

**AGENDA**  
**PUBLIC PROTECTION POLICY DEVELOPMENT**  
**AND REVIEW PANEL**

**Date:** Tuesday, 23 July 2013

**Time:** 6:00 pm

**Venue:** Collingwood Room - Civic Offices, Fareham

**Members:**

Councillor Mrs K Mandry (Chairman)

Councillor D L Steadman (Vice-Chairman)

Councillors Mrs S M Bayford

Mrs P M Bryant

Mrs M E Ellerton

J M Englefield

G Fazackarley

**Deputies:** J S Forrest

Mrs S Pankhurst



**1. Apologies for Absence**

**2. Minutes (Pages 1 - 4)**

To confirm as a correct record the minutes of the meeting of the Panel held on 21 May 2013.

**3. Chairman's Announcements**

**4. Declarations of Interest and Disclosures of Advice or Directions**

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

**5. Deputations**

To receive any deputations of which notice has been lodged.

**6. Public Protection Policy Development and Review Panel Work Programme 2013/14 (Pages 5 - 14)**

To consider a report by the Director of Regulatory and Democratic Services, which reviews the Panel's Work Programme for 2013/14.

**7. Annual Report on Fareham Parking Enforcement Service (Pages 15 - 48)**

To consider a report by the Director of Regulatory and Democratic Services on the Fareham Parking Enforcement Service.

**8. Annual Health and Safety Performance 2012/13 (Pages 49 - 64)**

To consider a report by the Director of Regulatory and Democratic Services on the Council's health and safety performance in 2012/13.

**9. Emergency Planning - Annual Report (Pages 65 - 76)**

To consider a report by the Director of Regulatory and Democratic Services on Emergency Planning.

**10. Report on Food Standards Agency Audit (Pages 77 - 82)**

To consider a report by the Director of Regulatory and Democratic Services on the Food Standards Agency Audit.

P GRIMWOOD  
Chief Executive Officer

Civic Offices  
[www.fareham.gov.uk](http://www.fareham.gov.uk)  
15 July 2013

**For further information please contact:  
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# FAREHAM

BOROUGH COUNCIL

## Minutes of the Public Protection Policy Development and Review Panel

**(to be confirmed at the next meeting)**

**Date:** Tuesday, 21 May 2013

**Venue:** Collingwood Room - Civic Offices, Fareham

**PRESENT:**

Councillor Mrs K Mandry (Chairman)

Councillor D L Steadman (Vice-Chairman)

**Councillors:** Mrs S M Bayford, Mrs P M Bryant, Mrs M E Ellerton,  
J M Englefield and G Fazackarley

**Also Present:** T M Cartwright (Executive Member for Public Protection)  
(minute 6)



**1. APOLOGIES FOR ABSENCE**

There were no apologies for absence.

**2. MINUTES**

It was AGREED that the minutes of the meeting of the Public Protection Policy Development and Review Panel held on 12 March 2013 be confirmed and signed as a correct record.

**3. CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

**4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS**

There were no declarations of interest or disclosures of advice or directions made at this meeting

**5. DEPUTATIONS**

There were no deputations made at this meeting.

**6. PRESENTATION ON SERVICES FALLING WITHIN THE PUBLIC PROTECTION REMIT**

*(Councillor Englefield joined the meeting at 6.02pm)*

The Panel received a presentation from the Director of Regulatory and Democratic Services and the Head of Community Safety and Enforcement about the services falling within the Public Protection Remit. The presentation made reference to the functions of the Panel and the areas of work undertaken within the Public Protection Portfolio, including: Environmental Health and the Fareham and Gosport Environmental Health Partnership, incorporating Air Quality, Contaminated Land, Pollution, Out of Hours Service, Dog Control, Pest Control and Food Safety; Community Safety and Enforcement, incorporating Fareham's Community Safety Partnership and CCTV, including the BRT route; Parking and Traffic Management; other Enforcement Functions including Abandoned Vehicles, Fly-Tipping, Litter/Dog Fouling, Travellers; Emergency Planning; and the Fareham and Gosport Building Control Partnership.

*(Councillor Mrs Bayford left the meeting at 6.44pm)*

At the invitation of the Chairman Councillor Cartwright addressed the Panel during the consideration of this item.

It was AGREED that:-

- (a) the officers be thanked for their presentation;
- (b) the Director of Regulatory and Democratic Services be requested to provide members with a list of services and responsible officers for them;
- (c) members wishing to attend a SNAP event as an observer, or to act as a volunteer helper for the events, be requested to contact the Head of Community Safety and Enforcement; and
- (d) members wishing to visit the CCTV Control Room be requested to contact the Head of Community Safety and Enforcement

## **7. FAREHAM PARKING ENFORCEMENT POLICY**

The Panel considered a report by the Director of Regulatory and Democratic Services on the Fareham Parking Enforcement Policy.

Appendix B to the report, showing the top five offences for which PCNs (Penalty Charge Notices) were issued, together with the reasons for the cancellation of some PCNs, was circulated at the meeting.

It was AGREED that:-

- (a) the revised Parking Enforcement Policy, as shown in Appendix A to the report, be commended to the Executive for approval; and
- (b) all members be reminded to inform the officers of any hot spots or other parking problems occurring within their wards.

## **8. PUBLIC PROTECTION POLICY DEVELOPMENT AND REVIEW PANEL WORK PROGRAMME**

The Panel considered a report by the Director of Regulatory and Democratic Services on the Panel's work programme for 2013/14.

*(Councillor Mrs Bryant left the meeting at 7.06pm)*

It was AGREED that:-

- (a) the programme items as set out in Appendix A to the report be confirmed; and
- (b) the progress on actions since the last meeting, as set out in Appendix B to the report, be noted.

(The meeting started at 6.00 pm

and ended at 7.08 pm).



# FAREHAM

## BOROUGH COUNCIL

### **Report to Public Protection Policy Development and Review Panel**

**Date:** 23 July 2013

**Report of:** Director of Regulatory and Democratic Services

**Subject:** PUBLIC PROTECTION POLICY DEVELOPMENT AND REVIEW  
PANEL WORK PROGRAMME

#### **SUMMARY**

The Work Programme for the year agreed by the Panel at its meeting on 12 March 2013, submitted to the Council on 25 April 2013 and subsequently reviewed by the Panel at its last meeting on 21 May 2013 is attached as Appendix A.

Members are now invited to further review this Work Programme for the year 2013/2014.

#### **RECOMMENDATION**

- (a) that the programme items as set out in Appendix A be confirmed; and
- (b) that the progress on actions since the last meeting as set out in Appendix B be noted.

## **INTRODUCTION**

1. At the last meeting of the Panel, on 12 March 2013, members agreed a Work Programme for 2013/14 which was submitted to the Council at its meeting on 25 April 2013. The Work Programme is attached as Appendix A to this report.
2. The progress on actions since the last meeting of the Panel is attached at Appendix B, for information.
3. There are no significant risks associated with this report.

## **WORK PROGRAMME 2013/14**

4. The Panel is now invited to:-
  - (i) confirm the programme items as set out in Appendix A; and
  - (ii) note the progress on actions since the last meeting as set out in Appendix B.

### **Enquiries:**

For further information on this report please contact Garry White (Ext 4395).

### **Appendices:-**

APPENDIX A - Work Programme 2013/14

APPENDIX B - Progress on actions since the last meeting

APPENDIX A

PUBLIC PROTECTION POLICY DEVELOPMENT AND REVIEW PANEL - WORK PROGRAMME 2013/14

Date	Subject	Type of Item	Training Session/Workshop
21 May 2013	Work Programme 2013/14	Information/Consultation	
	Services Falling Within the Public Protection Remit	Presentation	
	Parking Enforcement Policy		
23 July 2013	Work Programme 2013/14	Information/Consultation	
	Annual Report on Fareham Parking Enforcement Service		
	Annual Health and Safety Performance 2012/13		
	Emergency Planning - Annual Report		
	Report on FSA Audit		
10 September 2013	Work Programme 2013/14	Information/Consultation	
	Scoping Report on Police and Crime Commissioner and Community Safety Update		
	Air Quality Action Plan Update		
12 November 2013	Work Programme 2013/14	Information/Consultation	
	Traffic		

Date	Subject	Type of Item	Training Session/Workshop
	Management Programme		
14 January 2014	Preliminary review of work programme for 2013/14 and preliminary draft work programme for 2014/15	Monitoring/Programming	
	Community Safety Update		
11 March 2014	Review of annual work programme for 2013/14 and final consideration of draft work programme for 2014/15	Monitoring/Programming	
	Food Standards Agency Food Safety Service Plan	Consultation	

To be assigned/possible items for 2014/15:

**Public Protection Policy Development and Review Panel – 21 May 2013  
Progress on Actions Since Last Meeting**

<b>Date of Meeting</b>	<b>12 March 2013</b>
Subject	Review of 2012/13 Work Programme and Draft 2013/14 Work Programme
Type of Item	Monitoring/Programming
Action by Panel	<p>The Panel considered a report by the Director of Regulatory and Democratic Services reviewing the outcome of the current 2012/13 work programme and seeking to agree a proposed draft work programme for 2013/14 (copy of report <a href="#">ppp-130312-r01-gwh</a> circulated with agenda).</p> <p>At the invitation of the Chairman, Councillor Cartwright addressed the Panel during the consideration of this item.</p> <p>It was AGREED that:-</p> <ul style="list-style-type: none"> <li>(a) the outcome of the work programme for 2012/13, as shown in Appendix A to the report, be noted;</li> <li>(b) the draft work programme for 2013/14, as shown in Appendix B to the report, be amended as follows: <ul style="list-style-type: none"> <li>(i) the meeting on 21 May 2013 as far as possible be allocated for one specific item, a presentation covering the Services Falling Within the Public Protection Remit;</li> <li>(ii) the Annual Health and Safety Performance 2012/13 and Emergency Planning - Annual Report items be moved to 23 July 2013;</li> <li>(iii) the Unauthorised Encampment Policy item be removed from 21 May 2013, as this policy had now been considered and agreed by the Executive;</li> <li>(iv) an item be added to the work programme to enable the Panel to receive an update on the Air Quality Action Plan;</li> <li>(v) the Community Safety Update item on 14 January 2014 include reference to the Police and Crime Commissioner;</li> <li>(vi) with reference to (v) above, the officers prepare a scoping report for the meeting on 10 September 2013 to</li> </ul> </li> </ul>

	<p>enable members to agree which points should be covered at the meeting on 14 January;</p> <p>(vii) the report of the Food Standards Agency audit be added to the work programme for 23 July 2013;</p> <p>(c) the proposed work programme for 2013/14, as set out in Appendix A to these minutes, be approved; and</p> <p>(d) the proposed work programme for 2013/14 be submitted to the Council for approval.</p>
Outcome	Work programme amended as agreed and confirmed by Council on 25 April 2013.
Link Officer	Garry White
Subject	Food Standards Agency Food Safety Service Plan
Type of Item	Consultation
Action by Panel	<p>The Panel considered a report by the Director of Regulatory and Democratic Services on the Food Standards Agency Food Safety Service Plan (copy of report <a href="#">ppp-1300312-r02-jtr</a> circulated with agenda). The report was the annual review required by the Food Standards Agency (FSA), looking back on what had been achieved in 2012/13 and setting out the aims and objectives for 2013/14.</p> <p>The Team Leader, Food, Health &amp; Safety, and Licensing Team presented the report, drawing the Panel's attention to the changes to the plan and answering members' questions thereon.</p> <p>At the invitation of the Chairman, Councillor Cartwright addressed the Panel during the consideration of this item.</p> <p>It was AGREED that the Food Safety Service Plan, as shown in Appendix A to the report, be commended to the Executive.</p>
Outcome	A report on the matter to be considered by the Executive at its meeting on 13 May 2013.
Link Officer	Juli Treacy
Subject	Contaminated Land Strategy Update
Type of Item	Monitoring
Action by Panel	<p>The Panel considered a report by the Director of Regulatory and Democratic Services on the Council's Contaminated Land Inspection Strategy (copy of report <a href="#">ppp-130312-r03-wsh</a> circulated with agenda). The report gave details of revisions to the Council's inspection strategy in light of recent changes to the Government's Statutory Guidance. It was noted that the</p>

	<p>Contaminated Land Inspection Strategy would be reported to the Executive.</p> <p>The Panel received a presentation from the Contaminated Land Officer illustrating various aspects of the revised strategy.</p> <p>It was AGREED that the revised Contaminated Land Inspection Strategy 2013-2018, as shown in Appendix A to the report, be commended to the Executive.</p>
Outcome	<p>The Executive considered the matter at its meeting on 15 April 2013 and RESOLVED that:</p> <p>(a) the Executive notes the progress that has been made in respect of the identification and data capture of areas of potential contamination, the investigation and remediation of land through the planning regime and via voluntary means and</p> <p>(b) the Executive approves the fifth revision of the Contaminated Land Inspection Strategy, attached at Appendix A to the report (<a href="#">xpp-130415-r11-wsh</a> refers).</p>
Link Officer	Wendy Shakespeare
<b>Date of meeting</b>	<b>21 May 2013</b>
Subject	Presentation on Services Falling Within the Public Protection Remit
Type of Item	presentation
Action by Panel	<p>The Panel received a presentation from the Director of Regulatory and Democratic Services and the Head of Community Safety and Enforcement about the services falling within the Public Protection Remit. The presentation made reference to the functions of the Panel and the areas of work undertaken within the Public Protection Portfolio, including: Environmental Health and the Fareham and Gosport Environmental Health Partnership, incorporating Air Quality, Contaminated Land, Pollution, Out of Hours Service, Dog Control, Pest Control and Food Safety; Community Safety and Enforcement, incorporating Fareham's Community Safety Partnership and CCTV, including the BRT route; Parking and Traffic Management; other Enforcement Functions including Abandoned Vehicles, Fly-Tipping, Litter/Dog Fouling, Travellers; Emergency Planning; and the Fareham and Gosport Building Control Partnership.</p> <p>At the invitation of the Chairman Councillor Cartwright addressed the Panel during the consideration of this item.</p> <p>It was AGREED that:-</p>

	<p>(a) the officers be thanked for their presentation;</p> <p>(b) the Director of Regulatory and Democratic Services be requested to provide members with a list of services and responsible officers for them;</p> <p>(c) members wishing to attend a SNAP event as an observer, or to act as a volunteer helper for the events, be requested to contact the Head of Community Safety and Enforcement; and</p> <p>(d) members wishing to visit the CCTV Control Room be requested to contact the Head of Community Safety and Enforcement</p>
Outcome	
Lead Officer	Garry White
Subject	Fareham Parking Enforcement Policy
Type of Item	Policy review
Action by Panel	<p>The Panel considered a report by the Director of Regulatory and Democratic Services on the Fareham Parking Enforcement Policy.</p> <p>Appendix B to the report, showing the top five offences for which PCNs (Penalty Charge Notices) were issued, together with the reasons for the cancellation of some PCNs, was circulated at the meeting.</p> <p>It was AGREED that:-</p> <p>(a) the revised Parking Enforcement Policy, as shown in Appendix A to the report, be commended to the Executive for approval; and</p> <p>(b) all members be reminded to inform the officers of any hot spots or other parking problems occurring within their wards.</p>



Outcome	Updated Fareham Parking Enforcement Policy submitted to the Executive on 10 June 2013 and approved.
Lead Officer	Kevin Wright
Subject	Public Protection Policy Development and Review Panel Work Programme 2013/14
Type of Item	programming
Action by Panel	<p>The Panel considered a report by the Director of Regulatory and Democratic Services on the Panel's work programme for 2013/14.</p> <p>It was AGREED that:-</p> <p>(a) the programme items as set out in Appendix A to the report be confirmed; and</p> <p>(b) the progress on actions since the last meeting, as set out in Appendix B to the report, be noted.</p>
Outcome	Complete.
Lead Officer	Garry White

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# FAREHAM

## BOROUGH COUNCIL

### **Report to Public Protection Policy Development and Review Panel**

**Date**                    **23 July 2013**

**Report of:**            **Director of Regulatory and Democratic Services**

**Subject:**              **REPORT ON FAREHAM PARKING ENFORCEMENT SERVICE**

#### **SUMMARY**

This report provides members with an update in respect of the last twelve months' operation of the Fareham Parking Enforcement Service. The opportunity has been taken to further refine the annual report so that it still provides all the key information that members require, but information that was previously provided setting out the range and type of contraventions together with the appeals process is now all contained on the Council's website. This year's report explains the rationale behind parking and enforcement and provides an overview of the service and how it is delivered in Fareham. The annual report is attached as Appendix A; this information will also be provided on the Council's web site for public information to highlight the transparent and open way the service is delivered.

#### **RECOMMENDATION**

Members' views and comments are sought on the service that is provided and the content of the report, prior to it being presented to the Executive for approval.

## **INTRODUCTION**

1. The Fareham Parking Enforcement Service covers the management and enforcement of both on and off-street parking throughout the Borough. The service aims to discourage indiscriminate parking that causes obstruction to other motorists, pedestrians, cyclists and people with disabilities. This will ensure that the Borough remains accessible to all, equally and safely. The service is delivered by Council staff and consists of two distinct areas: office staff that deal with the processing and management of the parking enforcement process; and a team of Civil Enforcement Officers (CEOs).
2. All the CEOs and back office staff have been trained to the appropriate City and Guilds level 2 standards by an external trainer. Regular on-site training and updates are carried out when any new legislation or equipment is introduced.
3. All Civil Enforcement Officers are properly and prominently identified as Fareham Borough Council employees and CEOs by badges and/or wording on their uniforms. In addition to their parking enforcement role, the CEOs report other enforcement related issues that might affect the street scene or adjoining areas, for example abandoned vehicles, fly-tipping, graffiti, vandalism and damage and any other environmental defacement and related issues whilst on patrol. This is part of the Council's 'Eyes and Ears' initiative.
4. Responsibility for the delivery of the Fareham Parking Enforcement Service, which includes the day-to-day functions of maintaining the car parks and equipment; and also includes the responsibility for the procurement of CCTV, Pay on Foot and Pay and Display equipment, lies with the Department of Regulatory and Democratic Services and falls within the Public Protection Portfolio.
5. The service is also delivered in line with the Fareham Parking Enforcement Policy that was reported to and approved by the Executive at its meeting on 10<sup>th</sup> June 2013. The Enforcement policy is reviewed every 2 years or sooner if required by any major changes required to the policy. The Policy sets out the main principles for enforcement associated with the delivery of this service. The policy itself is publicised on the Council's web pages and is available to members of the public and sets out the approach of the Council in the enforcement of both on and off-street parking.
6. The performance of the service is closely monitored and officers have been requested to ensure that an annual report continues to be provided on the standard and cost of providing the service.

