are unhappy with the service received.
- In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Customer feedback

- Our quality assurance procedures assess the work of our officers to ensure the service meets the high standards expected.
- Our commitment to working with local businesses and the local community enables us to improve levels of satisfaction.
- We will support economic growth and continually strive to provide a fair, consistent and high quality service.
- We aim to enhance the quality of life of residents within the borough, making Slough a safer environment to live, where service users can access advice and make healthy and informed choices.



- During 2015/2016 customer satisfaction levels remained at 100 percent, although surveys were not carried out throughout the year as the survey forms were amended to better reflect our activity and the expectations of stakeholders.
- Likewise, we also achieved 100 percent satisfaction with our business contacts.
- All feedback received is used to enhance and improve our service and to prioritise our resources in the most effective way.

Resourcing

Slough trading standards employs eight staff, two of whom are part time staff (effectively seven full time employees).

The allocated budget for 2016/2017 is £268,180.

We aim to increase the commercialisation of the service to maximise our cost recovery activities and further offset the cost of service delivery, while maintaining resilience and our ability to delivery our core statutory work.

Staff development

The on-going development of the work force is paramount to ensure a comprehensive service is provided to the customer, while maintaining continuous improvement and providing value for money.

The Regulators Code requires that the council's regulatory services maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically.

Looking to the future and the challenges ahead

There will also be major changes in the respect of new regulations which will affect consumers, businesses and enforcers alike. These regulations are:

- **Psychoactive Substances Act 2016**
- **Standardised Packaging of Tobacco Regulations 2016**
- **Tobacco and Related Products Regulations 2016**

We will monitor the impact these new pieces of legislation have on the work we do. The implementation of the Psychoactive Substances Act 2016 will require a strategic assessment to be carried out by police and the council. There will also need to be a memorandum of understanding, or similar policy document, detailing how the different enforcement authorities should engage with suppliers. The trading standards manager will seek to get clarification from police at a regional level on this in the near future.

The trading standards service will also have to enforce the new tobacco regulations. A lot of our enforcement work involves the supply of illicit tobacco, so these pieces of legislation will have an impact on how we carry out our duties. The legislation has also been drafted poorly and a question over whether trading standards officers have any powers has been identified. Trading standards officers have already been trained on this anomaly to protect themselves going forward.

The trading standards service plan for 2015/2016, which outlines our planned work for the year, is detailed in **Appendix B**.

Variation from the service plan

Departures from this service plan will be exceptional, capable of justification and be fully considered by the trading standards manager before varying action is taken. Reasons for any departure will be fully documented in the action plan and reflected upon in the next service plan.

APPENDIX A – PROSECUTION RESULTS 2015/2016

Defendant details and outline of offences	Outcome
<p>Case: SBC v Timothy Gokool and Elite Home Services Limited</p> <p>Offences: Fraud offences and no provision of cancelation notices concerning building work.</p>	<p>21 months custody, suspended for 18 months. 200 hours of unpaid work completed within 12 months, and a victim surcharge of £100. £12K compensation to the victim). No order as to costs due to the defendant's lack of means and his ill health.</p>
<p>Case: SBC v Cherrydale Ltd (t/a Harman Autos) and Ajay Kara</p> <p>Offences: Selling a clocked motor vehicle.</p>	<p>Cherrydale Ltd - fine £2500. Victim surcharge £250. Mr K - 12 month Community Order. 100 hours of unpaid work. £60.00 victim surcharge. £2,500.00 in costs. Compensation to Mr H of £627.20.</p>
<p>Case: SBC v Paul Singh Khangura, Kulwinder Singh and Apna Punjab Ltd</p> <p>Offences: Possession of illicit tobacco not having statutory health warnings.</p>	<p>Mr K and Mr G (each): £1,375 fine; costs of £283; and victim surcharge of £120. AP Ltd fined £750; costs of £283 and victim surcharge of £120.</p>
<p>Case: SBC v Saroop Singh, Avtar Singh and S&G Trading Limited</p> <p>Offences: Possession of illicit tobacco not having statutory health warnings</p>	<p>Cumulative = £1,200 fine; £600 costs; and £120 victim surcharge.</p>
<p>Case :SBC v Mr Manmeet Singh Kalra (Owner) Indeeep Singh Limited (Owner)</p> <p>Offences: Illicit tobacco not having statutory health warnings.</p>	<p>Cumulative = £14K fine; £3K costs; and £120 victim surcharge.</p>
<p>Case: SBC v Manjit Sahota</p> <p>Offences: Falsely claiming to be a member of various trade associations.</p>	<p>£3K fine; £1,751.27 costs; £100 victim surcharge and disqualification as company director for 2 years.</p>

SBC Prosecution - High Street Food & Wine

Offences: Sale of alcohol to a person under 18.

Mr S fined £235; £194 costs; £20 victim surcharge. The company was fined £50; £191 costs; and £20 victim surcharge.

