



# Gateshead Council

**Climate Change, Compliance, Planning and Transport  
Service Plan for the Health & Safety and Food Control Services  
2025/2026**



# Service Plan for the Health & Safety and Food Control Services 2025/2026

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# Foreword

The work of the Environmental Health Team is governed by various Acts of Parliament, Official Government Guidance and reports. The main pieces of legislation covering the teams work are the Food Safety Act 1990 and the Health and Safety at Work etc. Act 1974. The team is also monitored by; and reports directly to the Food Standards Agency and the Health and Safety Executive. The following are some of the most recent reports that directly impact on the work of the team.

## 1. Introduction

- 1.1 This plan sets out how the Council will deliver the food safety and health and safety enforcement functions in the financial year 2025/26. The details concerning the time required for each element is in officer days. Each full-time officer has 220 days available for carrying out their duties.
- 1.2 In 2024/25 the Environmental Health Team of the Council responded to over 1200 accidents, food poisonings and service requests. However, we also undertook over 1200 interventions in a wide range of premises to build stronger, healthier, prosperous and sustainable businesses, the same as the previous year.
- 1.3 In 2022 the FSA estimated that nationally there are over 2.4 million cases of food poisoning and an estimated 180 deaths per year are caused by food poisoning organisms. These are projected to be 56 deaths caused by foodborne norovirus, Salmonella 33 deaths, Listeria monocytogenes 26, Clostridium perfringens 25, and Campylobacter 21. Most of these fatalities occur in those aged 75 years and older.
- 1.4 The 2024 statistics from the HSE show that 1.7 million workers suffered from work related ill health. 138 workers were killed at work. Workplace ill health and injury cost society £21.6billion.
- 1.5 The Food Standards Agency (FSA) as part of its national food safety framework agreement requires all Local Authorities to prepare a service plan which sets out how the official controls will be delivered.
- 1.6 The Health and Safety Code (The Code) requires Local Authorities to be transparent in their enforcement role. To achieve this, we need to publish our intervention plan and report on our performance against that plan.
- 1.7 Gateshead Council is responsible for the enforcement of food safety legislation in approximately 1800 premises and health and safety law in approximately 3000 premises. Our food premises range from food manufacturers to retailers and restaurants, whilst health and safety covers the service industries including warehouses, retail premises, hotels and leisure facilities.
- 1.8 In carrying out interventions we will prioritise unannounced visits wherever practicable, however for domestic premises, high hazard premises, high security premises and mobile vehicles that do not normally trade in Gateshead we are happy to make appointments in most circumstances.
- 1.9 To ensure local transparency and accountability, to show the service's contribution to the Thrive Agenda, Health and Wellbeing Strategy and to meet the requirements of the FSA Framework Agreement this plan is approved by full Council.

## 2. Review of 2024/25

### 2.1 General

- 2.1.1 Below is a review of the work completed in 2024/25. Due to changes in working practices and coding of premises that occurred during the year it is not always possible to directly link the planned work with what has been carried out. Also, many of the visits included visits to previously unrated premises. Many food premises now receive a joint intervention that includes both food and health and safety.
- 2.1.2 During the year the team was required to move to a new risk rating scheme for food standards premises. However, due to delays in the roll out by our Management Information System supplier we were unable to meet this deadline and continue to use the previous risk rating system.
- 2.1.3 Under the Foods Law Code of Practice the team undertake inspections on a risk based approach. The cost of living crisis is having a great effect on the sustainability of businesses and a large number have either ceased trading or cut corners, meaning they were none compliant with the legislation. The constant business turnover is causing continued issues as each one must be re-set to unrated and receive an inspection as soon as possible.
- 2.1.4 With regards to health and safety we continued with undertaking interventions at food businesses. Other health and safety interventions were carried out when intelligence was received, for example complaints or accident reports.
- 2.1.5 We are committed to following the Food Law Code of Practice and carry out the routine inspections unannounced. This works for the majority of our business, but there are occasions when appointments are favoured in order to meet with the necessary personnel or to observe certain activities. This can be the case with our larger manufacturers or businesses run from domestic premises.