## **ANNUAL FAREHAM PARKING ENFORCEMENT REPORT**

7. The Director of Planning and Environment developed a 5 year Fareham Parking Strategy which was adopted by the Executive in 2008, a further 5 year strategy was presented to the Executive and approved in December 2012. These strategies consider the availability and management of the Council's off-street and on-street parking in Fareham town centre and includes a series of policies and actions. Including the re-designation of car parks from long/short stay to outer/inner car parks. The strategy provides the overall strategic direction and approach to parking within the Borough and it is within this that the structure of car parking charging and the flexibility of season tickets are reviewed as well as the development and introduction of new parking schemes such as the Fareham town centre residents' parking scheme.

8. However, the day to day implementation and delivery of the actions coming out of the strategy and policies is very much an operational matter much of which is delivered by the Parking Enforcement Service and this report provides an overview of the service. Indeed Members have requested that an annual report is provided on the Fareham Parking Enforcement Service.
9. Two years ago the opportunity was taken to provide the report in a different format which is attached as Appendix A. The Panel's views and comments are sought on the performance of the service, areas where improvements can be made as well as the actual content of the report which, after being approved by the Executive, will be published on the Council's web site. A colour copy of Appendix A will be available in the members' group rooms.

### **PERFORMANCE MONITORING**

10. One area that members have requested is closely monitored is the cost of providing the Parking Enforcement Service, in particular, the element that relates to on-street enforcement.
11. When decriminalised parking enforcement was introduced six years ago the objective was that it should be self-financing. Consultants who had undertaken the implementation of decriminalised parking in many other local authorities were employed by the Council. The introduction of the service in Fareham was based upon the consultants' feasibility study and financial model and this has been reported to members previously.
12. The attached report provides details of the number of PCNs issued off-street and on-street over the last twelve months and this is also compared to the performance over previous years to monitor performance of the service as well as identifying any trends. The report also sets out the cost of providing the service and how this is offset by the income from the PCNs that have been issued.

### **ON-STREET ENFORCEMENT**

13. In order to monitor the provision of the parking enforcement service, officers have split the budget relating to both on and off-street enforcement so that it can be better monitored. However, it is important to recognise the collective impact that a more robust parking enforcement service can deliver in terms of additional income from cars using the Council's car parks as well as income resulting from the enforcement and issue of Penalty Charge Notices in line with the Council's Parking Enforcement Policy. Table 1 on page 27 of the report attached at Appendix A indicates the on-street enforcement budget for 2012/13 and the base budget for 2013/14.
14. £183,532 has been generated from the issue of PCNs and other charges such as dispensations and it is this income that should offset the cost of providing the on-street enforcement service.
15. When decriminalised parking was first introduced in Fareham the Council subsidised the introduction and operation of the on-street enforcement service by approximately £158,000 during its first year. The cost of on-street parking to FBC in 2011/12 was £36,725 and in 2012/13 was £34,646.

16. As such the cost of providing the on-street parking enforcement service is costing the Council £34,646. The challenge facing the service is to try and drive this deficit down with the objective of making it self-financing as far as possible, but a balance has to be arrived at in terms of the correct level of resource required for delivering the service and the level of compliance. During the last year this cost has slightly reduced compared to the previous year. The level of PCNs now being issued and the income from PCNs, now that the residents parking scheme has bedded in, provides a reflection of higher compliance rates with Traffic Regulation Orders and a more realistic figure in terms of the numbers of PCNs issued and income generated.
17. It is also important to note that the deficit does not take account of the unpaid PCN's which total £45,477 for 2012/13, the recovery of which is being progressed through the recovery process
18. As can be seen from the above, officers have made progress to date in reducing the cost of the service, and are looking at ways of further reducing costs, whilst at the same time ensuring the correct level of enforcement is being achieved. However, what also needs to be acknowledged is that as a result of effective on-street enforcement more drivers use the Council's off-street car parks and there is more compliance with the requirements of the Traffic Regulation Orders (TRO's) throughout the borough.
19. It is also worthy of note that the town centre residents' parking scheme was introduced with no additional enforcement costs as this element has been accommodated within the existing parking enforcement team. Therefore these factors need to be taken into account when arriving at the real cost of on-street parking enforcement
20. The cost of the Parking Enforcement Service, in particular on-street enforcement needs to be closely monitored so that it does not become an unreasonable cost to the council tax payer. The Executive Portfolio Holder for Public Protection receives a monthly update on the performance of the service from the Director of Regulatory and Democratic Services.

## **OFF-STREET ENFORCEMENT**

21. Table 2 on page 28 of the report attached as Appendix A indicates the off-street enforcement budget for 2012/13 and the base budget for 2013/14. The enforcement in off-street car parks has generated income from the PCNs issued of £84,868.
22. The income from the issue of PCNs within the off-street car parks will not cover the employee costs of patrolling these car parks. Officers are required to work within the off-street car parks not only to make sure that the parking regulations are being followed and where this is not the case PCNs will be issued, but also to check and maintain the pay and display and pay on foot equipment as well as assisting the car park users. There is also a control room within the Osborn Road Multi-Storey Car Park that needs to be staffed and from where the pay on foot equipment is operated and controlled.
23. Total income from parking charges for 2012/13 was £2,273,258. This represented a reduction against the previous year by £205,107 but a £79,742 shortfall against a budget of £2,353,000. However, the effect of on-street enforcement does in fact result

in more drivers using the off-street car parks and this together with the extension of the residents' parking scheme ensures use of the off street car parks which otherwise would not be the case if there was no on street regulation enforcement.

24. The actual income from PCNs set against the budgeted income from both on and off-street enforcement for the last three years is shown in graph 10 on page 25 of the attached report.
25. Whilst good progress has been made in managing the cost of providing the service the costs and projected income for the current year need to be closely monitored so that any deficit is kept to a minimum.

### **CONTRAVENTIONS**

26. A breakdown of the type of contraventions for which PCNs have been issued for both on and off-street is detailed in the attached report and highlights the main contraventions for off-street are, no ticket displayed, parked after expiry of ticket, and no disabled badge shown. The three main contraventions for on-street are parked on yellow lines, parking in residents' space and parked for longer than permitted.

### **CONCLUSION**

27. Officers are constantly reviewing existing working arrangements and practices to ensure best use is made of the resource to deliver the service objectives as well as enforcing the regulations. This needs to be closely monitored to ensure the cost of providing the service, in particular on-street enforcement, does not become a cost to the Council.
28. Since decriminalised parking was introduced 6 years ago, the opportunity was also taken to combine parking and enforcement services together with Traffic Management and Community Safety under a single Head of Service to give economies and efficiencies in service delivery. This has worked well and provides a co-ordinated approach in the delivery of these related services.
29. It is also important not to forget that the objective of the Parking Enforcement Service is to provide a higher profile enforcement regime to achieve the service objectives contained in the Parking Enforcement Policy and this is being done. This obviously comes at a cost and performance is continually being monitored and reviewed in order to keep the costs to the Council of undertaking the on-street enforcement function at a minimum.
30. Members have requested that annual reports are provided on the Fareham Parking Enforcement Service and again the opportunity has been taken to provide the report in a new format that, whilst providing all the key information, is more informative and 'user friendly'. It explains the rationale behind parking and enforcement and provides an overview of the service and how it is delivered in Fareham.

### **Background Papers:**

Report to Executive 4 September 2006 - Implementation of Fareham Parking Enforcement  
Report to Executive February 2007 – Parking Enforcement Policy  
Report to Executive 2 April 2007 Fareham Parking Enforcement Service Plan

Reports to the Public Protection Review Panel and Planning and Transportation Review Panel – January 2008 Implications of the Traffic Management Act - Implications for Fareham Parking Enforcement Service

Report to Executive 4 February 2008 Implications of the Traffic Management Act - Implications for Fareham Parking Enforcement Service

Report to Public Protection Review Panel 4 March 2008 Fareham Parking Enforcement – Enforcement Policy

Report to Executive 7 April 2008 Fareham Parking Enforcement Policy

Report to Executive 6 April 2009 Fareham Parking Enforcement Policy

Report to Executive 4 April 2010 Fareham Parking Enforcement Policy

Report to Executive 4 April 2011 Fareham Parking Enforcement Policy

Report to Executive 10 June 2013 Fareham Parking Enforcement Policy

**Reference Papers:**

None

**Enquiries:**

For further information on this report please contact Kevin Wright (Ext 4359).



# FAREHAM BOROUGH COUNCIL

## Annual Parking Enforcement Report 2012-2013



**Fareham Shopping Centre Multi Storey car park**

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## Abbreviations that may be shown or mentioned within this report

<b>TMA</b>	Traffic Management Act 2004
<b>CEO</b>	"Civil Enforcement Officer" (used to be parking warden/attendant)
<b>PCN</b>	"Penalty Charge Notice" (used to be known as parking ticket)
<b>TRO</b>	"Traffic Regulation Order" The legal order that puts in place, the restrictions and therefore permits enforcement.
<b>NTO</b>	"Notice to Owner" a form which is served on the registered keeper of the vehicle no sooner than 28 days after the issue of the PCN, if it has not been paid.
<b>TPT</b>	"Traffic Penalty Tribunal" is the independent body where impartial lawyers consider appeals by motorists and vehicle owners whose vehicles have been served a Penalty Charge Notice.
<b>TEC</b>	Traffic Enforcement Centre, where unpaid charges are registered
<b>HCC</b>	Hampshire County Council
<b>CPE</b>	Civil Parking Enforcement

## Contacts and Web Links

Fareham Borough Council  
Parking Services  
Civic Offices, Civic Way  
Fareham, PO16 7AZ  
Telephone 01329 236100

<http://www.fareham.gov.uk/> Fareham Borough Council web site

[parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk) e-mail for parking services and for challenges

<https://www.gov.uk/blue-badge-scheme-information-council> for enquiries relating to disability/less abled, blue badge parking

[blue.badge@hants.gov.uk](mailto:blue.badge@hants.gov.uk) e-mail address for disability blue badge applications in Hampshire

<http://www.patrol-uk.info/site/index.php> for independent advice relating to parking and challenges/appeals

<http://www.trafficpenaltytribunal.gov.uk/site/index.php> Independent Tribunal for all appeals

[http://www.fareham.gov.uk/parking\\_and\\_traffic/traffic\\_management/intro.aspx](http://www.fareham.gov.uk/parking_and_traffic/traffic_management/intro.aspx)  
for Traffic Regulation Orders for Fareham Borough Council

This report is also available upon request, in large print, Audio and Braille. If there is a requirement this report can also be translated.

## INTRODUCTION

### **Councillor Trevor Cartwright MBE, Executive Portfolio Holder for Public Protection**



It is my Pleasure to introduce this year's parking report. The Aim of the report is to give an overview of the Parking Enforcement Service over the last financial year, how it was delivered and the policies and procedures that are followed in order to give you a better insight into why and how the service is provided.

Following on from the report of last year there has not been a great deal of development within the parking services, I will re-iterate that at Fareham we have always recognised the importance of the provision of good parking facilities for residents, businesses and visitors and the fair enforcement of parking regulations to ensure parking takes place in a safe and controlled manner. Equally it is important that parking facilities are convenient, safe to use and do not cause obstruction or inconvenience to others.

The enforcement function is delivered in line with a Parking Enforcement Policy, with the emphasis being to improve the management of both on and off street parking for the benefits of residents and in the interests of safety. The service is delivered seven days a week and provides the flexibility for evening work to target problem areas about which the Council receive complaints. The report also sets out what the budget is for the delivery of this service and the income that results from the enforcement functions undertaken.

Since the introduction of the residents parking scheme in 2010 and the subsequent review which was undertaken in 2011 the scheme is working well, a small section of Wickham Road was added to the scheme in 2013.

There is a programme of regular inspections and maintenance of the Council off street Pay on Foot and Pay and Display car parks to provide good quality facilities and this involves a significant amount of investment which in part is met from the charges made to use these car parks. In September 2012 re-surfacing works were undertaken within the Portchester precinct car parks, earlier this year various car parks in the Borough have been re-lined including Lysses and Market Quay car parks.

In December 2012 the Executive approved the Fareham Town Centre parking strategy, which included making changes to the parking charges within the town centre, the also approved the changes to the designations of the car parks from Long/Short stay car parks to Outer/Inner car parks. Two town centre car parks were re-designated to outer car parks, these were Malthouse Lane and Trinity Street car parks, all of these changes came into effect on 1<sup>st</sup> April 2013.

With the introduction of the new tariffs and designation of the car parks, the opportunity was taken to update all of the parking tariff boards with the council's new branding; the rest of the signs throughout the borough will be changed when required.

Enforcement of the regulations both on and off street result in Penalty Charge Notices (PCNs) being served and this is used to offset the cost of providing the service. Details of the number and reasons why PCNs are issued and where appropriate cancelled are detailed in this report.

The Civil Enforcement Officers (CEOs) as well as ensuring parking regulations are complied with also assist and provide advice to car park users as well as providing a presence within the car parks that assists and supplements the security and CCTV coverage that is present in a number of the Council's off street car parks.

The number of Penalty Charge Notices served has fallen over the past 4 years from a peak in 2009/10 when 10,750 were served over the year compared with 2012/13 covered by this report where 8043 were served. This improved compliance and familiarity with the parking regulations helps keep traffic moving.

The CEO's continue the wear the body worn video cameras and legal action will be taken against any member of the community that either verbally or physically threaten or injure staff whilst undertaking their duties.

As a Council we are always looking to improve the quality and efficiency of the services we provide. The purpose of this report is to give you a better understanding of the way the Fareham Parking Enforcement Service is delivered which I hope you will find both helpful and informative.

If you have any questions or comments about our Annual Parking report, please let us know by telephoning our Customer Service Centre on 01329 236100, or e-mail our parking services team at: [parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk)

Councillor Trevor Cartwright MBE  
Executive Portfolio Holder for Public Protection

## **Overview and Background to Enforcement**

Fareham Borough Council is a busy south coast town situated midway between the cities of Portsmouth and Southampton, covering areas in between, from Sarisbury Green to Stubbington, Funtley to Portchester and has been enforcing car park regulations in off street car parks under the powers granted in the Road Traffic Act 1984.

The population is around 111,000 and has a major motorway M27 nearby.

Fareham is a popular market town and over the years has had a proud and important role servicing the many nearby service establishments.

The Road Traffic Act 1991 introduced powers for local authorities to also take over enforcement of on street contraventions, (non-endorsable) from the Police and Traffic Wardens. This became known as Decriminalised Parking Enforcement (DPE) which was later changed to Civil Parking Enforcement (CPE) under a new act; The Traffic Management Act 2004, (TMA) which came into operation on 31<sup>st</sup> March 2008. This also changed the name of Traffic /Parking Wardens, to "Civil Enforcement Officers, (CEO's)".

Fareham Borough Council took over the enforcement of this from the Police on 2<sup>nd</sup> April 2007 as a result of a successful application made to the Secretary of State for Transport. The Council is therefore known as the Enforcement Authority for all off street contraventions and act as "agents" for Hampshire County Council, who remain the Enforcement Authority, for all on street contraventions.

The Fareham Parking Enforcement Service covers the management and enforcement of both off and on street parking throughout the Borough. The service aims to discourage, indiscriminate parking that causes obstruction to other motorists, pedestrians, cyclists and people with disabilities. This ensures that the Borough is accessible to all, equally and safely. The service is delivered by Council officers and consists of two distinct areas: office staff that deal with processing and management of the challenge process and a team of Civil Enforcement Officers (CEO'S).

The introduction of Fareham Parking Enforcement has achieved a standardised and consistent approach to enforcement now that the Council is responsible for on and off street enforcement.

Responsibility for the delivery of the Fareham Parking Enforcement Service, which includes the day to day functions of maintaining the car parks and equipment; including the provision of CCTV in certain car parks, pay on foot and pay and display equipment, lies with the Department of Regulatory and Democratic Services and falls within the Public Protection Portfolio.

The TMA attempts to standardise, customs and practices throughout all contributing Authorities involved in parking enforcement, to increase the standards for which it operates and attempts to make parking issues understandable to members of the public. This is done by working to published guidelines and policies, and by presenting an annual parking report that is available to all, it provides openness and transparency in the way the service is delivered.

The service is delivered in line with the parking enforcement policy (link below)

[http://www.fareham.gov.uk/PDF/parking/enforcement\\_policy2013.pdf](http://www.fareham.gov.uk/PDF/parking/enforcement_policy2013.pdf)

This is reviewed at least biennially and was last reported to and approved by the Executive on 10<sup>th</sup> June 2013. The policy sets out the main principles for enforcement associated with the delivery of the service. The policy itself is publicised on the Council web pages and sets out in an open and transparent way the approach of the Council in the enforcement of both on and off street parking.

The provision of off street parking is viewed as a facility for residents, businesses and visitors and the Council's car parks are maintained and managed to a high standard which includes upgrades to all Pay and Display and Pay on Foot machines.

The provision of on street enforcement should not be viewed as a 'revenue raiser' but as a service that should in delivering the objectives of the service be self funding.

Fareham Borough Council does not have targets for the serving of Penalty Charge Notices for its Civil Enforcement Officers. The priority is to keep the free flow of traffic moving throughout the Borough and to ensure the safety of its pedestrians and motorists.

The aim of this report is to make "parking" understandable to all service users and to provide data showing how Fareham has performed over the last financial year.

## **What we do and what happened in 2012-2013**

### **Staffing**

There is one team of in house Civil Enforcement Officers (CEO'S), who enforce the parking regulations and Traffic Regulation Orders both on and off street. They also enforce verge parking, residents parking areas and traffic management issues such as around schools. The opportunity was taken for the CEO'S to undertake other enforcement activities whilst on patrol within the District, such as issuing Fixed Penalty Notices (FPN'S) for littering as an example. The CEO'S have been authorised to issue FPN'S and are now carrying out this function. However, their primary role is the serving of PCN'S on vehicles that contravene the parking regulations and restrictions with the objective that this regulatory function is undertaken at a minimum cost to the Council. Income from PCN's is used to cover the cost of the enforcement service. The Government guidelines include the objective that no cost should fall onto the Council Tax payers in the delivery of the service

In addition, the CEO's report other enforcement related issues that may affect the street scene or other adjoining areas, for example, abandoned vehicles, fly tipping, graffiti, vandalism and other environmental defacement and related issues whilst on patrol. This compliments the work being undertaken by the Council in developing a "zero tolerance" approach to these issues. This is facilitated by the Parking Enforcement Service working closely with the Council's enforcement team in dealing with such issues. The officers from these services are all in the same team under the Head of Community Safety and Enforcement.