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TRADING STANDARDS ACTION PLAN 2016/17

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Andrew Clooney
Division: Consumer Protection & Business Compliance	Budget: £268,180
Team: TRADING STANDARDS	Number of staff employed: 7 FTE Dealing with all Trading Standards matters, Food Standards and Animal Health. Quota includes 1 full time Business Support post.
<p>Trading Standards Service Objectives:</p> <p>To promote a safe fair and equitable trading environment and to support and help legitimate business prosper and grow within Slough.</p> <p>Provide a value for money service within the Consumer Protection and Business Compliance division, with excellent customer focus and well motivated competent staff, to deliver our statutory obligations and the specific needs and priorities of Slough. Where at all possible, all outcomes will fit directly into a five year plan outcome area.</p> <p>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and enterprise.</p> <p>The outcomes from all our work has strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the Trading Standards team is essential in securing safe building blocks from which the council can deliver its plan. Trading Standards promote and support legitimate business, whilst taking strong action against traders who persistently flout the law, and in doing so we help build a safe, healthy and vibrant place to live, work or visit. If legitimate business is to prosper and new inward investment is to thrive, then Trading Standards is an essential service to support such aims.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>Economy and Skills</p> <p>Health</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Target: Increase PA revenue in line with increased income targets.</p> <p>Target: Carry our PA Service Review and implement changes / areas for improvement as highlighted from review process.</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant.</p> <p>Issue best practice advice</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p> <p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans, where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p> <p>Net financial savings for businesses through the Primary Authority Scheme</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Virtual PA Management Team.</p>

			Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.			
Income Generation and Commercialisation	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>7. The Councils income and value of its assets will be maximised</p>	<p>Target: Incorporate requirement of commercial and financial skills as part of officers professional development.</p> <p>Target: TS Manager to attend training specific to commercialisation/innovation within regulatory role.</p> <p>Target: Partner with at least one assured trader scheme, support that scheme through in house Intel checks, supporting administration and data retrieval and processing, including invoicing and financial management.</p> <p>Target: As and when partnership</p>	<p>Develop commercialisation opportunities to generate income, in line with projected income target.</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Grow our offer of chargeable business support options for all types of businesses, both inside and outside Slough, including but not limited too:</p> <ul style="list-style-type: none"> • Primary Authority • Tailored business advice • Assessment of labelling/brochures/website • Pre-start up advice • Regulatory Health Check • Training & Talks • Training needs assessment • Analysis of statutory defence • Review of policy & procedures • Audit of systems • Support in achieving 5 FHRS • Supply of SFBB material • Buy with Confidence • Support in achieving catering for health award • Alternative Enforcement resolutions • Assured Trader Schemes • Funded projects from regional or national groups (TSSE/NTS) <p>Explore whole package offers, including licensing and</p>	<p>Generate income</p> <p>Develop more resilient service.</p> <p>Improved standards, efficiencies and compliance within businesses.</p> <p>Reduced regulation by the council and other EA's.</p> <p>Developed skilled workforce, with a range of commercial , enterprise and business support abilities.</p> <p>Evaluate possibility of alternative enforcement options as an alternative to formal action, such as mandatory training, workshops, conditional cautions etc. thus reducing legal costs and potentially bringing in revenue</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews of progress with support options available.</p> <p>Number of businesses given chargeable business support.</p> <p>Number of hits on our website.</p>

	<p>8. The Council will be a leading digital transformation organisation</p> <p>Economy and Skills</p> <p>Health</p>	<p>formed with commercial assured trader scheme provider, support, promote and market such scheme.</p> <p>Target: Root and branch analysis of legal costs structure, and how best to identify our costs, trace their movement through court and SBC financial system, and recoup them.</p>	<p>planning teams.</p> <p>Explore partnership arrangements with other authorities.</p> <p>Develop easy to access payment services, including;</p> <ul style="list-style-type: none"> - Telephone and online payments - Chip & Pin HHD <p>Develop marketing strategy to promote and advertise services, including working with other council departments, producing brochures, website, and case studies.</p> <p>Support officers to develop their soft skills and become business and commercially minded.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Benchmark where possible with other local authorities who have embarked on commercial enterprises to highlight best practice.</p>	<p>Ensure an outcomes based approach to budget management.</p> <p>Increased % of court costs recouped.</p>		
<p>Food Standards Inspections and work.</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural</p>	<p>Target: 100% of high risk businesses 50% of medium risk and 40% of low risk premises to be inspected. To be monitored monthly</p> <p>Target: 100% of unrated premises to be inspected and rated.</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Inspections based on risk and where poor performing businesses identified, they are targeted with appropriate interventions</p> <p>To tackle Food Fraud</p>	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Increased awareness among traders of their legal responsibilities in respect of Food Standards.</p> <p>Working alongside</p>	<p>Trading Standards Manager/ Food Standards Lead Officer</p> <p>Food Safety Team Leader</p> <p>All TS Food Officers</p> <p>FS/NET/ Licensing acting</p>	<p>Ongoing until March 2016</p> <p>Monthly and Quarterly review</p>

	<p>opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care & support needs.</p> <p>8. The Council will be a leading digital transformation organisation.</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Carry out Intel led meat traceability project to establish which food operators are gathering the appropriate documentation to verify the authenticity of their food products. Calculate amount of traders brought into compliance.</p> <p>Target: Participation in national/regional sampling programmes as and when directed by Food Standards Agency.</p>	<p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing 'incubation periods' where suitable.</p> <p>Provide free regulatory advice for new businesses starting up.</p> <p>Alternative interventions to low risk premises, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice for businesses on SBC web site</p> <p>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, nutritional information, additives, allergens, etc.), with further follow up enforcement as required.</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p> <p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Offer chargeable business support options as detailed above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p>	<p>our colleagues in Food Safety the aim will be to provide consumers with greater information on food standards and local business hygiene standards in order that they can make informed choices on where to eat and purchase food.</p> <p>Working in partnership on local, regional and national basis.</p> <p>Better understanding of compliance levels in take away sector in relation to food standards.</p>	<p>as 'eyes and ears'</p> <p>Support material from the FSA</p>	
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			<p>Enhance advice and signposting for businesses on SBC web site.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with all consumer protection legislation</i> - <i>Identify matters which may be relevant to other services</i> 			
<p>Reactive Investigations, response to intelligence from other areas of work, consumer complaints, walk ins & response to service requests</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils income and value of its assets will be maximised</p> <p>8. The Council will be a leading digital transformation organisation.</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Respond to 100% of service request within 5 days and in line with customer charter.</p> <p>Target: Ensure all enquiries from Citizens Advice are captured via the xml data from the internet portal directly into our case management system. Ensure 90 day processing change is managed</p> <p>Target: 100% of investigations proceeding to formal action to be reviewed by Team</p>	<p>Investigate service requests and where issues are identified use a full range of enforcement options to ensure compliance and safety.</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter.</p> <p>Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.</p> <p>Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter, Enforcement Policy and Regulators Code.</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p>	<p>Better support for businesses and stakeholders in Slough.</p> <p>Reduced incidence of food poisoning.</p> <p>Consumers and business perceptions of standards in Slough will rise, in doing so, promoting other outcomes.</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p> <p>Streamline flare database</p>	<p>Trading Standards Manager</p> <p>All officers</p>	<p>Ongoing until March 2016</p> <p>Assess during 1:1 meetings and Case Reviews</p> <p>Number of businesses and customers provided with regulatory support</p>

