

Appendix 1 – Environmental Health

Requirement	Cross Cutting	Specific	Proposals
<p>Regulators should carry out their activities in a way that supports those they regulate to comply and grow</p>	<p>We have published an <a href="#">Enforcement Policy</a>, which was approved by Members and provides the guiding principles which enforcement officers are expected to follow when applying the laws they are empowered to enforce on behalf of the Council.</p> <p>The grades of officers who are authorised by SDDC under all of the legislation covered by the Code is specified in a Scheme of Delegation. This Scheme of Delegation is signed by the relevant Director.</p> <p>We have developed an enforcement decision process which forces officers to consider all of the criteria in the enforcement policy before proposing a case for prosecution.</p> <p>The decision to instigate a prosecution can only be</p>	<p>Following approval by Members, SDDC has provided a ‘without prejudice’ health and safety advisory service across Nottinghamshire and Derbyshire on behalf of the Derbyshire and Nottinghamshire Chamber of Commerce (DNCC). This service was in direct response to findings by the Chamber of Commerce that 29% of business felt that regulation put them at a competitive disadvantage.</p> <p>SDDC are playing an active role in supporting the Local Strategic Partnership to deliver a ‘Better Business for All’ project across the Derbyshire and Nottinghamshire region. See <a href="#">our website</a></p> <p>The Housing and Environmental Services Service Plan contains a number of service targets intended to support business growth, namely;  <a href="#">Corporate Plan Indicators</a>                      SM14 - Increase the proportion of premises that meet the Food Rating Scheme of 5 Stars                      SM15 - Reduce the proportion of premises that meet the Food Rating Scheme of 0 to 2 Stars                      GP 04 - Regulate businesses in a way which promotes success for South Derbyshire's economy, as well as continuing to provide public protection.  <a href="#">Local Plan Indicators</a>                      Number of new food businesses provided with free consultation advice at start up.                      % of planning applications recommended for</p>	<p>We will publish an updated Enforcement Policy which covers all of the Councils services covered by the Regulators’ Code.</p> <p>We will be working jointly with all other environmental health and trading standard departments in Derbyshire to identify key action points which we can all adopt to improve the delivery of regulation across the County. We will use our close working relationship with the LEP to consult on these with the business community before implementation.</p> <p>We are working with the LEP to deliver a programme of training for regulatory officers to enable them to ‘walk in the shoes’ of business operators.</p>

	approved by both the Director of Housing and Environmental Health <u>and</u> by the Legal and Democratic Services Manager.	approval. Business satisfaction with regulatory services.  We use Environmental Health's <a href="#">facebook</a> page to promote all food businesses who have been awarded 5 stars for food hygiene.  We also use our facebook page to promote business grants and business awards.	
Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views		After every food safety inspection, the Food Business Operator is offered the opportunity to state their opinion of the inspector in an anonymous feedback questionnaire. Any dissatisfied responses are investigated by the Environmental Health Manager. The food safety officers are given a target (included in the service plan) to achieve 90% satisfaction ratings.  Ways for businesses to appeal against any regulatory decisions are included in all written communications following an inspection. All appeal processes have clear timescales and are independent of the officer(s) who made the original decision.	To improve the impartiality of an appeal we are seeking an inter-authority agreement with other local authorities to enable appeals against regulatory decisions to be considered by professionals in other authorities
Regulators should base their regulatory activities on risk		Proactive inspections of businesses <u>only</u> take place after the relative risk of the business has been assessed based on an approved national risk assessment method. The frequency of inspection is always based on the national standard.  Reactive inspections of businesses <u>only</u> occur where there are reasonable grounds to suspect that an offence may have occurred.	We will publish on our website details of all of the risk assessment methods so that businesses know how their risks are rated and how they can improve their risk scores.
Regulators should		Business can sometimes get different advice from	Further work is necessary to

<p>share information about compliance and risk</p>		<p>different regulators. To avoid this we support the <a href="#">Primary Authority</a> national scheme. Where we disagree with another regulator we will reach an agreement with the other regulator and not leave it up to the business operator to find the solution.</p>	<p>improve information sharing between regulatory agencies. Councils and between professional groups (e.g. Environmental Health / Trading Standards / Fire Safety). We propose to drive this forward at regional and national level.</p>
<p>Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply</p>		<p>Business operators are given clear, unambiguous written feedback following an inspection.</p> <p>All written advice to business clearly differentiates between legal compliance, advice and best practice.</p> <p>Our website provides quick links to other external websites which offer regulatory advice (e.g. D2N2 Single Point of Contact, HSE, Food Standards Agency).</p> <p>We regularly promote our regulatory activity in the local press and have a target of 12 press releases a year</p>	<p>Revise all our webpages to ensure that the information and links are all up to date.</p> <p>We will set up an email contact list to enable rapid and direct contact with our business community</p>
<p>Regulators should ensure that their approach to their regulatory activities is transparent</p>		<p>We publish all of our service standards online.</p> <p>We monitor the performance of our officers against these service standards.</p> <p>We publish our performance against our service standards in reports to E&amp;DS</p> <p>Business operators are given immediate reports following a food safety or health and safety inspection. The report requires the officer to discuss the findings with the business owner and to obtain their signed agreement of the findings.</p>	<p>We need to improve the on-line publication of feedback received from those we regulate (such as customer satisfaction surveys, data relating to complaints and appeals against our decisions)</p> <p>The Environmental Health Service is revising its service standards this year</p>