All CEO's and back office staff have been trained to appropriate City and Guilds level 2 standard by an external trainer and had up to date training with the introduction and new provisions of the Traffic Management Act in 2008. Regular on-site training and updates are carried out when any new legislation or procedures are implemented.

An initial establishment of 19.3 Full Time Equivalent (FTE) posts was put in place to deliver the parking Enforcement service. This included all of the back office staff. The establishment has been reviewed and is now 15 FTE, broken down as 1x parking office Supervisor with 1x parking Office Support worker, 1 x CEO Supervisor, 2 x team leaders and 8 Civil Enforcement officers and 1 control room operator. This allowed the CEO Supervisor to be removed from the shift rota and provided better continuity in the day to day work of the service allowing also more flexibility within the teams and better cover throughout the borough on evenings and weekends.

### **Patrolling**

CEO's are properly and prominently identified as Fareham Borough Council employees and CEO's by badges and wording on their uniforms.

At any one time Monday to Saturday (excluding Tuesdays), there are two teams of three officers plus one or two team leaders on duty. On Sundays there is a team of officers, also with a team leader, on duty. This enabled Sunday charges to be introduced at no additional cost to the Council in terms of patrolling. On Sundays the emphasis is on the Town centre, but "hot spot" areas are also visited if required. Monday to Saturday one team works within the Town Centre area to operate pay on foot, CCTV within car parks and immediate on street areas which now include the "resident parking only" areas. The officers also provide operational cover for the Osborn road multi storey car park lifts, should a problem arise. The other team are mobile and patrol the areas away from the Town Centre across the Borough. The Borough has been divided into 15 zones and each zone receives a patrol at least twice a week, with more frequent visits made to schools and other known "hot spots" to ensure the safe passage of the highway. The CEO's also carry out evening patrols at various times of the year to discourage parking contraventions outside the normal hours.

The CEO's continue to liaise with the police and police community support officers (PCSO's) and carry out joint working/patrolling, especially outside schools during busy periods. This has proved very effective in deterring parents who wait on restricted areas of the roads including the zig zag markings. This is ongoing and has formed part of normal operations. Complaints received from residents, the schools themselves or Members are brought to the attention of Parking Services and these are included in the patrols.

### **Combination of Enforcement Teams**

As part of introducing decriminalised parking enforcement, the opportunity was also taken to review some of the other enforcement functions, management and services provided by the then Department of Regulatory Services that could give further added value and efficiencies. To this effect the Parking Enforcement Service and the Enforcement Team were brought together under one Head of Service. The benefit of this has been a more unified Enforcement Team that has one manager. This has also delivered efficiency savings and a more co-ordinated approach to enforcement where officers could be further developed to take on additional enforcement responsibilities as appropriate and when the opportunity arises.



The Head of Service provides an overall co-ordinating role to ensure the service is delivered at minimal cost to the Council in an efficient, effective and co-ordinated way and is responsible for providing regular performance reports. There are clear similarities in the work that these two teams provide that will build upon the uniformed presence within the Borough and the joint approach to enforcement that is required.

The opportunity was also taken to bring Community Safety and Traffic Management together with parking and Enforcement so that they all now fall under the responsibility of the Head of Community Safety and Enforcement. This provides further integration and builds upon the close relationships and information sharing between these related services that are now all co-ordinated under one Head of Service.

## PARKING ENFORCEMENT POLICY

The "Enforcement Policy" is reviewed every two years and a report is presented to the, Public Protection Policy, Development and Review Panel who after considering the policy make any recommendations to the Executive for final approval. It sets out the main principles and approach of this authority for enforcement associated with the delivery of the service and advises of any changes in legislation or practices.

The Parking Enforcement Policy was last considered and approved by the Executive on 10<sup>th</sup> June 2013, a copy of which is available on the council's website:

[http://www.fareham.gov.uk/PDF/parking/enforcement\\_policy2013.pdf](http://www.fareham.gov.uk/PDF/parking/enforcement_policy2013.pdf)

In accordance with the requirements of the Traffic Management Act 2004 the CEO's must and do wear a uniform which shows that the wearer is specifically identified as being on parking duties; the name of this authority and the CEO's own unique identifying number and identity badge.

## Resident Parking



In 2009 Fareham Borough Council undertook a review of the on-street parking arrangements for residents who live in the Town Centre area. This followed on from requests and concerns expressed by residents about the problems with all-day parking by non residents. The initial review consisted of several studies including two periods of public consultations and public meetings, held over June/July 2009 and October/November 2009. Additional comments, objections and requests were welcomed up to the 30th April 2010. All suggestions received

were carefully considered and changes were made in pursuit of achieving priority for residential parking.

The Council have now issued over 790 permits to qualifying residents in 34 roads, split into 8 areas within the Town Centre. Residents are also permitted to purchase visitor permits. At present the permit costs the resident £40.00 for 1 year or £75.00 for 2 years. Visitor permits are £1 for a 24hr stay or 50p for a 4 hr stay. As part of a recent review, every resident who purchases a permit for 1 year is given one book of 10 visitor permits free of charge and 2 books (20 visitor permits) free of charge when a 2 year permit is purchased. This scheme was implemented from September 2010.

A further review was undertaken in 2011 after several representations were received by the council, these were considered by the Executive in the spring of 2011 and further schemes introduced or extended in October/November 2011. Also a small part of Wickham Road had a resident parking bay introduced in February 2013.

We have provided answers to a list of Frequently Asked Questions on the residents' permit scheme; these are available on the council's website:

[http://www.fareham.gov.uk/parking\\_and\\_traffic/parking\\_permits/intro.aspx#FAQs](http://www.fareham.gov.uk/parking_and_traffic/parking_permits/intro.aspx#FAQs)

Following implementation a six month review was carried out taking into account any written observations of the parking situation and any problems that came to light during this period. This review resulted in the implementation and changes of a small number of changes to the scheme and the introduction of more resident parking only areas; these were introduced in Sept/Oct 2011. The scheme on a whole has been welcomed by the residents.

### **Body Worn CCTV Cameras**



Fareham Borough Council takes the welfare and safety of its employees very seriously and will take any action necessary as a result of evidence gathered in this method. This is reflected in the Parking Enforcement Policy

After several Civil Enforcement Officers had suffered assaults and serious verbal abuse from members of the public during their duties, it was decided to introduce body worn cameras for the officers to wear on a daily basis whilst on patrol. Since the introduction of the BWVC's instances of abuse and assaults have reduced dramatically.

## Pay and Display



There are two types of pay and display car parks in Fareham, inner and outer, they are all within easy walking distance of the shopping centre.

The current opening/charging hours are 7 days a week Monday to Saturday 8am to 6pm and Sunday and Bank Holidays 10:30am to 4pm in the inner car parks. In Outer car parks there is no charge for parking on a Sundays or Bank Holidays.

Below is a link to the Fareham Council web site for car park information and tariffs.

[http://www.fareham.gov.uk/parking\\_and\\_traffic/parking\\_in\\_fareham\\_town\\_centre/intro.aspx#ees](http://www.fareham.gov.uk/parking_and_traffic/parking_in_fareham_town_centre/intro.aspx#ees)

## Pay on Foot

Fareham Borough Council operates a pay on foot system in 3 Town Centre, inner car parks. These car parks are barrier controlled car parks, which allows shoppers to park and then pay the correct fee prior to departure from the car park, thus they only pay for the time that they have used the car park. They are Market Quay, Osborn Road multi storey and Fareham Shopping Centre multi storey car park. Within these car parks there are a total of 14 pay machines and 12 entry/exit terminals, together with the associated barriers, which need to be maintained at all times.

To coincide with the building and opening of Fareham Shopping Centre multi storey car park, the opportunity was also taken to replace all the ageing machines, barriers and ANPR in Market Quay car park and upgrade all the equipment and machines in Osborn Road multi storey car park, some of the Pay on Foot machines now accept credit/debit card payments.

### Osborn Road Multi Storey Car Park



### Market Quay Car Park



To ensure that any breakdowns in equipment and IT systems are kept to a minimum, a robust maintenance contract has been entered into.

### Fareham Shopping Centre Multi Storey car park



This new pay on foot, multi storey car park replaces the previous Civic Way MSCP and has been provided as part of the new development in the Shopping Centre. The car park opened on 15<sup>th</sup> August 2011, providing three floors of additional spaces (209) for short stay parking with direct access to the shopping centre.

### CCTV

All of the car parks above are covered extensively by closed circuit television cameras, (CCTV). These are monitored frequently by the CEO's from monitors within Osborn Road multi storey car park, during all operational hours and have proved a valuable tool in any public order or public nuisance occurring from within. Some of the other Pay and Display car parks within the borough are also covered by CCTV. These cameras are monitored separately by the CCTV control room.



## **Cash Collections**

For a number of years the cash collection from all pay and display and pay on foot machines had been carried out in house by the CEO's. In order to remove the health and safety and the legal risk associated with this activity, this service was outsourced to a private contractor. This has also freed up the CEO's time which has allowed them to undertake more enforcement duties, both on and off street.

## **Parking for Blue Badge Holders**

Fareham Borough Council make every effort to be accommodating, and will do all we can to give less able drivers/passengers, better access to the amenities offered in the area.

Many car parks have marked bays specifically for the use of badge holders but you may use any other available bay that is not reserved for any other use.

Civil Enforcement Officers regularly carry out spot checks on vehicles with blue badges to ensure that the use of the blue badge permit is not being abused.

Badge holders are exempt from restricted parking times in all limited waiting bays on street (unless signs state otherwise) and from all pay and display car parks for as long as is required, providing a valid blue badge, (belonging to the driver or a passenger of that vehicle), is on display showing the serial number and expiry date. This is not limited to UK or euro holders as all badge holders will be welcome. Residents of Fareham are also exempt from charges within the Pay on Foot car parks, residents are issued with a swipe card on application, which allows them entry into these car parks free of charge.

For further information on parking for blue badge holders please refer to the guideline booklet sent to you with your badge or alternatively please visit the government web site at by e-mail at [Blue.badge@dft.gsi.gov.uk](mailto:Blue.badge@dft.gsi.gov.uk) or alternatively the web site: <https://www.gov.uk/government/publications/the-blue-badge-scheme-local-authority-guidance-england>

or if you require an audio tape or CD you can order them by calling them on 0870 1226 236.

## **Penalty Charge Notices (PCNS) Served**

The Penalty Charge in the Borough was originally set at £60 but, as a result of the changes introduced by the TMA, has been set at a higher tariff of £70 for the more serious contraventions and £50 for the less serious contraventions. The Charge Level is discounted by 50% if payment is made within 14 days of the contravention, and will be incremented by 50% on issue of a Charge Certificate. Following rejection of an initial informal challenge or under certain circumstances, such as a formal representation, the Borough Council will offer a further 14 days for the payment of a Penalty Charge Notice at the discounted rate.

The PCNs are served by the CEOs using computerised hand-held ticket issuing devices and the PCN affixed to the vehicle or handed to the driver. These units store the complete list of roads and off-street car parks, together with the list of contravention codes and offences.

Where the CEO is prevented from serving a PCN to a vehicle or the person, as a result of physical force or the driver driving away, it is now possible to serve the PCN by post. This is known as a Regulation 10 Penalty Charge Notice and 36 of these notices were served in the last financial year.

When serving a PCN the vehicle type, colour, location and contravention description are entered by a selection from a drop down menu, and these details are printed on a paper notice by a printer unit linked by blue tooth technology.

Every time a PCN is served and where possible, photographs are taken of the vehicle showing the Vehicle Registration Mark (VRM), and the nature of the contravention. The photograph(s) must also show the PCN actually stuck to the vehicle windscreen. Photographs are taken with a digital camera giving high quality images which may be enlarged to show the smallest detail. For example, the details from a vehicle excise licence. Although the taking of photographs is not a legal requirement, it is considered best practice and aids evidence to any challenges received.

At the end of the patrol the CEO plugs the hand-held unit into a download 'cradle' and the PCN issue information is automatically downloaded into the 'Chipside' parking enforcement system. The camera memory card is also downloaded in a similar fashion, and the photographs taken are automatically linked to the relevant PCN record.

The recovery process therefore commences automatically from the day after service of the PCN.

Payments taken at the Civic Offices or via MOTO (Mail Order Telephone Order) are also transferred on a daily basis and are automatically linked to the relevant PCN, providing the correct PCN number is entered by the payer. Payments which do not find their correct record are manually linked by one of the back office Parking Support Officers.

The work of administering the parking function in relation to PCN processing is undertaken by the Parking Office Team and managed by the Parking Office Supervisor. This team is located at the Civic Offices and is responsible for the receipt of payments, the processing of Notices and Charge Certificates, and for dealing with all correspondence and challenges in response to the issue of PCNs, as well as the issue of all parking permits.

The team also deals with subsequent stages of correspondence relating to PCNs, including handling representations, dealing with cases and preparation of files called for by the adjudicator, dealing with cases which the Authority wishes to pursue to the County Court, and any subsequent action, which includes issuing a warrant for the Bailiffs to take recovery action on behalf of Fareham Borough Council, and any subsequent civil court hearing. Previously the Council had to pursue the non-payment of Standard Charge Notices (SCNs) through the Magistrates' Court. However, because of decriminalised parking, the non-payment of a PCN is pursued as a civil debt at no cost to the Council.

Since the introduction of decriminalised parking the Council and as a result of a County Court warrant being issued for non payment of the PCN, has recovered £85,421.78 from our Bailiff, (to 31/03/2013) which may otherwise not have been achieved. This is always seen as a last resort and all effort to obtain payment prior to a warrant being issued is made by the serving of 4 forms of documentation being made prior to the registration at Court.

Challenges from those who have been served with PCNs can be received and dealt with in writing or via e-mail, responses to which are dealt with in corporate and legal guidelines which are set out in the TMA 2004.

Back office staff receive challenges in various formats in this current electronic age, e-mail is being used to send completed Traffic Penalty Tribunal files for adjudication and also cases that are sent to the Traffic Enforcement Centre.

The Council utilises an up to date ICT system (Chipside) to support the above service and uses appropriate interfaces to external organisations including the DVLA, the County Court and the Traffic Penalty Tribunal.

It is possible for members of the public to pay their PCNs in a variety of ways:

- by post to the Director of Finance;
- through an automated telephone system on a number identified on the PCN by way of credit or debit card payment;
- in person by cash, postal order, cheque, credit or debit card at the Cash Office at the Civic Offices , Fareham;
- through an existing automated telephone system on Fareham Borough Council's switchboard by way of credit or debit card;
- through the existing automated system on Fareham Borough Council's 'Pay It' website by way of credit or debit card;
- The parking office may also take payments by telephone directly onto M.O.T.O (Mail Order Telephone Order).

## **Performance**

The service has now been running for 6 years and the performance is being compared to the assumptions and profiles contained in the consultants' feasibility and financial model, the details of which were reported to and approved by the Executive as part of the implementation of the service.

However, these assumptions have proved to be optimistic and the figures of the past five years are continually being used to review current and future performance. **Graph 5 and 6** shows the number of PCNs issued off street and on street respectively over the last financial year and is based upon the performance over the previous two years.

**Graph 1** below, indicates the amount of correspondence, received and sent, that the back office team is dealing with in respect of delivering the service, addressing queries, challenges and representations received.

In terms of performance the service is delivered in line with the Parking Enforcement Policy and as such anyone has the opportunity to challenge a Penalty Charge Notice. A challenge is the initial letter of appeal; this is known as an informal challenge, which will be answered by the Council. Further consideration of an unresolved dispute includes a representation by

the owner of the vehicle after a Notice to Owner has been served. A representation is part of the formal procedure, the next stage of which can be an appeal to an Independent Adjudicator, at the Traffic Penalty Tribunal on the web site.

<http://www.patrol-uk.info/site/index.php>

**Graph 2** Shows a sample of cancellations made and reasons why.

**Graph 3** shows a pie chart which indicates the Council has recovered 72% of income from PCNs issued in 2012/13. The high recovery rate reflects that PCNs are being correctly issued and supported by an efficient back office that makes use of technology including digital photos to address any representations and appeals received.

**Graph 4** shows appeals to the Traffic Penalty Tribunal and outcomes

**Table 1 and 2** show the number of PCN's served off and on street and by the contravention code.

**Table 3** shows the highest issue statistics by ward for on/off street.

**Table 4** show the performance summary by year

**Graphs 8 and 9** shows the actual income, against the projected income for both on and off street enforcement.

The Council have been instrumental in setting up a benchmarking group in Hampshire and whilst it is early days our performance is very favourable when compared to data provided from other local authorities.

### **Correspondence**

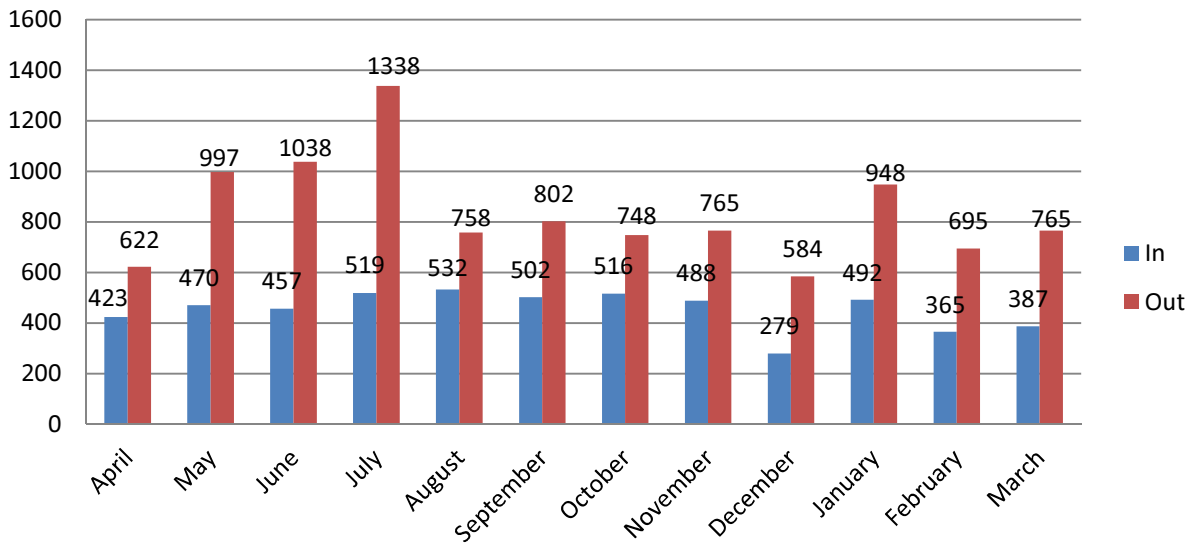
The back office deals with many challenges each year and as can be seen by the graph below, 2012-2013 has been no exception. Customers who have received a PCN may now challenge by post or e-mail directly to [parkingservices@fareham.gov.uk](mailto:parkingservices@fareham.gov.uk).