		<p>Leader/Manager at monthly 121's and with a view to processing at ½ way point of statutory time limit</p> <p>Target: All intelligence which will add value to enforcement process, be that local or further afield, be placed onto IDB. Inputting to be monitored during 121's.</p> <p>Target: Flare User group to be set up, attended and areas for improvement identified and acted upon.</p>	<p>Explore the potential to use conditional cautions in cases where consumer detriment is established or where compulsory training is available to remedy the non compliance.</p> <p>Explore alternative enforcement opportunities on a case by case basis.</p> <p>Agree areas of APP Flare database which can be improved, and action those improvements where resources allow and authority given</p> <p>Agree data retention policy within CPBC for Flare records and durable format records.</p> <p>Agree list of action codes to be used within flare and construct a list of codes deemed 'obsolete'. Delete those codes as appropriate with consent of HoS/Director(s)</p> <p>Engage with APP Civica to attend APP User Group and seek to endorse findings and support outcomes/actions.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Work to support % increase in compliant businesses</i> 	<p>Consolidate flare database, improve user experience.</p> <p>Improve ability and speed by which flare database can be navigated and interrogated.</p>		
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<p>Product Safety & Counterfeit Goods</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: All detections at Ports authorities for unsafe/illicit goods to be followed up according to Port Project Protocol.</p> <p>Target: Maintain position of chair on the regional and national product safety groups.</p> <p>Target: Participate in National / Regional projects which also reflect a local priority.</p> <p>Target: Safety project to be conducted into sunglasses, to include the purchase and testing of >10 sunglasses and follow up advice/guidance/action where necessary.</p> <p>Target: Ensure complaints where risk assessment indicates a high risk are pursued with respect to Safety</p>	<p>Inspections at designated ports and ERTS.]</p> <p>Safety testing</p> <p>Product profiling.</p> <p>Feeding into intelligence database.</p> <p>Maintain detection rates within scope of National ports /ERTS Project</p> <p>Ongoing visits to ERTS distribution centres in Slough.</p> <p>Monitor a specific product and ensure its safety following Intel to suggest there may be a problem – sunglasses.</p> <p>Support PA companies and other legitimate trade within the borough and protect their intellectual property where appropriate and where duty to do so.</p> <p>Appropriate enforcement action taken if necessary.</p> <p>To share intelligence and best practice with external agencies and other partners.</p> <p>Collaborative working with TSSE regional focus groups and other partners and sharing data to build regional and national statistics.</p>	<p>Ongoing participation in the national “Ports project” and taking samples of suspicious products.</p> <p>Measurable improvement in consumer and business confidence.</p> <p>Resources are focussed in the right areas, where risk is highest and actions are intelligence led.</p> <p>Diminished potential for harmful accidents because unsafe and counterfeit products have been prevented from reaching the marketplace.</p> <p>Enhanced public confidence that goods available for purchase can be relied upon to meet approved standards of safety.</p> <p>Reduction in harmful accidents to consumers through less availability of unsafe and dangerous products.</p>	<p>Trading Standards Manager</p> <p>Russell Clarke</p> <p>Peter Adshead</p> <p>All Officers to support</p>	<p>March 2017</p> <p>Monthly review</p>
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		and Counterfeiting and all enforcement option considered.		<p>Better functioning of market mechanisms through better-informed consumers and business.</p> <p>Promotes a fair, safe and equitable local, regional and national trading environment.</p> <p>Savings from accidents as a direct result of dangerous product being removed from the market place.</p> <p>Increased confidence that the goods offered for sale meet the appropriate safety standards.</p>		
Under Age Sales	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p>	<p>Target: At least 4 under age sales operations will take place throughout the year. They will be Intel lead or provoked by national or regional remit into specific areas.</p> <p>Target: Proactively advise Primary Authority companies with</p>	<p>Develop a publicity campaign to advertise course, and where appropriate discounts to attract bookings.</p> <p>Evaluate course feedback and where necessary take appropriate action to ensure course delivery to high standard.</p> <p>Partnership working with all partners, but in particular SBC licensing and Thames Valley police in order to support a consensus approach to enforcement and follow up actions.</p> <p>All information on under age sales to be shared with SBC licensing.</p>	<p>Improved health and wellbeing for young people through reduced access to potentially harmful products.</p> <p>Supports businesses in regulatory compliance and reduce risk of reputational harm following media profile of under age</p>	<p>Trading Standards Manager</p> <p>Russell Clarke/Lina Johnson</p> <p>FS/NET/ Licensing/Thames Valley police acting as 'eyes and ears'</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Feedback from candidates</p> <p>Number of candidates taught and pass rates</p>