### 2.2 Health and Safety

Type of Intervention	Planned Activity	Interventions Achieved	
	Interventions	National Intelligence	Local Intelligence
Inspections	5	1	11
Face to Face Interventions	220	2	139
None Face to Face Interventions	500	0	2
Accident Investigations	10	15	
Service Requests	138	137	
Skin Piercing Applications	63	Premises 22	Person 65
Smokefree Complaints	3	1	
Total	939		

## 2.3 Food Safety

Activity	Planned	Achieved
<b>Food Hygiene Interventions</b>		
A	4	7
B	31	31
C	122	122
D	256	256
E	115	44
Unrated	398	194

- 2.3.1 Category 'A' premises (food hygiene) require 2 inspections per year, however, if at the first visit a premise is downgraded to a lower risk rating then it will not require the second inspection. Therefore the planned and achieved columns may not tally, but we may still have achieved 100% of the required inspections.
- 2.3.2 During the year 126 unrated businesses were closed down, either because they had never started trading, or had closed before we managed to carry out an inspection. This gives a total of 320 interactions with unrated businesses. We registered 234 new businesses in the period April 2024 to February 2025 and are on target to reduce our number of unrated businesses to less than 100 by the end of March 2026.

## 2.4 Approvals

- 2.4.1 Certain premises require 'Approval' under Regulation EC 853/2004. These premises are predominantly handling food of animal origin with the exception of our bean sprout manufacturer, which also requires Approval status due to a perceived E.coli risk. The approval requirement helps ensure high standards of food hygiene, food safety, and traceability. The council is responsible for awarding an approval health mark which appears on the food label, and this proves that it was produced in an approved business within Gateshead.
- 2.4.2 There is a more onerous process to follow than the usual registration of a new business. The expected standards are higher and there is a need for a more in-depth food safety management system. There are also more visits required in the first six months when they may need time to move from conditional to full approval (time given while they trade, to achieve full compliance and receive full approval status).
- 2.4.3 The initial approval process for a new business and the ongoing routine inspection are all more labour-intensive than routine inspections of other types of businesses. This requires officers to be suitably trained and competent, and visits will always be made by two officers instead of one. These types of businesses require more resources and place a higher demand on the team. This comes in the form of inspections, contact for advice, reviewing food safety management systems and related documentation, sampling visits and follow ups. The dedicated officers are also first point of contact for customers and other local authorities should problems arise, or in situations such as product recalls, in which case work is carried out with the business to ensure the recall is carried out successfully.

2.4.4 Currently (April 2025), Gateshead has 11 fully approved premises and one conditionally approved premises.

## 2.5 Enforcement Actions

2.5.1 The following table shows the amount of enforcement action taken throughout the year.

Activity	2023/24	2024/25
Written Warnings	604	600
Food hygiene Improvement Notices	0	1
Health and Safety Improvement Notices	0	0
Food Standards Improvement Notices	0	0
Food Hygiene Emergency Prohibition Notices	0	0
Health and Safety Prohibition Notices	0	2
Prosecutions	0	0
Voluntary Closure	0	6
Simple Caution	0	2
Voluntary Surrender of Food	15	26
Formal Condemnation	0	0

## 2.6 Monitoring

2.6.1 Monitoring of performance is carried out throughout the year and reported on a monthly basis to Managers and Directors, although major issues will be reported as necessary.

2.6.2 Interventions and activities are reported in a monthly report to the Compliance and Regulatory Services Manager. The report is a record of the numbers of interventions and certain actions taken by the team during the month.

2.6.3 A monthly narrative is provided to the Compliance and Regulatory Services Manager and Service Director of activities of note and any issues of concern. This will include any good news stories, poor performing businesses and any management issues.

2.6.4 Database Checks are carried out on a proportion of jobs to ensure database accuracy.

2.6.5 During the year officers are encourage to carry out joint visits with each other to aid consistency. Also the Food Lead Officer will carry out competency checks of officers to ensure continuing competence, but also to allow officers to progress to carrying out other activities and functions.

## 2.7 Major Cases

### 2.7.1 Prosecutions

2.7.1.1 There were no prosecutions this year.

### 2.7.2 Simple Cautions

2.7.2.1 There were no simple cautions this year.

### 2.7.3 Major Investigations

2.7.4.2 Following an incident in Humberside Councils around the country were asked to carry out visits to Funeral Directors to ensure decency and safety. EHO's visited all of our Funeral Directors and did not find any significant issues.