The correspondence out, also includes statutory documentation and permits.



**GRAPH 1**

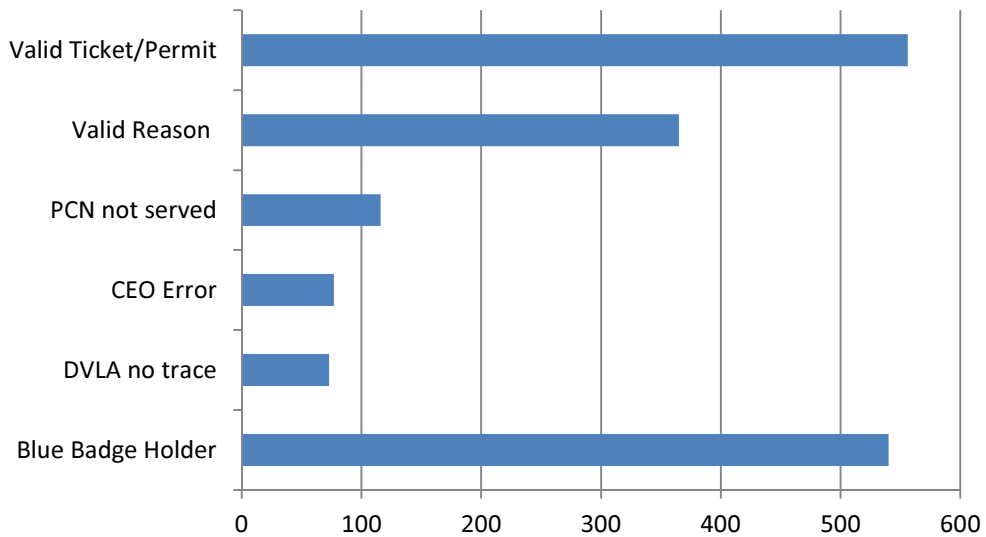
**Correspondence In/Out 2012-2013**



**GRAPH 2**

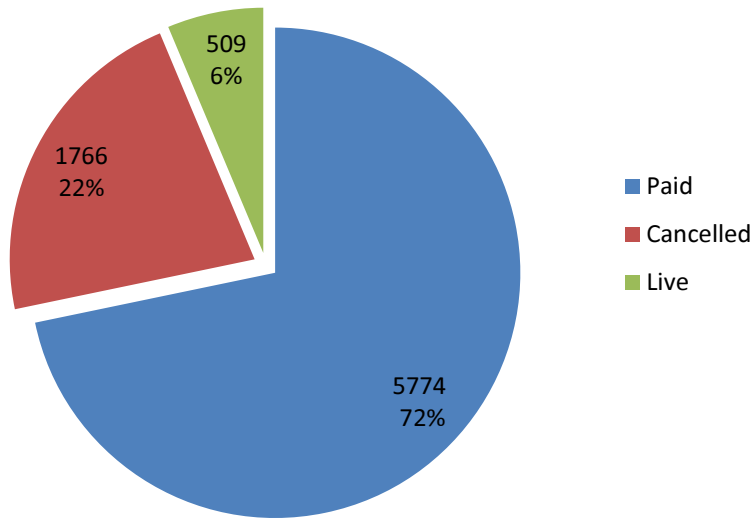
Indicates the various reasons for challenges to the service of a PCN being accepted

**Challenges and a sample of reasons accepted 2012-2013**



**GRAPH 3**

Below is a pie chart indicating the current stage of PCNs served 2012-2013



**THE TRAFFIC PENALTY TRIBUNAL**

When a formal challenge has been rejected, the motorist may make an appeal to the Traffic Penalty Tribunal, an independent body based in Manchester. If an appeal is made the appellant may elect to have a personal, postal or a phone hearing.

This is heard by an experienced solicitor selected to hear these appeals.

Please visit <http://www.patrol-uk.info/site/index.php> for independent advice relating to parking and challenges/appeals.

**GRAPH 4**

**APPEALS TO THE TRAFFIC PENALTY TRIBUNAL 2012-2013**

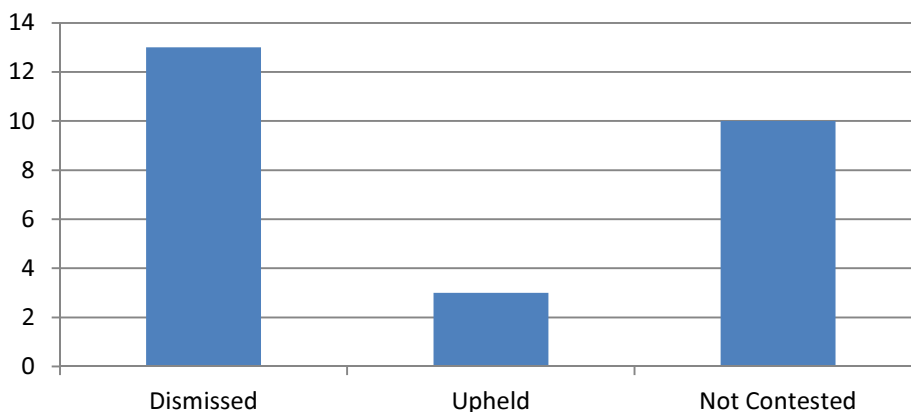


Table 4

**PERFORMANCE SUMMARY BY YEAR**

PCN'S PAID	ON ST	OFF ST	% OF PAID	PAID AT DISCOUNT RATE
2007-2008	4310	2882	75.27%	6179
2008-2009	4076	3004	78.64%	6031
2009-2010	4759	3679	78.49%	7181
2010-2011	4037	3879	75.66%	7254
2011-2012	5193	4219	73%	5977
2012-2013	4482	3567	79.23%	5339

CHALLENGES	RECEIVED	ACCEPTED	% ACCEPTED
2007-2008	3875	1756	45.31%
2008-2009	3478	1621	46.60%
2009-2010	3814	1679	44.02%
2010-2011	3352	1658	49.46%
2011-2012	3573	1641	45.93%
2012-2013	3135	1565	49.92%

**APPEALS MADE TO TRAFFIC PENALTY TRIBUNAL**

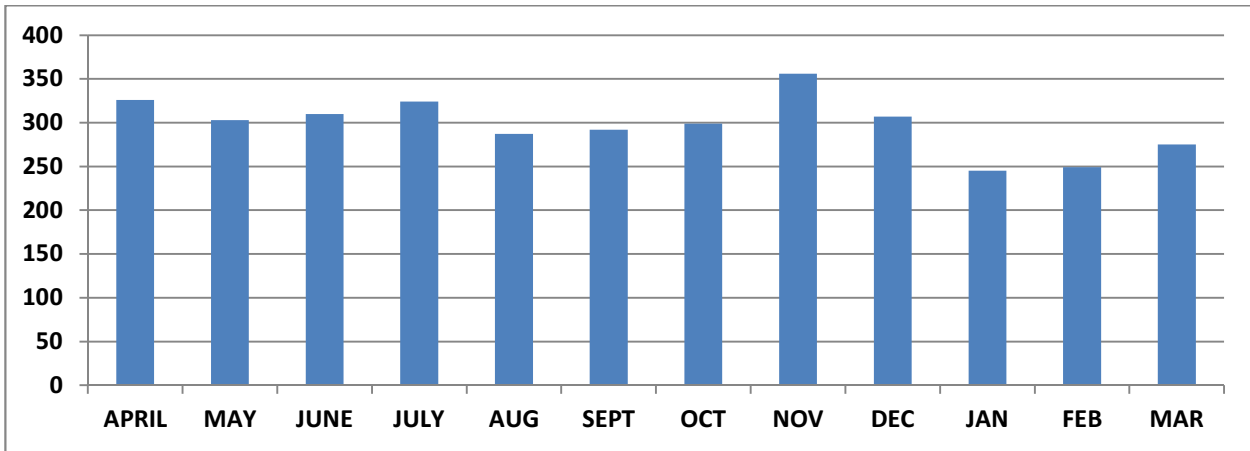
	Dismissed(Won)	Upheld(Lost)	NOT CONTESTED	PENDING
2007-2008	5	3	0	0
2008-2009	2	10	8	0
2009-2010	14	11	9	0
2010-2011	4	4	8	0
2011-2012	6	1	4	0
2012-2013	13	3	10	0

**REGISTERED AT COUNTY COURT**

	REGISTERED	WARRANTS ISSUED	WARRANTS PAID
2007-2008	437	251	127
2008-2009	494	303	150
2009-2010	683	410	145
2010-2011	653	543	86
2011-2012	652	444	160
2012-2013	570	368	108

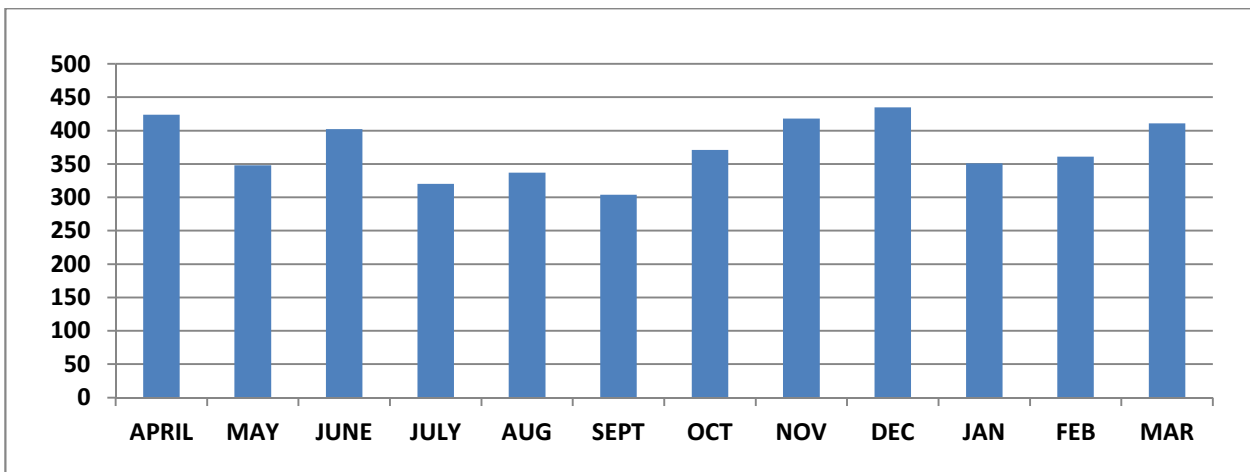
**Graph 5**

**2012-2013 OFF STREET PCN's SERVED**



**Graph 6**

**2012-2013 ON STREET PCN's SERVED**



In addition to serving PCN's when Civil Enforcement Officers and Enforcement Officers patrol areas of the Borough and they come across a vehicle which has an out of date tax disc they issue the vehicle with a CLE form, these are forms provided by the DVLA, a carbon copy of this form is then forwarded to the DVLA to inform them of the vehicle not having an up to date tax disc.

From the information provided the DVLA action each and every report that they receive. If an offender does not settle the matter by way of out of court settlement they will proceed to prosecution, Fareham Borough Council submitted 225 CLE forms to the DVLA for 2012/13, however to date we have not yet received a breakdown of the action taken.

Below is a breakdown of PCN's served with a list and description of the National Standard PCN Contravention codes currently enforced by Fareham Borough Council and whether the charge is a HIGHER or LOWER, (H) (L), level penalty charge.

The Higher charge is £70 reduced to £35 if paid within 14 days of service. The lower charge is £50 reduced to £25 if paid within 14 days of service.

**Table 1**

**OFF STREET ISSUES**

<b>Code</b>	<b>Higher/Lower Charge</b>	<b>Contravention Description</b>	<b>Issued</b>
70	H	Parked in a loading area	3
74	H	Parked for sale of goods	1
81	H	Parked in a restricted area	10
85	H	Parked in a permit bay	27
87	H	Disabled person's parking	769
89	H	Wrong size of vehicle	1
91	H	Wrong class of vehicle	187
80	L	Parked for longer than permitted	136
82	L	Parked after payment expired	810
83	L	Parked without clear display	1349
86	L	Parked beyond the bay markings	291
93	L	Parked in closed car park	0
94	L	Parked without clear display 2	1
		<b>TOTAL</b>	<b>3585</b>

**Table 2**

**ON STREET ISSUES**

Code	Higher/Lower Charge	Contravention Description	Issued
1	H	Parked in a restricted street	1268
2	H	Loading in a restricted street	201
12	H	Parked in a resident's place	757
16	H	Parked in a permit space	2
23	H	Wrong class of vehicle	220
25	H	Parked in a loading space	7
26	H	Double parking in a SEA	9
27	H	Dropped footway in a SEA	80
40	H	Disabled person's parking	170
41	H	Diplomatic vehicles	0
45	H	Taxi rank	102
47	H	Restricted bus stop or stand	92
48	H	Restricted school area	14
62	H	Footpath parking	265
99	H	Pedestrian crossing	31
5	L	Parked after payment expired	1
19	L	Parked in a resident's place	0
30	L	Parked longer than permitted	1161
22	L	Re-parked in the same place	78
		<b>Total</b>	<b>4458</b>

**Table 3**

WARD	PCN'S ISSUED	CAR PARK	PCN'S ISSUED	ON STREET	PCN'S ISSUED
Fareham East	5095	Trinity Street	517	High Street West	245
Fareham North	1047	Leisure Centre	57	West street	493
Fareham N/West	134	Highlands Road	25	Stow Crescent	59
Fareham South	294	N/A	N/A	Speedfields	151
Fareham West	26	N./A	N/A	Blackbrook	1
Hill Head	87	Salterns Road	1	Solent Road	9
Locks Heath	9	N/A	N/A	Hardy Close	1
Park Gate	149	Middle Road	11	Middle Road	8137
Portchester East	323	Castle Large	19	East Street	1
Portchester West	65	N/A	N/A	Richmond rise	14
Sarisbury	58	holly Hill	28	Bridge Road	7
Stubbington	369	Community Centre	86	Stubbington Green	119
Titchfield	93	Community Centre	12	The Square	23
Warsash	270	Passage Lane	74	Warsash Road	51

## REGULATION 10 PENALTY CHARGE NOTICES

The Traffic Management Act 2004 (TMA) permits circumstances where a Penalty Charge Notice may be served by post and not have to be affixed to the windscreen or handed to a driver or person who appeared to be in charge.

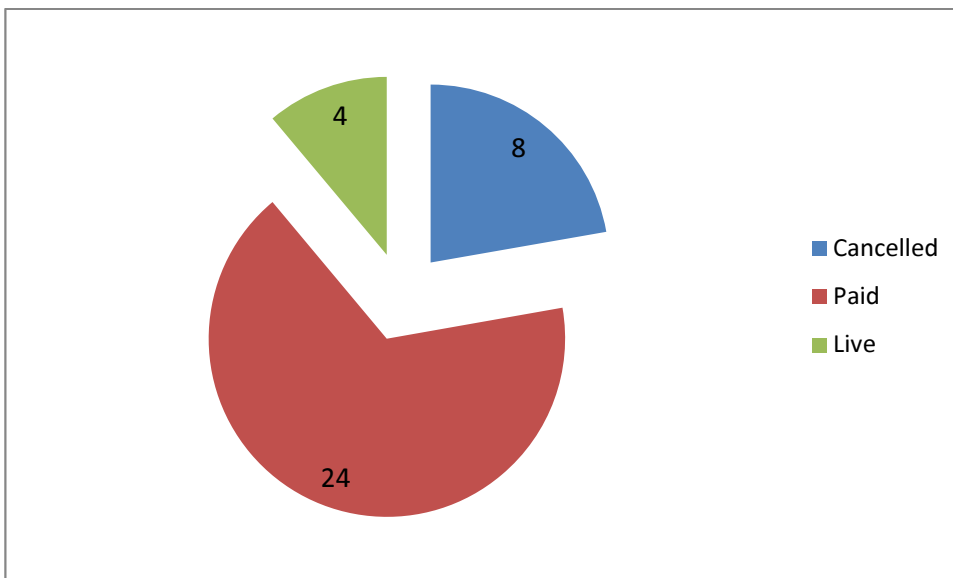
There are three circumstances in which this may be served.

- 1 Where the contravention has been detected on the basis of evidence from an approved device, for example a CCTV camera. (Fareham Council do not enforce by this method as yet).
- 2 If the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of the vehicle.
- 3 If the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

In any of the cases listed above the PCN is served by post on the owner ascertained from the DVLA, this notice also acts as the Notice to Owner

### Graph 7

#### Regulation 10 PCN 2012-2013



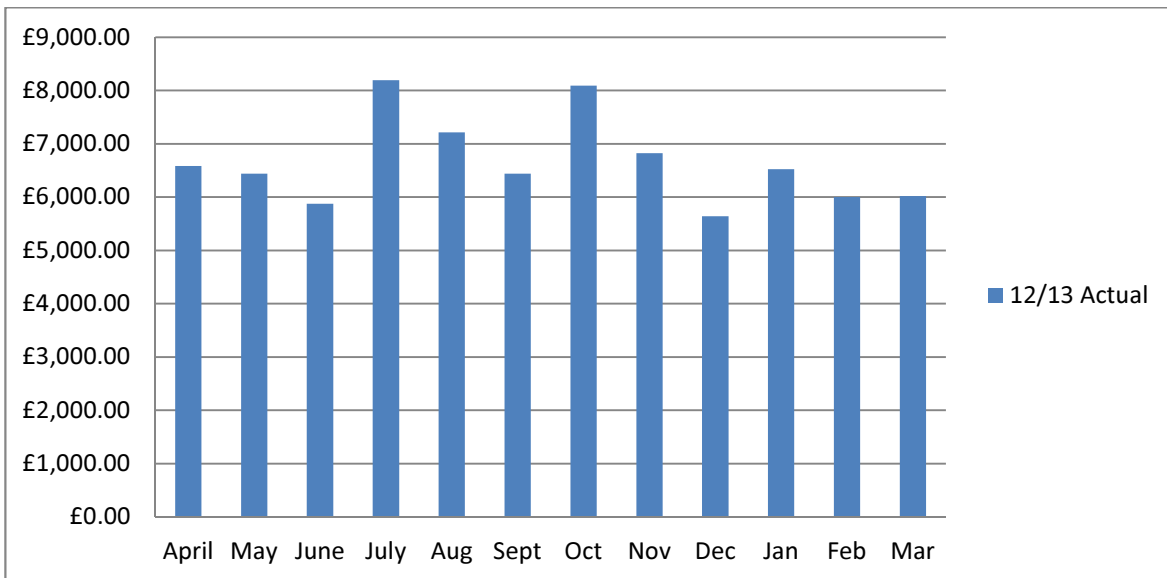
### **FINANCIAL PERFORMANCE FOR 2012-2013**

The introduction of decriminalised parking enforcement, DPE, now Civil Parking Enforcement , (CPE), once set up and running, is intended to be self financing. The introduction of the service in Fareham was based upon a feasibility study and financial model. This used assumptions for implementation based upon an initial establishment, but reference was made to increasing the establishment, potentially, up to the maximum establishment identified in the initial feasibility study, to allow for flexibility in implementation.