	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. Children & young people in Slough will be healthy, resilient & have positive life chances</p> <p>Health</p> <p>Economy and Skills</p>	<p>retail outlets, where applicable, on their responsibilities on Age Restricted Products and due diligence defence.</p> <p>Target: Develop and promote under age sales 'alternative resolutions' package', which gives sellers option to attend and complete BTEC training and in doing so no legal proceedings will be taken.</p>	<p>Support, with provision of evidence packs, any request from SBC licensing to instigate a licensing review following an under age test purchase operation which resulted in a sale and therefore identified a traders inability to comply with the licensing objective: protection of children from harm.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>self funding training reducing delivery costs to SBC</i> - <i>Positive impact on business compliance and awareness of legal responsibilities.</i> 	<p>sales.</p> <p>Reduction in incidence of under-age young people purchasing alcohol, tobacco, fireworks and other dangerous and health-damaging items.</p> <p>Increase in retailers' compliance rates regarding the display of warning notices about tobacco and alcohol sales.</p> <p>Alleviation of pressures on hospital A&E departments through reduction in excess alcohol cases among under 18 year olds.</p> <p>Improved health and wellbeing for young people through reduced access to potentially harmful products.</p> <p>Reduced pressure on health services from long-term effects of smoking and alcohol consumption.</p>		
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				<p>Enhanced confidence among parents and others in positions of responsibility (e.g. teachers), that those from who they are responsible cannot easily obtain health-damaging products. A 'level playing field' for legitimate businesses selling age-restricted items.</p> <p>Ensure children and young people are emotionally and physically healthy Better health and improved life expectancy in respect of reduced access to illicit product.</p> <p>Fairer competition for all businesses.</p> <p>Enhanced parental confidence and those in positions of confidence.</p>		
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<p>Regional and National Projects</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Statutory Requirement</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Participate in any regional or national projects where intelligence supports our involvement and also, where the problem also fits into a priority outcome area within SBC 5YP or strategic plans.</p>	<p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Explore funding avenues from external organisations e.g. Food Standards Agency</p> <p>Timely follow up on 100% of sampling results, including investigation into unsatisfactory results where necessary.</p> <p>Explore joint sampling initiatives with Food Safety Officers where appropriate</p> <p>Undertake imported food sampling where intelligence suggests necessary</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p>	<p>Contribute to local and national intelligence, which will support improved both hygiene and food standards levels in Slough and nation wide.</p> <p>Safer food locally and nation wide.</p> <p>Maintain participation on TSSE focus Groups and other associated supporting functions.</p>	<p>Trading Standards Manager / Lead Food Standards Officer.</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Number of samples taken</p>
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Community Engagement</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p>	<p>Target: Promote channel shift via all communications with stakeholders, to the trading standards dedicated council website, whilst being sensitive to the needs of ‘at risk’ persons and isolated stakeholders. All press releases and forms to direct readers to website. Aim is to reduce avoidable contact</p>	<p>Publicise and direct users to councils website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible.</p> <p>Work with the Town centre manager to support local shops</p> <p>Undertake monthly tweets of businesses with 0 & % FHRS.</p> <p>Participate in the FSA national food safety week campaign.</p> <p>Publicise enforcement action taken against non</p>	<p>Increasing the number of users accessing the trading standards council website for information and self help</p> <p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of Trading Standards Issues.</p>	<p>Trading Standards Manager</p> <p>All officers to support</p>	<p>March 2016</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

	<p>Health</p> <p>Economy and Skills</p>	<p>whilst promoting existing digital options.</p> <p>Target: Disseminate guidance document, and provide training, to encourage trading Standards and Adult Social Care / Safeguarding to work better together and promote collaborative working around scams and at risk persons.</p> <p>Target: No 'Walk in' appointments to take place without prior appointment. Advice cards to be distributed at council interface points. Provision will be given to the 'at risk' persons.</p>	<p>compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as product recalls, local enforcement against poor performing premises, local food hygiene award winners.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Further develop Trading Standards website to be more user friendly and sensitive to consumer and business expectations.</p> <p>Explore opportunities to engage with the community, such as campaigns at focus groups, schools, and libraries etc.</p> <p>Further engage with 'at risk' persons people by maintaining our partnership working with Adult Social Care, involvement with Safer Slough Partnership and community groups such as Elder care Forum etc.</p> <p>Added Value:</p> <ul style="list-style-type: none"> - <i>Improve awareness and compliance of food safety and standards issues</i> - <i>Supports Income generation</i> 	<p>Quicker response times to enquires made to the service via tradingstandards@slough.gov.uk</p> <p>Promote channel Shift & Avoidable Contact In accordance with the Varney Report (2006) on public sector delivery</p> <p>Choose channels which best suit customers needs.</p> <p>Increase awareness of trading standards and general consumer protection issues via local press, social media and the Council's website</p> <p>Increased community engagement initiatives and maintain our community engagement by highlighting Trading Standards outcomes via different sources and provide advice</p>		
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				and signposting to consumers.		
Mobile and Agile Working	<p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>8. The council will be a leading digital transformation organisation.</p> <p>Economy and Skills</p>	<p>Set up a feasibility study and trial into mobile working options, to reduce the time taken to complete and administer all types of inspections</p> <p>Conduct lean review of current inspections, including their administration of.</p> <p>Engage with FS and try to source, or assist in the procurement of a secure workflow solution that allows departments to enter, schedule and manage work.</p> <p>Target: Monitor performance of work through pilot period and establish the</p>	<p>Explore business support completing administration of inspections for premises issued with ROV's.</p> <p>Review current inspection aid memoir to ensure lean and fit for purpose administration of process. .</p> <p>Trial a shortened inspection aid memoir for low risk premises</p> <p>Monitor performance, across range of activities, to ensure outcome are being addressed and performance in any particular area is being maintained or increasing.</p> <p>Keeping remote or home workers 'visible' with support and resources.</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Ensure a risk assessment is/has been carried out to establish:</p> <ul style="list-style-type: none"> • Eligibility criteria and authorisation • Health and Safety (including risk associated with the home environment) • Data Protection, Security and the confidentiality of materials • Flexible working arrangements and performance management 	<p>Personal flexibility will build a strong and loyal workforce.</p> <p>Reduce costs, create efficiencies and savings.</p> <p>Increase availability of limited expertise or resources</p> <p>Staff use of satellite offices to facilitate mobile working hubs (eg community centres).</p> <p>Enable learning and development activity to be undertaken remotely, including e-learning</p> <p>Enable them to work more effectively on a particular piece of work, where concentration is important, by avoiding the interruptions that are part of the office</p>	<p>Trading Standards Manager</p> <p>Food & Safety Manager,</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly meetings to assess progress.</p> <p>Any Forms and procedure change addressed at team meetings/121's</p> <p>Any developments fed back to Outcome 8 lead.</p>