2.7.4.3 A routine inspection of a local supermarket revealed a quantity of counterfeit Glens Vodka. An intelligence bulletin at the same time revealed that this was an issue across the North of England and further checks were carried out. These checks showed other premises were also selling the counterfeit vodka. The team liaised with Food Standards Scotland, who were leading on the investigation and provided them with valuable intelligence. To date the source of the vodka has not been identified. This resulted in 1 Hygiene Improvement Notice being served and 2 Simple Cautions being issued.

2.7.4.4 A sample taken by another Local Authority identified that a quantity of Mustard Powder from a single Chinese supplier was contaminated with peanuts. This led to a country wide withdrawal of the Mustard Powder that affected a major business in Gateshead and officers provided support and guidance to the company as investigations were undertaken to identify who had been supplied with the product and what the major issues were likely to be.

### 2.7.4 Hygiene Emergency Prohibition Notices

2.7.4.1 No notices were served.

## 2.8 Comment

2.8.1 The year has once again been busy for the team, with some unusual and significant investigations. Despite this we have still managed to achieve targets and work towards targets for unrated businesses that were set in discussions with the FSA.

## 3 The Year Ahead

### 3.1 Proactive Work

- 3.1.1 The intervention programme is continually monitored and reviewed by Lead Officers in the Team with the following factors being assessed:
- Most appropriate intervention for risks associated with a business.
  - Qualifications, experience and competency of the officer carrying out an intervention.
  - Additional intelligence that may be gathered during the year (food fraud, illegally imported food, accidents)
  - Use of unscheduled interventions for increased risks or newly identified hazards
  - New businesses added to the programme.
- 3.1.2 We will respond to intelligence received, both from National Bodies and also local intelligence from local sources and members of the public. All intelligence is assessed for its relevance to Gateshead and its impact to businesses and public health prior to decisions being made on the level of response required.
- 3.1.3 The team normally takes part in activities to disrupt businesses with links to organised crime, each request for assistance is assessed to ensure we have resources available and to maximise the benefit to us. If there is no benefit or we do not have the resources, then we may be unable to take part in such activities.
- 3.1.4 During the year it is anticipated that we will be required to begin using a new food standards risk rating system. This will require configuration of the database and training of officers. The new system will give officers more flexibility over the type of intervention to be undertaken at premises and will concentrate resources at the highest risk. Gateshead was a pilot authority, so has some experience of using the new rating scheme. It will also mean that more time is taken in allocating out interventions.
- 3.1.5 We generally carry out unannounced visits for both food safety and health and safety. When inspecting domestic premises and High hazard premises we will make appointments but reserve the right to make unannounced visits from time to time.

### 3.2 Health and Safety

- 3.2.1 HELA LAC 67/2 (rev 13) provides guidance for priority planning of inspections through a risk-based system. The LAC no longer requires a risk assessment of premises to be carried out, however, to assist in prioritising interventions Gateshead Council will continue to use the previous system of risk rating where officers score premises based on four risk elements and assign a rating value to each of these elements:
- Confidence in management
  - Health performance
  - Safety performance
  - Welfare standards
- 3.2.2 The system then categorizes the risk the premises pose as high (A), medium (B1/B2) or low (C). Premises will only receive a face to face intervention if there is a reason to do so and they are due an intervention based on the following categories. We will undertake an inspection of A rated premises at least once per year and B1 rated premises will receive an intervention every 2 years. We have decided an intervention frequency not less than 3 yearly for B2 and 5 yearly for C category premises. This considers the number of premises in these categories,

the resources available for delivering the service plan and local/ historical knowledge of the premises database.

- 3.2.3 All intervention visits contain an element of smokefree enforcement and officers will check for compliance with the legislation.
- 3.2.4 The types of interventions for all premises are directed by the [Code](#) and HELA circular [67/2](#). Broadly these fall into two groups, proactive and reactive. The two groups include several different options and include:

**Proactive interventions:**

- Partnership
- Motivating senior managers
- Targeting the supply chain
- Design and supply
- Sector and industry wide initiatives
- Working with those at risk
- Education and awareness
- Inspection
- Intermediaries
- Best practice
- Recognising good performance

**Reactive interventions:**

- Incident and ill-health investigation
- Dealing with issues of concern that are raised and complaints

3.2.5 A traditional inspection is reserved for only a very small number of premises, so the majority of interventions will come from the other options.