However the first five years of operation of the service has enabled the officers to review the assumptions made in the original model and these are now being used to project the costs and likely income associated with delivering this service. The resources for delivering this service are being closely monitored and any increase in the establishment and staffing resource would be the subject of a business case being made to ensure this does not become a cost to the Council.

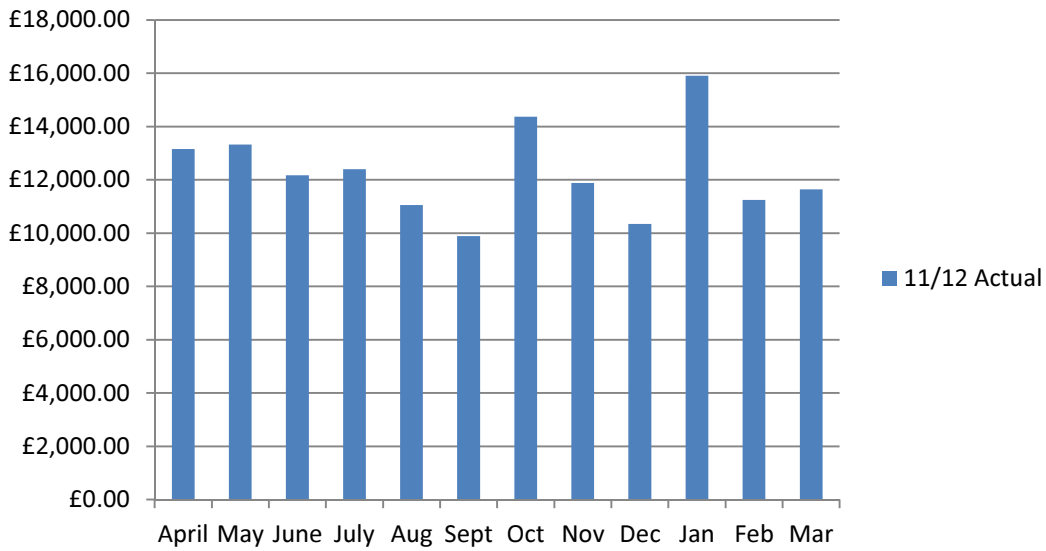
### **PENALTY CHARGE NOTICE INCOME**

**GRAPH 8                    2012-2013 Off street actual annual Income**

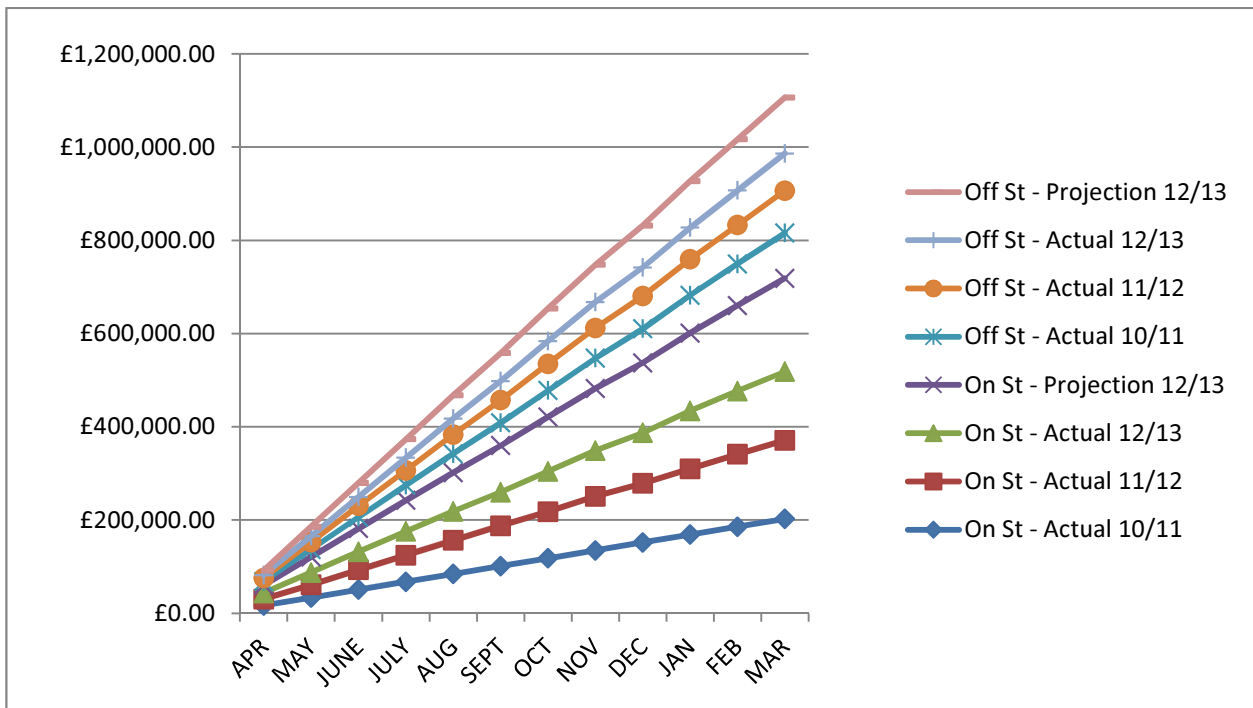




**GRAPH 9 2012-2013 On street actual annual income**

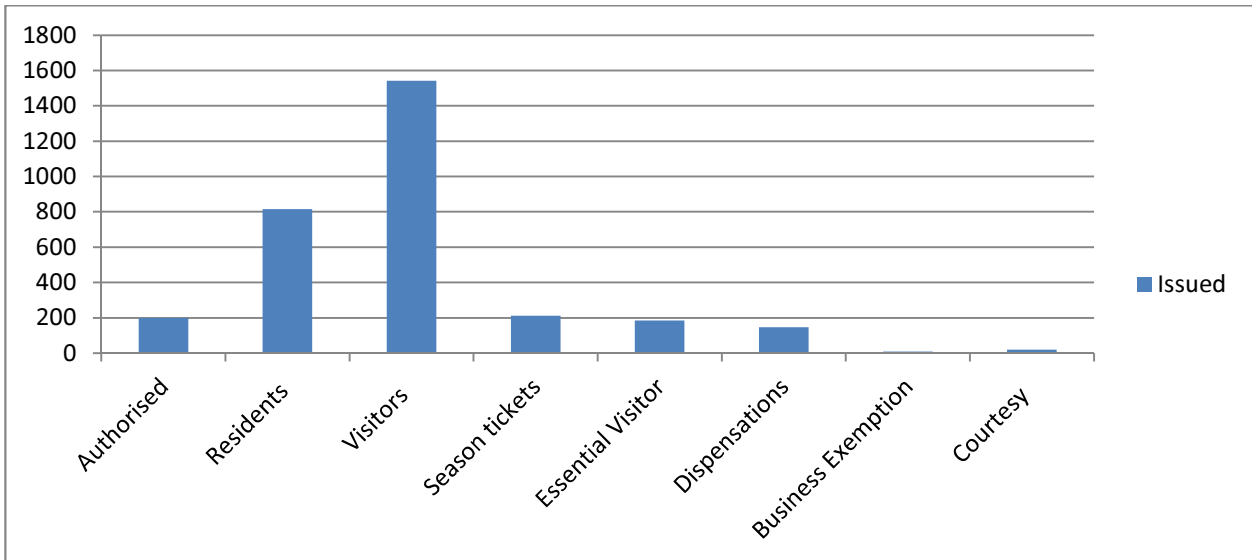


**Graph 10 Cumulative PCN Income**



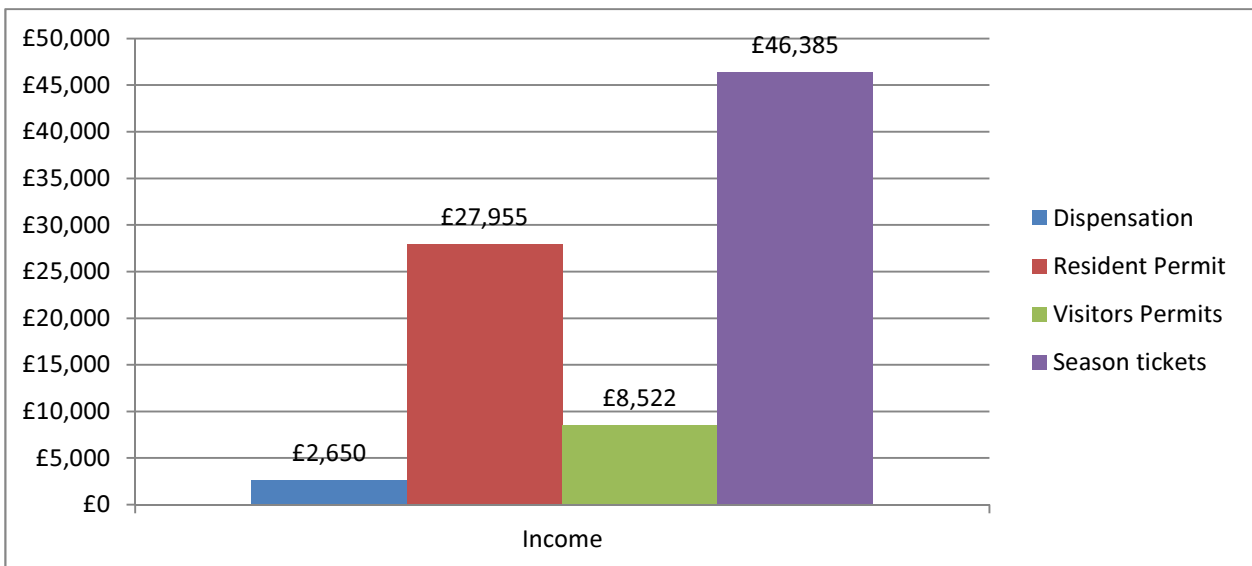
### GRAPH 11

#### PERMITS ISSUED 2012-2013



### GRAPH 12

#### PERMIT INCOME 2012-2013



**EXPENDITURE**

In order to carefully monitor the provision of the service, the budget has been split between the off and on street enforcement. The table below indicates the on and off street budget and expenditure for 2012 - 2013 and the base budget for 2013- 2014.

**Table 1 On-Street Enforcement Budget Details**

	2012/13 Revised Budget	2012/13 Actual	2012/13 Variance	2013/14 Base Budget
Employees	173,400	153,519	-19,881	175,600
Transport	7,800	7,320	-480	7,300
Supplies & Services	5,900	11,780	5,880	5,900
Internal Recharges	49,300	45,559	-3,741	49,600
<b>GROSS EXPENDITURE</b>	<b>236,400</b>	<b>218,178</b>	<b>-18,222</b>	<b>238,400</b>
Fees & Charges	-182,100	-183,532	-1,432	-182,100
Transfer from on street parking reserve	-54,300	-34,646	19,654	-56,300
<b>GROSS INCOME</b>	<b>-236,400</b>	<b>-218,178</b>	<b>18,222</b>	<b>-238,400</b>
<b>NET EXPENDITURE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 2 Off-Street Enforcement Budget Details**

	2012/13 Revised Budget	2012/13 Actual	2012/13 Variance	2013/14 Base Budget
Employees	288,000	273,470	-14,530	287,700
<b>GROSS EXPENDITURE</b>	<b>288,000</b>	<b>273,470</b>	<b>-14,530</b>	<b>287,700</b>
Fees & Charges	-90,000	-84,868	5,132	-90,000
<b>GROSS INCOME</b>	<b>-90,000</b>	<b>-84,868</b>	<b>5,132</b>	<b>-90,000</b>
<b>NET EXPENDITURE</b>	<b>198,000</b>	<b>150,032</b>	<b>-9,398</b>	<b>197,700</b>

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# FAREHAM

## BOROUGH COUNCIL

### **Report to Public Protection Policy Development and Review Panel**

**Date**            23 July 2013

**Report of:**     Director of Regulatory and Democratic Services

**Subject:**       ANNUAL HEALTH AND SAFETY PERFORMANCE 2012/13

#### **SUMMARY**

Health and safety law (i.e. Health & Safety at Work etc Act 1974) requires the Council to monitor the arrangements for controlling health and safety risks but does not require the inclusion of health and safety information in published reports. However, within the Council it is considered good practice that information relating to health and safety performance is presented annually to members. As the Council's Health and Safety responsibility comes under the Public Protection Portfolio, it is presented to the Public Protection Policy Development and Review Panel before being considered by the Executive.

The report is primarily concerned with highlighting how the Council as an employer and provider of services works to continually monitor and improve health and safety performance for the benefit of all concerned by summarising the Council's health and safety performance for the period 2012/13.

#### **RECOMMENDATION**

The Public Protection Policy Development and Review Panel is asked to note:

- (a) the work undertaken by all employees to maintain health and safety standards and, where necessary, improve health and safety performance for the benefit of all concerned during 2012/13;
- (b) that the Council as an employer continues to achieve a standard of health and safety management within its activities that meets statutory requirements and demonstrates competence in health and safety management; and,
- (c) that the Panel is invited to comment on the report prior to it being presented to the Executive.

## **INTRODUCTION**

1. Protecting the health and safety of employees is governed by health and safety laws which place duties on the Council in its capacity as an employer and on the Chief Executive, Directors and managers in particular, all of whom have collective and individual responsibility for managing health and safety - including both criminal and civil liability should these duties be breached.

## **PURPOSE OF THE REPORT**

2. Within Fareham Borough Council it is established good practice that health and safety is integrated into the main governance structure and that the Chief Executive's Management Team and members are kept informed of health and safety performance on an annual basis.
3. In itself, this is a positive initiative demonstrating both the Council and its senior management's alertness to the need to continually monitor and improve health and safety standards; that the issue is being taken seriously and its strategic importance is understood.
4. This report provides a summary of Fareham Borough Council's health and safety performance during 2012 (1 April 12 - 31 March 13).

## **MANAGEMENT OF HEALTH & SAFETY**

5. The need to manage health and safety is well recognised by elected members, the Chief Executive Officer, Directors and all managers who, via management systems and practices, continue to pursue the control of health and safety risks in order to support the Council:
  - Comply with its responsibilities as an employer
  - Implement the Council's Health and Safety Policy
  - Maximise the well-being and productivity of its employees
  - Prevent injury, ill health or worse to its employees and others
  - Avoid damage to the Council's reputation in the eyes of its customers
  - Minimise the likelihood of enforcement actions by the enforcing authorities (e.g. Health & Safety Executive (HSE) and Fire Authority) whilst at the same time avoiding consequent penalties, and
  - Provide a safe and healthy place for its employees to work.
6. Measuring performance is one of the key tasks of effective safety management and monitoring accident data is one method that gives an indication of performance as well as providing the opportunity to learn from mistakes and to improve both risk management systems and the control of particular health and safety risks.

## **INTERNAL ACCIDENT REPORTING PROCESS**

7. An accident (defined as an unexpected, unplanned event in a sequence of events that occurs through a combination of causes) can result in physical or mental harm, damage to property or any combination of these effects and

includes 'near misses' - that is something with the potential to cause harm or damage but neither of which actually occurred.

8. When an accident occurs, whether to an employee, member of the public or contractor, Council policy requires the details to be notified using the e-work reporting system. The purpose of recording the details is that:
  - All accidents are investigated with the aim to discover information and identify what, if any, action can be taken to prevent its recurrence;
  - The information will provide identification of trends and areas in need of attention and/or investigation;
  - There is a legal requirement to report certain types of accidents/incidents to the HSE (enforcing authority);
  - Details are readily available should criminal or civil actions arise.
9. Following initial completion of the accident/incident details on the e-work reporting system, the manager is required to confirm the details and state the intended remedial action to prevent a recurrence. At this stage the Health and Safety Advisor receives notification of the accident and the manager's proposed remedial actions which, if not satisfactory, result in the Health and Safety Advisor responding to that effect to the manager and the Director. A response is required within 14 days.
10. The manager is also prompted to review the relevant risk assessment or if this has not been completed, to do so immediately. Should a manager omit to undertake an action, an automatic reminder is generated by the system every 14 days (and copied to the Health and Safety Advisor) - the latter taking appropriate action to have the assessment completed. The whole process is monitored by the Health and Safety Advisor who, using the system, is able to identify trends/patterns etc linked to accident types, employees, causes, work groups, etc. The system also allows for ease of collating statistics for presentation at meetings of the Health and Safety Committee, CXMT, and as part of annual reports.

## **REPORTING OF INJURIES, DISEASES & DANGEROUS OCCURRENCES REGULATIONS**

11. In addition to the internal reporting of accidents, the Council has legal obligations under the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to report to the Health & Safety Executive any of the following events that arise 'out of or in connection with work':
  - the death of any person as a result of an accident at work;
  - someone suffers a major injury as a result of an accident (major injuries are listed in Schedule 1 to the Regulations);
  - someone who is not at work (e.g. a member of the public) suffers an injury as a result of an accident and is taken from the scene to a hospital;
  - one of a list of specified dangerous occurrences takes place (listed in Schedule 2 to the Regulations). Note: Dangerous occurrences are events,

which do not necessarily result in a reportable injury, but have the potential to cause significant harm.