		<p>business case and the objectives of introducing such a scheme.</p> <p>Target: Communicate the concept to staff at an early stage to realise the positive impact on the Service. Survey all employees to find what they would appreciate and value. Ensure this works both for the individual and the business.</p> <p>Target: Agree with fellow CPBC managers and HoS what jobs can be flexible within the organisation.</p> <p>Target: Review the plan to monitor the effectiveness and productivity of flexible / agile working..</p> <p>Target: Manager(s) to ensure that they have systems in</p>	<ul style="list-style-type: none"> • Allocation of equipment and financial support • Insurance arrangements • Council Tax/Business Rates <p>Managers and staff must ensure that appropriate performance management arrangements are in place</p>	<p>environment</p> <p>Performance results in respect of mobile/agile working fed into Outcome 8 lead where appropriate.</p> <p>Take an enterprise approach to mobilizing staff</p> <p>Ultimate vision is that staff working within CP&BC can access all relevant information, including regulations and legislation, and complete all job related forms via their allocated tablet or smartphone, whilst the information captured automatically updates back office records, removing the need to return to the office.</p> <p>Customer interaction with the organisation should improve.</p> <p>Any IT support via</p>		
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		place to maintain suitable office presence, as required and to monitor the level of available front line staff on duty at any one time		mobile device should have the following capability: <ul style="list-style-type: none"> • Visibility of a full day / week schedule • Required job details are available of the mobile device • All relevant forms are prepopulated and ready to be completed • Receive any special instructions or notifications • Refer to previous notes and correspondence • Consult standards and regulations • Record time it takes to undertake job(s) • Capture images if required and attach them to case record • Record signatures staff in real time 		
Safeguarding	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. Children & young people in Slough will be</p>	<p>Target: To participate in national Rogue Trader Day/Operation Liberal.</p> <p>Target: To</p>	<p>Pilot the 'Concern Card', and assess effectiveness of this avenue to reporting of safeguarding issues.</p> <p>All staff to undertake required SBC training for safeguarding adults and children on a annual basis</p> <p>Safeguarding to be on the agenda and discussed at team meetings, 121's, and appraisals.</p>	<p>Improve the safety of children and 'at risk' persons people in Slough.</p> <p>Increase officer's awareness of safeguarding issues.</p>	<p>Trading Standards Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service during</p>