3.2.6 Low risk businesses are unlikely to be visited.

3.2.7 LAC 67/2 provides for priorities where a proactive inspection is appropriate. Where we identify these as an issue, we will carry out an inspection. The categories we anticipate being involved in are:

- I. Duty to manage asbestos
- II. Legionella in spa pools
- III. Visitor attractions prevention/control of ill health arising from animal contact
- IV. Planned Preventative Maintenance
- V. Inflatable Amusement Devices
- VI. Gas safety in commercial catering premises
- VII. Electrical safety in hospitality settings

3.2.8 All other businesses will receive a face to face intervention focusing on one of the national industry wide initiatives to promote safety in high risk areas. These areas are: ill health at visitor attractions with animals, interaction of vehicles and pedestrians in warehouses, falls from height, occupational deafness at steel stockholders, occupational asthma at in-store bakeries, musculoskeletal disorders in residential care homes, unstable loads, crowd management, carbon monoxide poisoning, violence at work, fires and explosions caused by fireworks and manual handling in high volume warehousing.

3.2.9 The number of premises due an intervention are as follows:

Type of Intervention	Interventions	
	National Intelligence	Local Intelligence
Health and safety inspections	2	2
Health and safety face to face interventions	80	200
Health and safety none face to face interventions	0	100

3.2.10 Unrated premises are only likely to receive a health and safety intervention if they sell food items or we have a reason to visit such as accident or complaint. We expect to carry out an intervention at approximately 150 unrated premises. It is anticipated that we will carry out 1 health and safety inspection and 100 none face to face interventions. We will also send out health and safety advice to 200 low risk businesses. This means we will be spending a total of 47 days on carrying out proactive health and safety interventions.

### 3.3 Food Safety

3.3.1 The food service uses the FSA's intervention rating scheme to determine the frequency that food premises should receive an intervention. This ensures that all premises are visited at an appropriate minimum interval determined by their risk rating.

3.3.2 Interventions are defined as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to:

- Inspections (full and/or partial) and audits
- Monitoring
- Verification and surveillance
- Sampling where the analysis/examination is carried out by an Official Laboratory.

3.3.3 The tables below show how many premises the Service has in each risk category on 1 April 2025+, together with the projected number of interventions required during the financial year:

FSA Risk Category	Minimum intervention frequency	No. on database	Projected interventions due 2025/26	Time Required (Days)
A	6 months	5	10	30
B	12 months	39	38	38
C	18 months	248	146	88
D	24 months	625	358	179
E	36 months	568	290	41
UNRATED		301	200	200
Total		1786	1042	576

3.3.4 Unrated businesses are those that have not yet been inspected and therefore do not have a rating. New businesses are continually added to the programme throughout the year. 254 were added during 2024/25. A total of 202 new businesses were inspected during the year. 128 new businesses were also closed down before receiving an inspection.

### 3.4 Food Standards

3.4.1 The table below shows the number of premises that the Council has on its database and the number of interventions required during the year.

3.4.2 As stated previously we will be starting to operate a new risk rating system for food standards, this will have an impact on the number and type of interventions required. The Food Law Code of Practice allows for officers to decide on the most appropriate form of intervention to be carried out in each of the risk levels, except for the Priority Levels. Priority levels have to be an inspection but can be a partial inspection. None priority levels requiring an intervention every 12 or 24 months will be decided based on the business, previous history, whether or not other interventions are planned at the premise and ease of carrying out a remote intervention. Risk levels of 36 months or more will generally be a remote intervention only.

3.4.3 The Database we use for recording inspections will not be updated in time to start using the new risk rating scheme from 1 April. Once updated we will commence using the new rating scheme.

<b>FSA Risk Category</b>	<b>Minimum intervention frequency</b>	<b>No. on database</b>	<b>Projected interventions due 2024/25</b>	<b>Time Allocated (Days)</b>
A	12 months	16	16	32
B	24 months	761	532	266
C	5 years	701	262	52
UNRATED		311	200	56
Total		1789	1010	406

### 3.5 Feed Safety

3.5.1 As part of our ongoing commitment to reducing burdens on business, we have agreed with Trading Standards to undertake feed safety interventions at the same time we undertake food safety interventions. This should have limited impact on the work of the team but will remove the need for a second officer to visit the premises to undertake a separate feed visit. The time for these has been factored into food hygiene interventions.