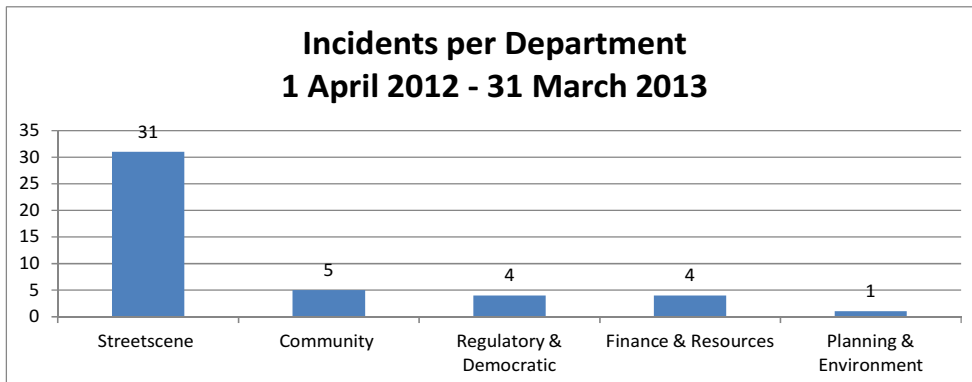
- someone is incapacitated\* to the extent that they are unable to do the full range of their normal duties for more than seven days as a result of an injury caused by an accident at work;
- the death of an employee if this occurs some time after a reportable injury which led to that employee's death, but not more than one year afterwards;
- a person at work suffers one of a number of specified diseases, provided that a doctor diagnoses the disease and the person's job involves a specified work activity. (The specified diseases and corresponding work activities are set out in Schedule 3 to the Regulations).

\*Incapacitation means that the worker is absent or is unable to do work that they would reasonably be expected to do as part of their normal work. The deadline by which the over-seven-day injury must be reported to the HSE is fifteen days from the day of the accident.

12. There was only one incident occurring within the Council that necessitated a report to the HSE under RIDDOR. This is referred to later in the report.

### **ANNUAL ACCIDENT REPORT**

13. Excluding reported near-miss and miscellaneous events (referred to later in the report), there were 45 injury-causing accidents involving employees during the period 1 April 2012 - 31 March 2013.
14. This is a reduction of 7 on the total for the same period in 2011/12 (52).
15. The 45 injury-causing accidents occurred within Council departments as shown in this chart:



16. In 2012 the Department of Community & Streetscene Services was divided into two new separate departments - the Department of Community Services and the Department of Streetscene Services each with its own Director and management structure. There were 31 accidents to employees of the



Department of Streetscene Services and 5 within the Department of Community Services.

17. However, in order to compare performance against that in 2011/12 the Department of Community Services and the Department of Streetscene Services' incidents were combined for 2012/13. This provided a total of 36 which when compared to the figure for 2011/12 highlights a significant decrease in the total of 47 for the then Department of Community & Streetscene Services.
18. The Departments of Regulatory & Democratic and Planning & Environment Services' accident numbers for 2012/13 (4 and 1 respectively) equal that of 2011/12.
19. The Department of Finance & Resources, having recorded nil incidents in 2011/12, had 4 in 2012/13 with the Department of Community Services showing a decrease from 8 in 2011/12 to 5 in 2012/13.
20. Details of the individual departmental accidents are described as follows:

#### **DEPARTMENT OF STREETSCENE SERVICES**

21. The Department of Streetscene Services witnessed most accidents (31). This figure represents approximately 26% of the (average) workforce of 120 employees, which, at first glance may appear to be excessively high. However, this total should be considered in terms of this department's services which entail the council's highest risk operational activities including (among others) the collection and disposal of all forms of waste, vehicle maintenance and repair, street cleansing and grounds and open spaces maintenance. Taking this into account, it is pleasing to note the total this year represents a reduction of 8 on the previous year's number (39).
22. Examination of this department's accident data reveals that of the 31 incidents:
  - 17 involved operatives carrying out various waste collection activities.
  - 6 " " " " " street cleaning activities.
  - 6 " " " " " grounds maintenance activities, and
  - 2 " " " " " vehicle maintenance activities,

details of which are as follows:

#### Waste Collection

23. In respect of the 17 waste collection accidents in 2012/13, it is very encouraging to note that this figure represents a marked reduction of 10 on the number of accidents within this work group during 2011/12 (27).
24. Further analysis of the waste collection services data identifies the work operations involved and the primary cause of injury which are shown on the following chart

WASTE	Struck by moving object	Lifting, Handling, Pushing, Pulling	Slips, Trips, Falls on same level	Contact with fixed object or machinery	Contact by spilled hot liquid	Attack by animal	Trapped by equipment	TOTAL
Recycling	1	2	-	-	-	-	-	3
Refuse	-	2	1	3	-	-	-	6
Special	1	1	-	-	-	-	-	2
Garden	-	1	1	-	-	-	1	3
Bin Delivery	-	1	-	-	-	-	-	1
Trade waste	2	-	-	-	-	-	-	2
<b>TOTAL</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>17</b>

25. Virtually all waste related operations involve the lifting, handling, pushing, pulling of loads (wheeled bins, Euro bins, waste bags etc). For example, there are approximately 48,000 waste handling actions per week and some 20,000 lifting actions per fortnight associated with refuse/recycling and garden waste collections alone. Over a twelve-month period the number of lifting and handling operations is, to put it mildly, substantial. It is, therefore, a reflection of good training and systems of work that there were only 7 injury-causing accidents associated with this cause in 2012/13. This also represents a further significant reduction on the 15 similar accidents in 2011/12.
26. One of the 'trip, slip, fall' incidents occurred when an (agency) operative lost his footing traversing a grass verge. Attempting to arrest the fall he put out his arm which took the full force of impact with the ground. Resulted in a hairline fracture of the forearm. This injury was reported to HSE under RIDDOR and this is the only accident that needed to be statutorily notified to the Health and safety Executive (HSE).

#### Street Cleansing

27. The Street Cleansing section recorded 6 accidents as shown in the chart. This is an identical number to that which occurred in 2011/12.

STREET CLEANSING	Struck by moving object	Lifting, Handling, Pushing, Pulling	Slips, Trips, Falls, same level	Contact with fixed object or machine	Contact by spilled hot liquid	Attack by animal	Trapped by equipment	TOTAL
Compact Sweeper	2	-	-	-	-	-	-	2
Exiting Vehicle	-	-	1	-	-	-	-	1
Depot Yard Cleaning	-	1	-	-	-	-	-	1
Loading Vehicle	-	1	-	-	-	-	-	1
Handling road sign	-	1	-	-	-	-	-	1
<b>TOTAL</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>6</b>

28. There were three primary causes attributed to the six incidents but the consequences were not serious and all resulted in only minor injury. No additional measures or controls had to be implemented that were not already in place.

#### Grounds Maintenance

29. Six incidents were recorded within the Grounds Maintenance services as shown. This is an increase of three on the previous year's total.

<b>GROUND MAINT</b>	Struck by moving object	Lifting, Handling, Pushing, Pulling	Slips, Trips, Falls, same level	Contact with fixed object or machine	Contact by spilled hot liquid	Attack by animal	Trapped by equipment	<b>TOTAL</b>
Hedge Trimming	2	1	-	-	-	-	-	3
Pruning	1	-	-	-	-	-	-	1
Tidying Store	-	1	-	-	-	-	-	1
Strimming	1	-	-	-	-	-	-	1
<b>TOTAL</b>	4	2	-	-	-	-	-	<b>6</b>

30. None of the incidents resulted in serious injury. The existing guidance in respect of manual handling was brought to the attention of employees as was the need to utilise personal protection most appropriate to the task/risk. E.g. Full face visor rather than goggles.

#### Vehicle Repair

31. Two incidents were recorded for the Vehicle Repair services as shown. This is the same number of incidents as occurred in 2011/12.

<b>VEHICLE REPAIR</b>	Struck by moving object	Lifting, Handling, Pushing, Pulling	Slips, Trips, Falls, same level	Contact with fixed object or machine	Contact by spilled hot liquid	Attack by animal	Trapped by equipment	<b>TOTAL</b>
Workshop	1	-	-	1	-	-	-	2
<b>TOTAL</b>	1	-	-	1	-	-	-	<b>2</b>

32. Only minor injury resulted from the two incidents and no additional measures or controls had to be implemented that were not already in place.

#### **DEPARTMENT OF COMMUNITY SERVICES**

33. The Department of Community Services witnessed a reduction of accidents from 8 in 2011/12 to 5 in 2012/13. All five Injuries sustained were of a minor nature and no additional measures or controls had to be implemented that were not already in place.

#### **DEPARTMENT OF REGULATORY & DEMOCRATIC SERVICES**

34. There are 4 recorded accidents to employees of this department - the same as in the previous year). None of the incidents resulted in serious injury. No

additional measures or controls had to be implemented.

### **DEPARTMENT OF FINANCE & RESOURCES**

35. The Department of Finance & Resources, having recorded nil incidents in 2011/12, had 4 in 2012/13. Three of the four involved employees of the Building Services Maintenance section. None resulted in serious injury and no additional measures or controls had to be implemented

### **DEPARTMENT OF PLANNING & ENVIRONMENT**

36. Only one none serious injury causing accident is recorded for the Department of Planning & Environment (same as last year).

### **EMPLOYEE NEAR-MISS & MISCELLANEOUS INCIDENTS**

37. During the year a number of additional incidents (14) were reported and recorded. Of these, 5 are classified as near-miss incidents (i.e the potential to cause harm but harm didn't actually occur) ranging from a simple act of grabbing hold of a desk to arrest a fall, to a refuse vehicle driver's prompt reaction to avoid striking a cyclist who suddenly turned into the vehicles path without signal or warning; 3 others resulted in property damage only. Five incidents were reported for which a definitive work-related cause could not be identified and one incident was recorded as a dangerous occurrence. The latter involved collection of a trade waste bin from a sailing club. Unknown to the operatives, the bin contained two flares which ignited in the vehicle hopper. Prompt action by the crew and sailing club staff prevented a potentially serious incident. The opportunity was taken to highlight to the sailing club the importance of correct disposal of flares and similar equipment/material.

### **VIOLENT INCIDENT REPORTS**

38. A total of five incidents were reported four of which involved verbal abuse and aggressive behaviour toward employees in the course of their employment. None of the incidents resulted in any physical injury to employees. One external police report advised a cautionary approach when dealing with a potentially violent resident.

### **INCIDENTS INVOLVING MEMBERS OF THE PUBLIC & CONTRACTORS**

39. The Council's primary concern is directly associated with accidents to employees. However, in the current economic and 'conditional fee' climate, where incidents involving members of the public or contractors carrying out work on Council premises are reported they are investigated and recorded for insurance purposes. Ten such reports were received but none of the incidents was attributed to any fault or negligence related to the Council's undertakings.

### **POLICIES AND SYSTEMS REVIEWS**

40. An internal review of the corporate approach to the filing and storage of health and safety systems etc aimed at assisting managers and employees with ease of access to departmental computerised health and safety information was

completed during the year. Following this review all departments completed a health and safety audit and where shortcomings were identified these were used to create departmental action plans for implementation during 2013/14. The Council's Health and Safety Adviser is working with all Heads of Service to ensure that these action plans are being progressed and this is reported to the Chief Executives Management Team during the year.

41. Action taken by the Information Commissioner against a neighbouring authority for a breach of the Data Protection Act prompted a review of the internal violence reporting system. The system was renamed the Visiting Officers Safety List and as well as making it simpler to use, inclusion on the list and officer access to it is strictly controlled.
42. In the interests of maintaining the health and safety of employees dealing with the public at reception and on the ground floor, a pc based warning system has been installed in all ground floor meeting rooms and booths which can be activated in the case of any aggressive or violent behaviour.
43. As part of the review of health and safety, a programme of quarterly workplace H&S inspections is being developed in conjunction with UNISON representatives. Workplace inspections will involve the Head of Service and the matters highlighted will be discussed with them prior to any report being finalised and issued to the Director and subsequently reported to the Health & Safety Committee.

## **CONSULTATION**

44. Under health and safety law, the Council has a duty to consult union appointed health and safety representatives and within the Council this is achieved on a quarterly basis via the Council's Health and Safety Committee which acts as the formal platform for dealing with all matters affecting employee health and safety.
45. The Committee consists of departmental managers and trade union representatives under the chairmanship of the Director of Regulatory & Democratic Services with Member participation by Councillor Cartwright.
46. Over the course of the year, the Committee considered and dealt with a range of issues, examples of which related to the following:
  - Health and safety training
  - Analysis of accidents
  - Revised or new health & safety legislation
  - Vaccinations for 'at risk' work groups
  - Risk assessment
  - First aid
  - Premises health & safety risks
  - Development of internal audit & inspection processes
47. The Committee recognised and acknowledged the hard work undertaken by the Streetscene Services & Parking Services in maintaining Council services in inclement weather during the Winter period. Indeed a number of services such as refuse and recycling, street cleansing and parking services were suspended on a number of days during the severe weather on health and safety grounds.

The staff resource was redeployed to undertake and support the delivery of other critical services/duties such as clearing snow and supporting HCC. Any disruption the severe weather caused to services was then quickly caught up when it was safe to reinstate normal duties.

48. Minutes of meetings are publicised using the Council's 'intranet' with hard copies made available to the Depot and other work groups without direct access to electronic communication.

## **HEALTH & SAFETY TRAINING**

49. The provision of health and safety training aids employees' competence and performance as well as assisting them to contribute to their colleagues' health and safety and to the development of a positive safety culture within the Council.
50. Whilst 'Conflict Management', 'Lone Worker', 'First Aid Refresher' and 'Lift Release' training was provided for a number of employees during the year, the training programme focused on those employees engaged in the Council's highest risk activities - employees of the Department of Streetscene Services. The benefit of this training programme is evidenced by the reduction in accidents within this departments work groups as highlighted in this report.
51. During the latter part of 2012 the development of an e-learning system (Skillgate) progressed. Included in the vast array of on-line courses are a number of Regulatory eLearning packages covering topics such as Data Protection, Safeguarding and Health & Safety. These courses will be able to be sent to employees to complete as required and the management system running in the background will be able to record when those employees have completed their registered courses. The Council will be launching the eLearning suite to all employees in July 2013 and this will supplement face to face and hands on training.

## **EMPLOYEE HEALTH**

52. Promoting and raising awareness of health related issues to employees can benefit the Council by reducing absenteeism and increasing productivity and motivation. During the year health checks, which aim to help employees understand their health and identify any future health risks, were undertaken by a qualified nurse. 118 Civic Office employees & 32 Depot employees attended. In addition, over 130 employees took advantage of the provision of flu vaccination.
53. A new Health & Well Being Policy (and guidance) covering the Council's approach in respect of health and well being was developed and introduced following consultation with the Health & Safety Committee, Equality Officer, the Joint Consultative Committee and approval by CXMT. This policy aims to assist employees and managers whenever a health related problem is encountered.

## **HIGH LEVEL RISKS - COUNCIL PREMISES**

54. Legislation exists (e.g. Health & Safety at Work etc Act and Occupiers Liability Acts) that require owners or occupiers of all Council premises to ensure they

are operated and managed in such a way to prevent the higher level risks associated with fire, asbestos and Legionnaires' disease etc occurring.

55. The Council's Corporate Premises Health & Safety Group oversees the management of the health and safety risks associated with Council properties. During the course of the year this group continued to deliver a co-ordinated approach to ensure the controls implemented by relevant duty holders to minimise the risks were maintained in all Council properties or appropriate actions taken for compliance in the future
56. With regard to Council owned premises (excluding leased properties) the control measures included the following:

**a) Asbestos Management**

All communal areas of the housing stock have an asbestos register detailing all elements where asbestos containing materials (ACMs) are located. In addition, a typical 20% of the housing stock has been surveyed, records held in a database and relevant residents informed.

All elements which were recommended for removal have been completed. Remaining ACMs are managed and resurveyed on a periodic basis.

The asbestos register information is passed to contractors employed to work on the housing stock with instructions to report any suspicious material immediately to the relevant contract administrator.

Council owned properties other than housing, are subject to the same periodic surveys. Again the asbestos register information is passed to contractors employed to work on the Council owned properties with instructions to report any suspicious material immediately to the relevant contract administrator.

In both cases there have been no highlighted areas that require more frequent inspections and any remedial actions that have been highlighted have been immediately addressed. There are no current actions or issues to report.

**b) Legionella Management**

In the housing stock, all communal water services have been independently risk assessed by specialists and managed by in-house employees and a specialist contractor.

Risk assessments were renewed last year and are subject to a formal review every subsequent 2 years. The risk assessment identifies remedial works (where necessary) and outlines a site specific management plan to prevent the growth and proliferation of the harmful legionella bacteria.

In-house staff are designated specific weekly and monthly tasks to ensure the water systems do not become stagnant and that temperatures are maintained within certain tolerances. In addition, a specialist external contractor (Clearwater Ltd) is commissioned to undertake higher level tasks such as chlorinating shower heads, hot and cold water storage tank checks

and water clarity inspections. Building Services undertake a bi-annual audit of each site in order to ensure systems are being maintained in accordance with the requirements of the approved code of practice.

For premises other than housing stock, routine low level checks are carried out by FBC staff with the higher level checks carried out by Clearwater as per the maintenance contract on a weekly, monthly etc basis as required by legislation. Additionally the Civic Office building cooling towers (when running) has daily checks carried out by Building Services.

Currently there are no issues to report in respect of the housing stock or other premises.

**c) Fire Precautions and Risk Assessments**

Fire risk assessments, identifying remedial works to improve the safety of occupants and others in the event of a fire, are held for communal areas of all housing sites and for all other properties. Remedial works were progressed with the in-house Building Services Direct Service Organisation (DSO) and Comserv (UK) Ltd through the responsive repairs contract. A service agreement is held with a local company for the annual service requirements and breakdown attendance for fire detection and alarm installations where installed. The main fire alarms at the Civic Offices & Ferneham Hall are serviced by Honeywell with those at the Depot undertaken by Chubb.

Fire drills were not carried out at the Civic Offices during 2012 due to the fact that two actual incidents (3 April & 25 June) necessitated evacuation of the building. On both occasions the Councils evacuation procedures worked well - although the event on the 3 April led to the introduction of a contingency plan to cater for inclement weather. A problem with an alarm in the basement transformer room also resulted in a double response by the fire service on 29 May (00.30 and 03.19).

Fire drills, requiring evacuation of staff and public, were held at Ferneham Hall on 31 July and 5 November. Nominated staff carried out their functions efficiently and there were no major concerns following both exercises.