	<p>healthy, resilient and have positive life chances</p> <p>6. More people will take responsibility and manage their own health, care and support needs</p> <p>Health</p>	<p>maintain and appropriately resource Rogue Trader Rapid Response Unit/Team.</p> <p>Target: Ensure all staff are trained in safeguarding and follow the SBC safeguarding principles.</p> <p>Target: Engage with Thames Valley police and pilot 'Adopt a Post Office' scheme from Langley.</p> <p>Target: Engage with Thames Valley Police on pilot 'no cold calling zone'.</p> <p>Target: All scams hub victims to be assessed to see if safeguarding are aware of them and after visit assed to see whether the victim should be assessed by safeguarding.</p> <p>Target: All scams victims to be asked</p>	<p>All officers to be vigilant and aware and express their 'professional curiosity' of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised.</p> <p>Partners such as Adult Social Care, Thames Valley Police, HM Revenue and Customs (Hidden Economy unit), Home Office Immigration and Community Wardens to be further engaged and encouraged to support trading Standards activity where safeguarding issues are prevalent, in particular Scams visits and Rogue Trader Day.</p> <p>Holistic approach to all operations which involve potential victims with safeguarding issues.</p> <p>Continue to participate in national Rogue Trader Day and engage with partners to ensure that the activity is both intelligence led and safeguards the most 'at risk' persons in the community whilst supporting legitimate trade.</p> <p>Continue to participate in the national scams campaign and identify local residents who have been targeted by mass media scams.</p> <p>Service Level Agreement with NTS Scams Hub to be reviewed.</p> <p>Talks and leaflets to elderly forums.</p> <p>Rapid response to complaints regarding doorstep sales/bogus callers.</p> <p>Liaise with Action Fraud when necessary.</p> <p>Promote fee counselling services such as Silver line,</p>	<p>Increase officer's interaction with Safeguarding services within Slough and beyond.</p> <p>Increased profile for the service amongst all stakeholders.</p> <p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely manner, 100% of the time.</p> <p>Increased community engagement.</p> <p>Service delivery and resources will be better targeted towards 'at risk' persons people.</p> <p>Increased number of reporting incidents concerning cold calling</p> <p>Stronger sense of public safety.</p> <p>Greater public</p>	<p>CPBC managers meeting.</p>
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		<p>for consent to register them with the Mail preference service and Telephone preference service.</p> <p>Target: All scams victims to be asked if they should require a call blocker and where funding availability allows, for that call blocker to be installed.</p> <p>Target: All scams victims to be assessed to see whether they have installed and working fire alarms in their homes/residence. Where not, Berkshire Fire Service to be informed.</p> <p>Target: Engage with Thames Valley police Fraud Prevention officer to coordinate partnership visits to scams/fraud victims</p> <p>Target: All Scams</p>	<p>Age Concern etc.</p> <p>Maintain presence on Outcome 6 group</p>	<p>confidence to resist cold callers and mass marketing scams.</p> <p>Increased reporting of cold calling and scams to the police and or Trading Standards</p> <p>Enhanced community safety and the promotion of a stronger sense of public safety, alertness to the problem and how to minimise risks. Promotion of a stronger sense of neighbourness and responsibility to protect the 'at risk' persons by galvanising the power of community.</p> <p>Reduction in loneliness.</p> <p>Reduction in premature death among elderly people.</p> <p>Sustainment of independent living for elderly and other 'at risk' persons people</p>		
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		<p>victims to be signposted to free resources such as Silverline, little book of scams etc.</p> <p>Target: Disseminate guidance document, and provide training, to encourage trading Standards and Adult Social Care / Safeguarding to work better together and promote collaborative working around scams and at risk persons.</p>		for longer durations (with consequent saving on adult social care budget)		
<p>Road Traffic checks & Weights and Measures</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>Health & Wellbeing</p> <p>Economy & Skills</p>	<p>Target: Two enforcement days working alongside Thames Valley Police and/or other partners to be conducted during the year.</p> <p>Target: Testing and monitoring the</p>	<p>Working in partnership with Thames Valley Police based upon local evidence to tackle the number of over weight vehicles.</p> <p>Work with National Measurement Office to conduct verifier checks in accordance with National Project Brief</p>	Positive effects on competitiveness, especially for small businesses, as fraudulent competition through misleading weights and measures is removed from the market.	<p>Trading Standards Manager</p> <p>Peter Adshead / Lina Johnson</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service during CPBC managers meeting.</p>

		<p>accuracy of local weighbridges to ensure that vehicles are being weighed accurately and the staff and verifiers who use those weighbridges are competent.</p> <p>Positive effects on competitiveness, especially for small businesses, as fraudulent competition through misleading weights and measures is removed from the market.</p>		<p>More business and consumers get supplied the measures they are contractually entitled to.</p> <p>Business receive fair payment for the quantity they have served.</p> <p>More accurate tax payments and yields. Excessively calibrated weighing equipment at landfill sites, transfer stations and recycling centres means local authorities pay more than they should, thus wasting public money.</p>		
<p>Lettings and Property Management Redress Scheme</p>	<p>2. There will be more homes in the borough, with quality improving across all tenures to support our ambition for Slough</p> <p>Health</p> <p>Economy and Skills</p>	<p>Target: Continue project into compliance of local traders with the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014</p>	<p>Liaise and meet with SBC housing on best approach.</p> <p>Take enforcement action where necessary.</p> <p>Benchmark with other authorities who have carried out similar work, (Reading, LB Newark etc)</p> <p>Impose where appropriate, a fine of up to £5,000 where an agent or property manager who should have joined a scheme has not done so.</p> <p>To share intelligence and best practice with external agencies and other partners.</p>	<p>Tenants and landlords with agents in the private rented sector and leaseholders and freeholders dealing with property managers in the residential sector will be able to complain to an independent person about the service they have received.</p>	<p>Trading Standards Manager</p> <p>Lina Johnson</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service during CPBC managers meeting.</p>

		<p>Target: Liaise with Reading Council and other LA's to adopt best practice in this area.</p> <p>Target: Monitor compliance with those business's we have interface with on their compliance with the Chapter 3, part 3 of the Consumer Rights Act 2015 (the Chapter)</p>	Collaborative working with TSSE regional focus groups and member LA's as well as other partners and facilitate sharing of data.	<p>Ultimately the requirement to belong to a redress scheme will help weed out bad agents and property managers and drive up standards.</p> <p>Act imposes a duty on letting agents in England and Wales to publicise a list of their relevant fees. In England lettings agents are also required to publicise statements regarding their membership of redress and client money protection schemes, thus empowering consumers to make informed choices.</p>		
<p>Animal Health -Contingency Plans and Inspect horse/livestock dealers to bring into compliance.</p>	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>4. Slough will be</p>	<p>To ensure that all relevant Contingency plans & procedures are up to date.</p> <p>Target: Set up MOU with West Berkshire Trading Standards to</p>	<p>Maintain all Animal Disease Contingency plans as directed by DEFRA, in partnership with Royal Borough of Windsor & Maidenhead and Bracknell Forest Trading Standards.</p> <p>To carry out a monitoring programme at the Langley Horse Fair, to ensure compliance.</p> <p>Inspection of local animal keepers and quarterly monitoring to ensure that all AMLS and AMES data</p>	<p>Enhanced public confidence in standards of animal health and welfare and in the provenance and quality of meat products.</p> <p>A healthier and better</p>	<p>Trading Standards Manager</p> <p>West Berkshire Trading Standards Service</p> <p>Dean Cooke</p>	<p>Ongoing</p> <p>Quarterly review</p>