No physical evacuation drill was carried out at the Depot but six-monthly reminders of the arrangements to follow in the event of fire have been brought to the attention of all staff. A schedule of evacuation exercises is in place for 2013.

All extinguishers are serviced annually by Chubb. Weekly inspections and alarm testing is carried out by FBC staff. Fire risk assessments are reviewed annually and new assessments are being commissioned from specialist consultants during 2013/14.

**Leased Properties**

57. A number of properties are maintained and managed on a day to day basis by leaseholders who are required to comply with their obligations under the terms of the leasing agreement and legislative requirements.



58. For all properties in the Leisure and Community portfolio, an annual process is followed to obtain the assurance that they are being managed in accordance with the relevant legislation and the terms of the lease.
59. For those properties previously classified as *high risk*, the process involves the sending of a letter outlining the tenants' responsibilities, a meeting with the tenant to determine compliance with legislation and the terms and conditions of the lease, a written request for additional information (if required) and a series of follow up letters and meetings, where required, to progress the outstanding issues.
60. For those properties previously identified as *low risk*, a letter outlining the tenant's responsibilities is sent together with a request for any documentation that had become out of date since the previous visit.

Note: In terms of classification into high and low risk, this is largely subjective. For example, if a tenant does not have a gas safety certificate but is aware of the requirement and is working to address the issue, then this would be considered low risk. However a tenant without a gas safety certificate who argues whether it is required or not, or over who is responsible for it would be considered high risk.

61. The relevant documentation is inspected for the following areas:
  - Asbestos management (asbestos register on site, evidence of annual inspections, contractors viewing register)
  - Fire Safety - evidence of progress on fire risk assessments, record of fire evacuations, servicing and testing of alarms
  - Electrical safety - Is there an up to date periodic inspection and evidence that serious defects have been addressed.
  - Gas safety - are up to date gas safety certificates in place.
  - Air conditioning - verification that this is being serviced as evidenced by a service contract being in place
  - Water systems - evidence that there is a Legionella Management Programme in place.
  - Emergency lighting - evidence that is this subject to monthly functional and annual discharges tests.
62. On conclusion of the annual checks a summary report is prepared for the Director of Community Services detailing the outcomes with particular reference to those buildings where the required assurance has not been provided.
63. In 2012 the assurance check for leased premises showed that the majority of tenants have the relevant health & safety documentation and up to date records in accordance with legislation and the terms and conditions of the tenancy agreements. A small number of tenants failed to comply and this gave cause for concern. Council officers are working with those tenants to implement systems to ensure compliance.

#### **HEALTH AND SAFETY EXECUTIVE (HSE)**

64. The Health and Safety Executive (HSE) is the Government body with responsibility for a varied range of activities; from shaping and reviewing

regulations, producing research and statistics and enforcing health and safety law. It is the latter which is of primary concern to the Council.

65. There was no workplace intervention or visit by HSE Inspectors during 2012/13. An incident involving an employee of the Refuse & Recycling Services resulting in a fracture was reported to the HSE who acknowledged the report and took no further action. There was no other reportable accident or incident requiring HSE involvement.

### **ZURICH MUNICIPAL INSURANCE (The Council's Insurers)**

66. Zurich Municipal Insurance (ZM) completed a risk improvement survey of the current risk management policies and practices specific to the transport, combined liability and property management operations of all District Councils in Hampshire. The purpose of the survey was to identify the existing control measures and establish ability to reduce insurance based losses to Councils.
67. Fareham Borough Council is meeting the required standards and ZM acknowledged the ongoing work that is being done within the Council in managing these risks.
68. Officers of Fareham Council recognise that inspection is embodied in legislation such as the Health & Safety at Work Act and Occupiers Liability Acts and officers have improved and further developed existing procedures so that effective proactive inspection regimes backed up by prompt repair and recordkeeping systems are in place.

### **INTERNAL AUDIT - DELOITTE & TOUCH**

69. The Council's Corporate Health & Safety procedures and controls were subject to an internal audit by Deloitte & Touch in accordance with the 2012/13 Internal Audit Plan. The audit was designed to provide assurance that management have implemented adequate and effective controls for Corporate Health & Safety.
70. The audit specifically covered the following areas:
- Regulatory, Organisational and Management Requirements;
  - Health & Safety Framework;
  - Health & Safety Awareness;
  - Health & Safety Checks;
  - Risk Assessments;
  - Reporting Concerns; and
  - Performance Management Reporting.
71. The audit identified a few minor areas for improvement but overall concluded there are basically sound procedures and controls in place to manage the Corporate Health & Safety risks.

### **RISK ASSESSMENT**

72. Failure to comply with health and safety law may have serious consequences for the Council, members and all individual employees. Sanctions may include fines, imprisonment, or both. Addressing health and safety issues likely to affect

employees is not viewed as a regulatory burden, but an opportunity to reduce risk to the Council, members, and its employees from potential sanctions whilst at the same time benefitting from reduced costs associated with lower employee absence/turnover rates, fewer accidents and the lessening of the threat of legal action.

## **OBSERVATIONS**

73. Analysis of accident reports established that not all 'accidents' were attributable to a specific work-related cause. In reality, the total figure for actual injury causing accidents at work was 45 - a decrease of 7 on the previous year's total of 52. It is important to note that apart from one incident (fracture) all accidents were of a minor nature with no serious injury attached.
74. It is encouraging to note the continuing fall in the number of accidents within the Department of Streetscene Services, particularly the Waste Collection section which witnessed a substantial decrease from 27 in 2011/12 to 17 in 2012/13. The concentrated programme of training held over the course of 2012/13 for this particular work group has improved employee awareness of the health and safety aspects of their work and in so doing contributed to accident prevention and a clear trend in accident reduction.
75. The Winter Contingency Plan worked well and reflected the professional and conscientious approach by employees particularly of Streetscene and Parking Services all of whom are to be congratulated on a job well done in maintaining the Council's services during the adverse weather.
76. Both the management of Corporate Health & Safety Systems and the high level risks associated with Council properties continue to be monitored by CXMT, the Corporate Premises Health & Safety Group and the Health & Safety Committee to ensure the associated health and safety risks are adequately controlled by relevant managers/owners/occupiers.
77. The ongoing work that is being undertaken in managing these risks has been positively acknowledged by both Zurich Municipal Insurance (property/combined/motor risks) and Deloitte & Touche Public Sector Internal Audit (H&S Management Systems) following their respective audits of the Council's health and safety risk management processes.

## **CONCLUSIONS**

78. The need to be aware of workplace health and safety issues and the ability to manage it sufficiently is very much embedded in the Council, as evidenced by the reduction in overall accident numbers and the positive responses received following the internal auditors and insurers reports referred to in this document.
79. The Council can be assured that much has and will continue to be achieved by its managers to encourage a proactive approach to managing health and safety during 2013/14 so that the Council, its managers and employees achieve a standard of health and safety that not only continues to meet statutory requirements but also demonstrates competence in health and safety management.

**Reference Papers:**

Health & Safety at Work etc Act 1974

Management of Health & Safety at Work Regulations 1992

HSE Publication HS(G) 65

**Enquiries:**

For further information on this report please contact Tom Rodgers (Ext 4586).

# FAREHAM

## BOROUGH COUNCIL

### **Report to Public Protection Policy Development and Review Panel**

**Date**                **23 July 2013**

**Report of:**        **Director of Regulatory and Democratic Services**

**Subject:**         **EMERGENCY PLANNING - ANNUAL REPORT**

#### **SUMMARY**

This report provides an annual update in respect of the work that has been undertaken by the Council to enable it to effectively respond to emergencies. It highlights the arrangements that are in place, the training and exercises that have been undertaken to test the Council's emergency planning arrangements as well as reference to some of the incidents that the Council has responded to. The annual report is provided as a source of information and evidence to demonstrate that the Council is satisfying its responsibilities and duties under the requirements of the Civil Contingencies Act.

#### **RECOMMENDATION**

Members' views and comments are sought on the service that is provided prior to it being reported to the Executive as a record/update of the work that has been undertaken to enhance the Council's emergency response capability.

## **INTRODUCTION**

1. The Civil Contingencies Act (2004) has considerable implications for local authorities as it means that civil protection and resilience is now a statutory responsibility for all local authorities.
2. The Council has a recognised role in responding to emergency situations and supporting the emergency services and the Council's Emergency Plan sets out how it will respond, and support the emergency services, in the event of an emergency incident. This could include the setting up of a control centre to co-ordinate the Council's response, as well as the provision of rest centres. The Plan has been developed in association with Hampshire County Council's Emergency Planning Unit.

## **OBJECTIVES OF THE EMERGENCY PLANNING SERVICE**

3. The Council's objectives in delivering an emergency planning function are:
  - To protect and safeguard the local community and its environment;
  - To provide a call out, management and communication control system that will enable the Council to provide an effective response to an emergency;
  - To put measures in place that will assist in business continuity and service delivery in the event of an emergency.
  - To comply with the Statutory duties of a Category 1 Responder, as defined in the Civil Contingencies Act 2004.

## **BUSINESS CONTINUITY PLANNING AND EMERGENCY PLANNING**

4. The Act places specific duties upon the Council to demonstrate that it has robust arrangements in place to provide the assurance that is required for both Business Continuity and Emergency Planning.
5. The Council's responsibilities in respect of Business Continuity Planning are to ensure it has prepared plans in place as far as is reasonably possible in order to deliver its critical services/functions in the event of a disruption.
6. All Departments' business continuity plans are being updated to reflect any changes that have occurred; this includes changes in officers.
7. This report provides an update in respect of the Council's Emergency Planning arrangements and highlights the work that has been undertaken to date.

## **THE COUNCIL'S EMERGENCY PLANNING ARRANGEMENTS - UPDATE**

8. The Civil Contingencies Act (CCA) established a statutory framework for civil protection at the local level. This, together with accompanying guidance and regulations, sets out clear expectations and responsibilities for front line responders at the local level to ensure that they are prepared to deal effectively with the full range of emergencies from localised incidents through to

catastrophic emergencies.

9. The CCA divides local responders into two categories under the Act; both Hampshire County Council and Fareham Council, together with all other local authorities in the country, are “Category 1 responders” (the same category as the Police and Fire and Rescue services fall into).
10. There is a statutory duty to comply with the requirements of the Civil Contingencies Act, regulations and guidance in order for the Council to be prepared to deal effectively with emergency situations.

Key duties are:

- Assess local risks and use this to inform emergency planning;
  - Put in place emergency plans;
  - Put in place business continuity management arrangements;
  - Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency;
  - Share information with other local responders to enhance co-ordination;
  - Co-operate with other local responders to enhance co-ordination and efficiency; and
  - Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only).
11. In addition, there is also a necessity to work with partner organisations as part of the Local Resilience Forum.
  12. All district Councils in Hampshire, other than Eastleigh Borough Council, have entered into a Service Level Agreement with Hampshire County Council to undertake some of these responsibilities, which enables the Council to meet its statutory duties.
  13. The Emergency Planning Service contributes to the corporate objective of making Fareham a **safe and healthy place to live and work**, which itself contributes to local people being confident that sound measures are in place to ensure the health and safety of people who live, work in or visit the Borough.

## EMERGENCY PLANNING SERVICE OBJECTIVE

### To Protect and Safeguard

14. To protect and safeguard the local community and its environment by providing a call out, management and communication control system.

#### *Processes*

- **Emergency Plans** To have arrangements in place that through the Council's Emergency Plan will enable the organisation to respond to an incident affecting the local community.
- **Emergency Service** To support and assist the Emergency Services.
- **Risk Assessments** Assess local risks and use the information to inform the emergency planning process (covered by the Community Risk Register).
- **Test & Review** To test and review the Emergency Plan that will allow the organisation to respond to emergency situations in an integrated and co-ordinated way. To undertake review exercises to test the plan.
- **Response** The establishment of an Emergency Management Team and Emergency Control Centre in response to an emergency in order to co-ordinate the Borough Council's response / support.
- **Training** To identify personnel who would be prepared to undertake key roles in responding to an emergency and in liaison with other agencies. To undertake regular training of those undertaking key roles within an emergency.
- **Rest Centres** The provision and maintenance of five emergency rest centres throughout the Borough.
- **Public Information** To put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency.
- **Business Continuity Plans** To put measures in place that will assist in business continuity and service delivery in the event of an emergency. To provide advice and assistance to businesses and the voluntary organisations about business continuity management.

15. The Council has, over recent years, undertaken a complete review of the emergency planning arrangements, involved more employees in the process and the roles that need to be undertaken on aspects of emergency planning and have introduced new procedures, plans and actions based on the needs of the Council and likely requests and demands that may be made of the Council in an emergency. These are continually being reviewed.



16. The Emergency Plan is reviewed annually. It is on the Council's internet and intranet and all key personnel have hard copies. A fundamental review of the plan last took place in September 2008 and this meets the requirements of the CCA. This also included the development of Action Cards/Sheets for specific roles and has since been further enhanced to take account of improvements identified during training exercises. Working with the Emergency Planning Unit of HCC, the Borough Council's Emergency Plan has been reviewed and a new version (version 2) was issued in August 2011, there have been no major amendments since this last review. The updates and revisions are made to make sure these reflect new procedures and provide more robust measures and arrangements that enable the Council to provide an effective response.
17. The Service Level Agreement (SLA) developed in conjunction with other Hampshire District Councils, where Hampshire County Council takes the lead, has been effective in enabling the Council to meet its emergency planning duties as required by the CCA. The agreements are reviewed on a three yearly basis and the current agreement took effect from 1 April 2012. The cost to the Council for this service in 2013/14 is £18,900. Given the work undertaken on Emergency Planning in the Council and the level of support that has been obtained to date from the County through the SLA, it has to date delivered value for money in the improvements and enhancements that have been delivered. However it is important that this is kept under review.

#### **HAMPSHIRE LOCAL RESILIENCE FORUM (LRF)**

18. Hampshire Local Resilience Forum (LRF) consists of representatives from the emergency services, local authorities and any other organisations who would be involved in an emergency. The role of the LRF is to ensure that all of these organisations work together to prepare for, respond to and recover from emergencies. Fareham's Chief Executive represents all the district councils on this group.
19. The LRF is responsible for the development; maintenance and testing of plans and procedures for major emergencies and incidents to ensure all of the organisations are prepared to respond to a major incident in the county. This joined up approach helps to ensure the best possible service for people living in Hampshire and the effective delivery of the duties under the Civil Contingencies Act.
20. There is also an LRF Local Authority Group made up of the district council's emergency planning officers that meet with the County to ensure the service is being delivered in line with the SLA. In addition Fareham, Gosport, Havant, East Hants and the New Forest together with the unitary authority of Portsmouth City Council have developed a Southern sub group. This is facilitated and meets at Fareham Civic Offices on a quarterly basis.
21. There are two dedicated HCC Emergency Planning Officers that work with the five district councils of the sub group. The fact that Portsmouth is part of the group lends itself to better co-ordination and integration of the emergency planning work. The group members work together to ensure consistency,

exchange of information and to ensure performance of HCC against the standards within the SLA.

### **Risk Assessments**

22. As part of the statutory responsibility within Emergency Planning, HCC have been reviewing how they communicate local risks to District Councils. Whilst HCC are all aware of the "wide area" risks within Hampshire (contained within the HIOW LRF Community Risk Register, such as flooding and pandemic flu) there are smaller incidents requiring local authority support that need to be communicated and shared for training purposes.
23. The HIOW LRF Community Risk Register (CRR) is the main driver for all Emergency Planning, Training and Exercising in Hampshire. Back in 2005, when the District Risk Registers were first developed, the CRR had not been completed - therefore the District Risk Registers filled that gap. Whilst the District Risk Registers aimed to identify local sites within each of the seven hazard categories, it is only really the first section (Industrial Accident & Environmental Pollution) that could provide any local value. The remaining six sections have generic mitigating plans in place and planning takes place at an LRF level.
24. Whilst incidents such as those involving acetylene will often require a generic response from us (evacuation; road closure, warning & informing), there are some that may involve a different element of response - such as tyre recycling sites, refrigeration plants etc. We are always keen to identify sites (where they are known) to assist us in preparing the district councils in how they would contribute towards that response supporting our emergency service colleagues.
25. In October 2012, a multi agency forum was facilitated by HCC Emergency Planning and HFRS to discuss how we could pro-actively use the Site Specific Risk Information Data (SSRI) that HFRS maintains. A joint Fareham and Gosport approach enabled joint services such as Environmental Health and Building Control to be represented. Data ranked as high or very high was shared with all those who attended (Building Control, Environmental Health, Licensing, Hampshire Police) which enabled them to gain a specialised overview of how their service would contribute to a potential localised incident. The sharing of information also enabled HFRS colleagues to update SSRI information during this session. The data gained from this forum will be used to influence exercises and training as well as provide briefings for senior managers on risks within the Borough. This risk assessment process will be repeated annually.

### **Emergency Control Centre (ECC)**

26. Following further changes to the layout of the civic offices and changes in the status of accommodation needs, The Emergency Control Centre has reverted back to its original place on floor eight of the civic offices, the ECC is set up on floor eight using the Vannes/Pulheim and Collingwood rooms, when there is a requirement to set up the ECC, facilities and officers who are responsible for emergency planning functions set up the room to enable it to be used, this has

been tested and works well.

27. If there were to be an incident involving the civic offices which negates the use of floor eight, arrangements are in place for the ECC to be set up at the depot in Broadcut.