	<p>one of the safest places in the Thames Valley</p> <p>Health</p> <p>Economy and Skills</p>	<p>formerly recognise provision of this commissioned service.</p> <p>Target: Inspect Langley Horse Fair and advise traders to bring them into compliance.</p> <p>Target: Inspect local livestock dealers at medium risk premises.</p>	<p>inputting are completed within set targets.</p> <p>To share intelligence and best practice with external agencies and other partners.</p> <p>Collaborative working with TSSE regional focus groups and other partners and sharing data to build regional and national statistics.</p>	<p>cared for livestock.</p> <p>Better animal health</p> <p>Disease prevention</p> <p>A healthier and better cared for livestock.</p> <p>Prevention of and reduction of livestock disease</p>		
<p>Tobacco Control / Tobacco Alliance work/Legal Highs</p>	<p>4. Slough will be one of the safest places in the Thames Valley</p> <p>5. More people will take responsibility & manage their own health, care & Support needs</p> <p>6. Children & young people in Slough will be healthy, resilient & have positive life chances</p> <p>Health</p>	<p>To carry out a project into the compliance of retailers with the new Advertising Display Regulations.</p> <p>Target: To carry out 2 illicit tobacco enforcement days along with sniffer dogs and or other partner agencies including Police, HMRC, Licensing, NET Team, Border Agency etc, if available to support.</p>	<p>Joint intelligence led interventions to promote tobacco awareness and close working with the Smoking Cessation provider and other partners.</p> <p>Build upon links with Licensing and Food & Safety Teams to deliver joint initiatives on Shisha and illicit tobacco sales and explore the proportionality of reviewing licenses where appropriate.</p> <p>Involve partners such as HMRC and Thames Valley Police on shisha operations.</p> <p>Continue to contribute to the National drug and alcohol strategy at a local level to prevent individuals engaging in illicit and harmful drug use and support individuals to become drug and alcohol free.</p> <p>To share intelligence and best practice with external agencies and other partners.</p> <p>Collaborative working with TSSE regional focus groups</p>	<p>Licensing reviews considered for any business being found to not be operating in compliance with licensing objectives.</p> <p>Positive impact on personal health and the economy through less sickness and time off work with respect to smoking related illness.</p> <p>Better health and improved life expectancy in respect of reduced access to illicit product.</p>	<p>Trading Standards Manager</p> <p>Dean Cooke</p> <p>All Officers to support</p>	<p>March 2017</p>

		<p>Target: React to any intelligence of 'legal highs' being sold locally and consider joint action approach with Police and resilience team where appropriate.</p> <p>Target: Produce SBC guidance leaflet for traders to illustrate changes in the law as a result of Tobacco and Related Products Regulations 2016 and Standardised Packaging of Tobacco Products Regulations 2015</p>	<p>and other partners and sharing data to build regional and national statistics.</p> <p>Collaborative working with Solutions4Health on aspects of tobacco control.</p> <p>To work in collaboration with our Environmental health colleagues on enforcement of legislation around Shisha Cafes</p> <p>Guidance leaflet to be distributed to all in the supply change, informing of changes and consequences of non compliance.</p>	Fairer competition for all businesses.		
Looking Ahead		<p>Psychoactive Substances Act 2016</p> <p>The Standardised Packaging of Tobacco Regulations</p>	<p>Engage with the local police to ensure a consensus on enforcement is agreed going forward. The New Psychoactive Substances Act commences on the 26th May 2016</p> <p>Additional pressure on resources, which have not been budgeted for, and could affect our ability to deliver the service in other areas.</p> <p>All these Regulations come into force during May 2016.</p> <p>No funding has been made available to Trading Standards to enforce these Regulations and their impact will have to be monitored closely to ensure we</p>	<p>Explore ways in which holistic multi disciplinary approach to enforcement of New Psychoactive Substances Act would be beneficial.</p> <p>Benchmark with other LA's on the adoption of enforcement protocol with the police and other partners concerning remit and roles with respect to</p>	Andrew Clooney	Ongoing

		Tobacco and Related Products Regulations 2016	can satisfy our 'duty to enforce' the Regulations Home Office Guidance Leaflet on 'Legal Highs' to be distributed to retail premises	New Psychoactive Substances Act 2016. All 'suppliers' (252) of tobacco products to be sent a guidance document to the new Regulations, informing of requirements and associated fines for non compliance.		
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SLOUGH BOROUGH COUNCIL

REPORT TO: Council **DATE:** 26th July 2016
CONTACT OFFICER: Ruth Bagley, Chief Executive
(For all enquiries) (01753) 875000
WARD(S): All

PART I
FOR DECISION

APPOINTMENT OF SECTION 151 OFFICER

1 **Purpose of Report**

To seek approval to the appointment of the Council's Section 151 Chief Finance Officer.

2 **Recommendation**

That Stephen Fitzgerald, the interim Assistant Director of Finance and Audit, be confirmed as the Council's Section 151 Officer with effect from the 11th July 2016.

3 **Community Strategy Priorities**

In accordance with the Local Government Act 1972, there is a statutory requirement on the Authority to designate three statutory officers: Head of Paid Service, Monitoring Officer and Section 151 Officer/Chief Finance Officer. The latter is required to be a suitably qualified individual. The Section 151 Officer, along with the Head of Paid Service and the Monitoring Officer combine to form the Council's Statutory Officer functions. These roles are key to ensuring lawfulness, fairness, probity and general good governance that support the council in achieving its aims. It is important that they work effectively together yet maintain appropriate independence and that the roles are undertaken by adequately skilled and experienced staff supported by appropriate resources. Typical arrangements in local authorities are for the Chief Executive to be Head of Paid Service whilst the other statutory roles are occupied at either Director or, as senior management structures shrink, increasingly at Assistant Director levels.

4 **Other Implications**

(a) **Financial**

There are no financial implications.