### **Training**

28. To maintain the level of preparedness required by Fareham Borough Council a programme of continuation training was carried out in 2012/13, using the FBC Emergency Response Plan as the guiding document, all of the FBC staff who have emergency response roles listed in that plan have received a number of training sessions on their roles, such as Call Operator, Loggist, Plotter, Supervisor. Training has also been given to other specialist emergency response staff, such as Liaison Officers, Environmental Health Officers and Housing Officers.
- **Incident Liaison Officer and Environmental Health Officer Training -** Joint training was provided in October 2012 for Incident Liaison Officers and Environmental Health Officers. It was run in conjunction with Hampshire Fire and Rescue Service (HFRS) and held at their training headquarters in Eastleigh. It was a full days training, which included lectures on command and control; hazardous material incidents; the role of the ILO and EHO at incidents; the Urban Search and Rescue Team as well as an input from Hampshire Constabulary on Incident Scene Management. The day was very well received by all those that attended –further training is being planned for spring / summer 2013.
  - **Loggist Training** – As a result of a number of exercises and incidents, it was recommended that further training be given to those that would support the emergency response as loggists for the Tactical Management Team during incidents. A training package was produced using best practice principles and theoretical models and was delivered in a number of sessions to loggists from FBC. The training was a three hour session that was designed to be interactive and enjoyable. The training was well received and all participants found it rewarding. It is evident from recent incidents and exercises that the loggist training is being implemented, with staff knowing and undertaking the role to a higher standard.
  - **Emergency Control Centre (ECC) Training** – Throughout 2012/13 there have been numerous training sessions focussing on the different roles and also the set up and establishment of the ECC. This has included Plotters, Call Operators, Loggists, Supervisors, Link Officers and Runners. This ensured that all staff involved within the operation of the ECC were all well trained and equipped for their roles.
  - **Media Training** – In June 2012, HCC EPU worked in partnership with Escott Hunt Consultants to provide a full days training focussing on the role of the media officer in an incident. It focussed on the responsibilities of the Local Authority for Warning and Informing – a duty of the Civil Contingencies Act 2004; how to produce media releases; the importance of

social media and how to brief spokespeople for a press conference. The consultants provided an excellent, worthwhile and fun day for all delegates.

- **Specialist Role Training** – Specific training for roles such as Elected Members; Customer Services Staff; Senior Managers and Housing Staff was undertaken throughout the training year. This training ensured that specialist staff, officers and members were aware of Fareham Borough Council's role in a civil emergency and their roles within it. The training focussed on the duties under the CCA 2004; different types of incidents and various scenario based exercises. Sessions were held specifically for Senior Managers to look at tactical incident management and how to make justifiable and defensible decisions.

### **Welfare and Rest Centres**

29. In the event that an incident requires the evacuation of the local population Fareham Borough Council have five Prepared Rest Centres (PRC) all have had their annual risk assessments and Health and Safety inspections carried out, and training has been provided to all buildings management teams.
30. Training for the HCC ASSIST team (Adult & Children's Services) is ongoing with 80% of the volunteers trained. The current list of ASSIST volunteers is continually being reviewed, as staff members leave or are relocated to other areas. The EPU are conducting a continual recruitment drive to ensure that the level / quality of staffing required is maintained and is fit for purpose.
31. Titchfield Community Centre is a new PRC that is now fully operational with the staff fully supportive of the use of the centre as a PRC. A live exercise to test the response of the buildings staff; HCC ASSIST and the Voluntary Sector was carried out at Titchfield Community Centre on the 16<sup>th</sup> August 2012. The exercise was very well attended, and Fareham College Uniformed Public Services Course provided students to play the role of the evacuees. FBC Housing Staff also attended to assist with the exercise and to see firsthand the role of FBC at a Prepared Rest Centre.
32. The new Portchester Community Centre is now running as a PRC. All staff at the centre were trained in February 2013, with continuous training being provided in 2013/2014 to new staff, with an exercise planned to take place at the centre in 2013/14.
33. In 2012, two Prepared Rest Centres were used to support incidents within the Fareham BC area.
  - **Portchester Community Centre:** 3 vulnerable evacuees were accommodated at the previous Community Centre until it was safe for them to return home after an acetylene cylinder incident.
  - **Fareham Leisure Centre** supported residents evacuated as a result of the River Wallington flooding in December 2012. The PRC was established to accommodate those affected by the floods, but only a small number attended.

During both incidents staff at both centres were positive, helpful and supportive and provided a great overall response. This demonstrates the importance of continual training and support of the Borough and the County to PRCs and their staff.

34. An annual Joint PRC Welfare Meeting (Fareham, Gosport & Havant) was held on 31st January at Havant Borough Council with attendees from Gosport Borough Council, Fareham Borough Council, Havant Borough Council, St John Ambulance, Salvation Army and a number of the PRCs. This was a good forum to discuss changes to PRCs, identify lessons learnt and highlight any future exercises.

### **Annual FBC Emergency Planning Exercise**

35. In December 2012, the annual Emergency Control Centre exercise was held. The aim of the exercise was to test the emergency response arrangements in place, including business continuity; the management and information flow around the ECC; tactical management decisions / rationale as well as the welfare of staff, to ensure that the emergency response organisation was fit for purpose. The scenarios centred around two deliberate threats made within the borough. This required the management team to deal with "multiple incidents" and the demands made on them by the Emergency Services.
36. The exercise was the first exercise since the change of location of the ECC from floor 1 to the floor 8 committee rooms. The new room layout was a great success and well received by all staff using it. Overall the exercise went very well and achieved all objectives.
37. The exercise was co-ordinated by Hampshire Council Emergency Planning Officers, on completion of the exercise a hot debrief was carried out and this was followed by a more detailed report on the outcome of the exercise, there were recommendations contained within the final report and an action plan.
38. The final report that was received from HCC was very complimentary on how the exercise went, the most important point of note in the report was the fact that HCC Emergency Planning Unit state that " FBC are well equipped and prepared for an emergency within the Borough requiring Local Authority support".

### **Incident 19 September 2012 - 2.5KG Acetylene cylinder garage/house fire Portchester**

39. This incident was reported at around 0530 on 19<sup>th</sup> September, the fire started in a garage next to the house, and quickly engulfed the garage and entered part of the property. On arrival HFRS were informed that there was a 2.5KG acetylene cylinder contained within the garage. HFRS immediately put a cordon of around 100m of the scene. This was later reduced to a more manageable 25 metres once the immediate danger had been averted.
40. Nearby houses were evacuated, most occupants went to friends houses or

neighbours, however there were 3 residents that were identified as vulnerable, these residents were taken to Portchester Community Centre where the rest centre had been opened.

41. At approximately 11am after HFRS were happy that there was no further danger from the acetylene cylinder, occupants were allowed back into their properties.

#### **Incident 20 December 2012 - Severe Flood Warning River Wallington & Flooding in Titchfield**

42. The problem was caused by heavy rain and the rising water level of the River Wallington flowing into Fareham Creek that also coincided with a high tide. As a response to the severe flood risk at Wallington, Fareham Borough Council put into place its emergency response plan. As a result the Council: Opened its Emergency Control Centre within the civic offices through which the Borough Council's response was co-ordinated.
43. Resources were deployed to support the emergency services in response to the flooding incident at Wallington and also in Titchfield where Liaison Officers were sent to both areas to identify local need and response.
44. The Council worked closely with HCC officers (both Emergency Planning and Highways), Hampshire Fire and Rescue Service, the Police and the Environment Agency. One of the Council's Emergency Rest Centres was opened (Fareham Leisure Centre) and whilst only 3 people elected to be evacuated and use the facility it demonstrated that our arrangements and preparations kicked in to accommodate the potential for more evacuees if the situation worsened.
45. Local media updates were provided through the Council's web pages and social media to ensure local residents were kept informed of the situation and actions taken.
46. In co-ordination with HCC, the Council provided over 600 sandbags to the Wallington and Titchfield areas threatened by the flooding.
47. The recently installed property defences within Wallington proved their worth and the flood alerts issued by the Environment Agency meant that these were all put in place to protect properties.
48. As river levels rose a concern was raised about a crack in the River Wallington defence wall and this was closely monitored by the Environment Agency engineers and as a precaution 8 one ton bags of ballast were been placed to reinforce and strengthen the wall.
49. Roads within the area were closed and a major supermarket closed due to vehicles not being able to access or egress the site.
50. The road diversions and action of the emergency services supported by Fareham Borough Council and HCC kept disruption to a minimum and sections

of road were gradually reopened as the flooding subsided.

51. As the Council's depot from which its refuse collection and street cleansing services operate had to be evacuated due to the closure of roads leading to the facility, the Council instigated its business continuity plans and alternative arrangements were put in place for the storage and parking of refuse collection and depot vehicles and temporary relocation of its operational base from the depot to the civic offices. This meant that there was no disruption to the refuse / recycling collection service, throughout the incident.
52. The Council's Emergency Control Centre liaised with the County's Adverse Weather Centre that had been set up in order to monitor the impact of the weather during the day and respond accordingly. River levels dropped and were closely monitored at the 16:30 high tide but there was no further flooding and the next high tide was closely monitored at 05:13 the next morning when officers again opened the Council's Emergency Centre.
53. I think the above scenario highlights the importance of how close co-operation between all the agencies and examples of where local communities take a proactive approach pays off.
54. Whenever there is an incident within Fareham, a debrief will take place to look at the response from FBC and other partner agencies, where it is identified that changes need to be made to a particular response, an action plan is put in place to ensure these changes are carried out.

#### **TRAINING PROGRAMME**

55. To maintain the level of preparedness required in order to respond to an emergency situation the Council has a continuous programme of training for everyone involved with emergency planning. This is delivered by the HCC Emergency Planning Officers through the Service Level Agreement the Council has in place with them.
56. It is important the Council's Emergency Response Plan is regularly tested and the officers undertaking specific roles are provided with the necessary training to undertake their specific duties effectively.
57. A training plan has been put together for 2013/14 which will include all officers already mentioned within the emergency plan and all new volunteers.

#### **SERVICE LEVEL AGREEMENT**

58. As previously reported A Service Level Agreement was developed and agreed that set out what the districts would require the County to provide, on their behalf, to satisfy their emergency planning responsibilities as required by the Act. Hampshire County Council charges each district authority to provide this service. The current annual cost of this for Fareham as highlighted earlier is £18,900 for 2013/14.
59. Under these arrangements, the County Council become a Category 1

responder with lead responsibility. The districts become Category 1 responders without lead responsibility, but still retained their statutory responsibility under the Act, the work being undertaken by the County on behalf of the districts through the Service Level Agreement.

60. HCC are also responsible for ensuring that all other plans that are used within the emergency planning process are distributed and up to date.

### **FINANCIAL IMPLICATIONS**

61. The cost of this service and the new agreement can be met within the existing budget.

### **CONCLUSION**

62. Over the last 12 months the emergency response capability of Fareham Borough Council has been maintained. This has been achieved through the provision of a comprehensive training schedule put in place in conjunction with the HCC Emergency Planning Unit. This training and exercising is undertaken using the Council's Emergency Response Plan. The Plan and the arrangements and procedures are kept under review and these are covered by the regular training and exercising in order that we can be satisfied that our arrangements meet the Council's statutory responsibilities and that this is being delivered in accordance with the terms of the Service Level Agreement.
63. Joint working with HFRS has also been invaluable to ensure that everyone is aware of each other's responsibilities and the chain of command that everyone should follow. As previously mentioned under training above, HFRS facilitated training at the HFRS HQ in Eastleigh and officers who attended found this training to be invaluable, further training at HFRS HQ is planned for later in 2013.
64. As in previous years the work undertaken by Council officers in conjunction with officers from HCC Emergency Planning Unit in reviewing and developing arrangements in order to provide an effective response to an emergency, together with the comprehensive training that has been supplied has provided a solid base, from which the Council will be more than capable of responding to any incident.
65. The programme of continued training, exercising and reviewing our arrangements will be maintained in order to maintain the standard of response at a good level.

**Background Papers:** None.

**Reference Papers:** None.

### **Enquiries:**

For further information on this report please contact Kevin Wright (Ext 4359).



# FAREHAM

## BOROUGH COUNCIL

### **Report to Public Protection Policy Development and Review Panel**

**Date**                    **23 July 2013**

**Report of:**            **Director of Regulatory and Democratic Services**

**Subject:**                **REPORT ON FOOD STANDARDS AGENCY AUDIT**

#### **SUMMARY**

The Food Standards Agency has a remit to oversee local authority food law enforcement to ensure appropriate local services are in place. Fareham Borough Council's food law enforcement service was selected for a focused audit covering food hygiene database management, food premises interventions and internal monitoring arrangements by the Agency earlier this year. The onsite audit took place on 12-13 March 2013.

Although a draft audit report has been received, the final report is still awaited. The draft report was very positive with many examples of good practice highlighted; there were also four relatively minor recommendations. An action plan is required by the Agency to address these, and this has been produced and sent to them. The Agency will require an update on progress after 6 months.

#### **RECOMMENDATION**

- (a) that the Panel note that the audit has taken place and the recommendations that have been made, which are set out in Appendix A within the Audit Action plan; and
- (b) that an update and progress against the plan be reported to the Panel in March 2014 when it also considers the Food Safety Service Plan.

## **BACKGROUND**

1. The Food Standards Act 1999 gives the Agency powers to monitor and audit local authorities. The Act provides the Agency with statutory powers to strengthen its influence over enforcement activity and to ensure national priorities and objectives will be delivered. It gives the Agency powers to carry out the following duties:
  - set standards of performance in relation to enforcement of feed and food law;
  - monitor the performance of enforcement authorities;
  - require information from local authorities relating to feed and food law enforcement and inspect any records;
  - enter authority premises, to inspect records and take samples;
  - publish information on the performance of enforcement authorities;
  - make reports to individual authorities, including guidance on improving performance; and
  - require local authorities to publish these reports, and state what action they propose in response.
  
2. The Framework Agreement on Official Feed and Food Controls by Local Authorities is the mechanism by which the Agency puts into effect the powers contained in the Food Standards Act 1999. It provides for the following:
  - published local service plans to increase transparency of local enforcement services;
  - clear agreed standards for local authority feed and food law enforcement;
  - local authority monitoring data used to select authorities for audit where there are concerns over enforcement performance; and
  - an audit scheme aimed at securing improvements and sharing good practice.
  
3. Any audit carried out by the Agency of Local Authorities is done so by comparing the Food Safety arrangements against the standards set by the Framework Agreement.

## **INTRODUCTION**

4. Earlier this year Fareham Borough Council received notification that its Food law Enforcement arrangements had been selected by the Food Standards Agency for a focussed Audit.
  
5. Fareham had been selected as it had not received an Audit in the previous 5 years. The focussed audit would cover food hygiene database management, food premises interventions and internal monitoring arrangements. It was agreed with the Agency that the Audit would take place on the 12 -14 March 2013.
  
6. Prior to the audit the Agency required a questionnaire to be completed and returned together with some 40 files which included procedures, the service plan, enforcement policy and spreadsheets detailing all of the work undertaken during the previous 2 year period.

## **THE AUDIT**

7. The audit will comprised of an opening meeting, discussions with the audit liaison officer, a staff interview, various record checks, a site visit to a food establishment and a closing feedback session, over a 3 day period.
8. The audit of Fareham's Food Law Enforcement arrangements went very well with the audits highlighting a number of areas of good practice:-

### **Good Practice- Business Process Management System**

The Authority had developed a computerised business process management system which helped manage critical process control points during food law enforcement and interventions. This provided prompts and guidance for officers helping maintain consistency and quality.

### **Good Practice - Automated Internal Monitoring**

The Authority had developed a computerised internal monitoring system which regularly automatically ran and produced reports to monitor data entries for food law enforcement activities.

### **Good Practice - FBO Certification of Compliance**

The Authority had developed a "certification of compliance" system for traders where remedial action was required by the food business operator (FBO). This provided the FBO with details and photographs as appropriate of remedial action and work required. FBOs were invited to certify that all action required by officers had been taken.

### **Good Practice – Complaint Tracker System**

The Authority had developed an internet based complaint tracker system which provided complainants with electronic access to check the progress of their complaint.

## **AUDIT RECOMMENDATIONS**

9. There were four recommendations that resulted from the audit, these are detailed within the action plan that has been drafted and sent to the Agency in accordance with their requirements. The action plan is shown at Appendix A.

## **RISK ASSESSMENT**

10. There is a risk of adverse publicity from the Food Standards Agency should the Audit recommendations not be addressed.

## **CONCLUSION**

11. The Audit from the Food Standards Agency was extremely thorough and the outcome very positive. Although the audit was scheduled for 3 days it concluded on the second day. A number of areas of good practice were identified by the Agency and the four recommendations were relatively minor in nature and good progress has already been made in addressing these.

### **Background Papers:**

None.

### **Reference Papers:**

None.

### **Enquiries:**

For further information on this report please contact Ian Rickman (Ext 2401).

Appendix A - Action Plan

Action Plan for Fareham Borough Council

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>3.1.6 Ensure that all documented procedures are reviewed at regular intervals. [The Standard – 4. 1]</p>	<p>31/12/13</p>	<ul style="list-style-type: none"> <li>• Programme to review current procedures and produce procedures for Remedial Action Notices and Detention Notices in progress.</li> <li>• Procedures are now a standing item on the Food team meeting agendas.</li> </ul>	<ul style="list-style-type: none"> <li>• Master list of procedures produced with review dates included.</li> <li>• 50% of current procedures have been reviewed and updated where necessary.</li> </ul>
<p>3.1.10 Ensure that officers receive and record the minimum ten hours relevant training per annum based on the principles of continuing professional development. [The Standard – 5.4 and 5.5]</p>	<p>01/04/13 and ongoing</p>	<ul style="list-style-type: none"> <li>• Continue to have standard item on team meetings agendas and monitoring of Officer attainment.</li> <li>• Issues of concern to be reported upwards to the Head of EH at 121's with team leader.</li> </ul>	<ul style="list-style-type: none"> <li>• Officer training is now a standard item on monthly team meeting agenda. This includes a review of each officers CPD attainment to date and also ensuring that all training is accurately recorded.</li> <li>• Officer training and development is part of the Council's employee performance and development programme. Requirement recognised in revised corporate training plan.</li> </ul>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
3.3.9 Ensure inspections at product-specific establishments subject to approval under Regulation (EC) No. 853/2004 are recorded on the appropriate product specific aides-memoire. [The Standard – 7.3 and 16.1]	31/07/13	<ul style="list-style-type: none"> <li>• A review of existing Approved premises to be undertaken to ensure all correct documentation is held on file.</li> </ul>	<ul style="list-style-type: none"> <li>• Procedures have been updated in respect of Product Specific Approvals.</li> <li>• A Business Process Management System (BPMS) checklist has been put into place and is now live. Checklist includes a link to website and instruction re specific inspection pro formas.</li> </ul>
3.5.5 Ensure records of all internal monitoring are maintained. [The Standard – 19.3]	31/07/13 and ongoing	<ul style="list-style-type: none"> <li>• Inspection proforma to be amended to include more detail about traceability.</li> <li>• Code to be added to database to enable premises to be easily identified that are supplying vulnerable groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Standard team meeting Agenda re-established and the recording of minutes.</li> <li>• Officer consistency is a standard item on the agenda.</li> <li>• Codes in database introduced to enable monitoring self-certification of compliance returns.</li> <li>• FHRS local indicator included in Food Safety Plan for 2013/14 and approved by Executive at meeting on 13 May 2013.</li> </ul>