(b) **Human Rights Act and Other Legal Implications**

The appointment of a Section 151 Officer is a statutory requirement under Section 151 of the Local Government Act 1972. The Local Government and Housing Act 1989 requires that the post holder is a member of one of the CCAB accountancy bodies.

4 **Supporting Information**

ROLE AND DUTIES OF SECTION 151 OFFICER

- 4.1 The Council's Constitution sets out the main duties of the Section 151 Officer as:-
- Ensuring lawfulness and financial prudence of decision making;
 - Administration of financial affairs;
 - Contribution to corporate management;
 - Providing advice;
 - Providing financial information.
- 4.2 He/she should have a close working relationship with the other two statutory officers – the Head of Paid Service and the Monitoring Officer.

SECTION 151 OFFICER APPOINTMENT

- 4.3 At its meeting of April 2013 the Council appointed Joseph Holmes as the Council's Section 151 Officer.
- 4.4 Stephen Fitzgerald, took up his appointment as interim Assistant Director Finance and Audit in July 2016 and was designated as the Council's Section 151 Officer with effect from 11th July 2016. Mr Fitzgerald is not directly employed by the Council. He is engaged via a recruitment agency, through Matrix, in accordance with the Council's normal arrangements for the engagement of interim workers.
- 4.5 It is recommended that Council formally confirm the appointment of Stephen Fitzgerald as Section 151 Officer. Mr Fitzgerald holds the necessary professional qualifications to undertake the role.
- 4.6 It is a requirement under the Council's Constitution that appointments to the three statutory posts (Head of Paid Service, S151 Officer and Monitoring Officer) are confirmed by Full Council.

5 **Conclusion**

The role of the Section 151 Officer is an important element in the Council's structure and processes. The arrangements outlined in this paper will ensure that the functions continue to be discharged appropriately.

6 **Background Papers**

Constitution.

SLOUGH BOROUGH COUNCIL

REPORT TO: Council

DATE: 26th July, 2016

CONTACT OFFICER: Catherine Meek
(For all enquiries) Head of Democratic Services
01753 875011

WARD(S): All

PART I
FOR DECISION

APPOINTMENTS TO CORPORATE PARENTING PANEL AND OUTSIDE BODIES

1. Purpose of Report

To appoint to vacancies on the Corporate Parenting Panel and Outside Bodies.

2. Recommendations

The Council is requested to resolve:

- (a) That Councillors Bedi and Carter be appointed to the Corporate Parenting Panel.
- (b) That Councillors Ajaib, Munawar and A.Sandhu be nominated to the Board of Development Initiative Slough Housing Ltd (DISH)
- (c) That Councillor Pantelic be appointed to Berkshire Healthcare NHS Foundation Trust and Frimley Health NHS Foundation Trust for the municipal year 2016/17.

3. Community Strategy Priorities

Effective, transparent and equitable democratic and decision making processes are an essential pre-requisite to the delivery of all the Council's priorities.

4. Legal, Financial and Other Implications

None arising from this administrative report.

5. Supporting Information

- 5.1 It is a requirement to appoint to the Committees, quasi-judicial and other bodies as set out in the Constitution.
- 5.2 A number of vacancies have arisen on the Corporate Parenting Panel and Outside Bodies.

Corporate Parenting Panel

- 5.3 At the 6th June adjourned Council meeting Councillors Brooker and Qaseem were appointed to the Corporate Parenting Panel. Since the meeting Councillors Brooker and Qaseem have resigned from the Panel .
- 5.4 Nominations have been received and it is proposed that Councillors Bedi and Carter be appointed to the Corporate Parenting Panel.

Development Initiative Slough Housing Limited (DISH)

- 5.4 DISH was established in the late 1980s in response to the Government's requirement that more homes for rent be built by bodies other than local councils, with rents at economic levels.
- 5.5 At the 6th June adjourned Council meeting clarification was sought regarding appointments to DISH and the terms of office of appointment.
- 5.6 Whilst the Company Secretary confirmed that Members were appointed to the Board for a three year period, Clause 29(b) of the Memorandum of Association states that the Council is entitled at any time and from time to time to appoint and remove such number of members of the Board as it may think fit.
- 5.7 The current Board of Directors are Councillors Anderson, Davis and Swindlehurst. It is proposed that Councillors Ajajib, Munawar and A.Sandhu be nominated to the Board.

Berkshire Healthcare NHS Foundation Trust / Frimley Health NHS Foundation Trust

- 5.6 The Council appoints a representative to the Berkshire Healthcare NHS Foundation Trust and Frimley Health NHS Foundation Trust annually and Councillor Chaudhry was appointed to these organisations at the adjourned Council meeting held on 6th June 2016.
- 5.7 Councillor Chaudhry has since resigned from these appointments and it is proposed that Councillor Pantelic be appointed as the Council's representative to the Berkshire Healthcare NHS Foundation Trust and Frimley Health NHS Foundation Trust.

6. Background Papers

Council Constitution
Outside Bodies File

SLOUGH BOROUGH COUNCIL

REPORT TO: Council **DATE:** 26th July, 2016

CONTACT OFFICER: Shabana Kauser
(For all enquiries) Senior Democratic Services Officer
(01753) 787503

WARD(S): All

PART I
FOR DECISION

MOTIONS SUBMITTED TO COUNCIL UNDER PROCEDURE RULE 14

The following motion has been received in accordance with Council Procedure Rule 14:-

Safer Slough Partnership

(Moved by Councillor Bains, seconded by Councillor Amarpreet Dhaliwal)

“This Council resolves to work with Thames Valley Police through the Safer Slough Partnership to prioritise its response to counter the increase in serious sex crimes around the town and to reduce the fear of sexual assault across the Borough.”

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