## 3.6 Service Requests

- 3.6.1 The Council investigates requests for service from a wide customer base about various issues. We endeavour to provide comprehensive information and advice on health and safety and food safety when requested.
- 3.6.2 We have an internal policy, based on HSE and FSA guidance to determine whether requests for service will / may / will not be responded to. Our target is to respond to 100% of those requests for service that meet our selection criteria within two working days.
- 3.6.3 In 2024/25 we received the following number of requests for service:

Request Type	Number of Requests	Time Allocated 2025/26 (days)
Health and Safety	135	41
Licensing & Events	347	82
Food Premises	225	113
Food Standards	31	31
Food Hygiene	49	25
Advice to Food Businesses	223	112
FHRS Rerating Request	5	4
Food Allergens	20	20
<b>Totals</b>	<b>932</b>	<b>428</b>

## 3.7 Home Authority Principle and Primary Authority Principle

- 3.7.1 Gateshead Council fully supports the Home Authority Principle and the Primary Authority Partnership Scheme. The Home Authority Principle is where another Local Authority receives a complaint or has an issue with a producer in our area we will undertake the investigations at the producer on their behalf.
- 3.7.2 The Food Service is Home Authority for a number of producers and as such provides advice and investigates incidents on behalf of other Local Authorities.
- 3.7.3 Gateshead must abide by the relevant principles and guidance when it deals with any business that has a Primary Authority agreement. The Better Regulation Delivery Office website is regularly monitored to identify new primary authority partnerships and the premises database updated with relevant information. The Service does not have any Primary Authority agreements in place.

## 3.8 Food sampling

- 3.8.1 Food sampling is carried out in accordance with our food sampling programme. The food and businesses sampled are determined by our intervention and sampling programmes and additional information received such as allegations of food poisoning, complaints, newly identified businesses, processes or hazards.
- 3.8.2 Annual sampling programmes are developed following consultation with the North East Food Sampling Group, the Public Analysts and UKHSA. The programmes support national food surveys (identified by FSA and Local Government Regulation) as well as regional and local priorities.
- 3.8.3 The time required includes the time taken for resamples and investigations of failed samples.

<b>Samples taken</b>	<b>2024/25</b>	<b>Time Allocated 2025/26 (days)</b>
<b>Microbiological examination</b>	394	394
<b>Analysis (composition/labelling)</b>	40	40
<b>Total</b>	<b>434</b>	<b>434</b>

- 3.8.4 In 2024/25 the studies involved Unpasteurised and pasteurised milk cheese, Hygiene in tattoo and cosmetic Piercing Premises and Raw Shell Eggs. In 2025/26 there are no planned regional surveys, but we will take part in national surveys as they are announced.

## 3.9 Infectious disease investigations

- 3.9.1 The food service aims to safeguard the public through surveillance and investigation of food and water related infectious disease. The service works closely with UKHSA and follows agreed disease specific procedures and when relevant, Outbreak Control Plans.
- 3.9.2 Numbers of incidents notified to the service in previous years are shown in the table below:

<b>Infectious disease</b>	<b>2023/24</b>	<b>2024/25</b>	<b>Time Allocated 2025/26 (days)</b>
<b>Investigated</b>	103	147	74
<b>Monitored</b>	323	383	27
<b>Outbreaks</b>	0	2	20
<b>Totals</b>	426	532	121

## 3.10 Food Safety Incidents

- 3.10.1 The service regularly receives reports of food incidents from the FSA via e-mail and text. Action depends on the nature of the incident and will be dealt with in accordance with the FSA Code of Practice. The majority are for information only, but Food Alerts for Action may require immediate action to remove the food hazard from the food chain. These Alerts can potentially have an impact on programmed interventions.
- 3.10.2 There are many product recalls received during the year, which officers need to be aware of. During the year 140 alerts were received. Alerts for information do not normally require any direct action, but officers need to be aware of the issues during inspections.

## 3.11 Statutory Notifications

- 3.11.1 A significant part of the health and safety workload is taken up with accident investigation. Certain injuries, dangerous occurrences and occupational diseases are reportable by businesses to the enforcing authority using RIDDOR. Incidents are selected for investigation in accordance with HSE Guidance, local and national priorities.
- 3.11.2 In 2024/25 we received 80 accident notifications and we investigated 16 of these. That took a total of 16 officer days to carry out and a further 4 days to administer all notifications.
- 3.11.3 We will respond to notifications of defective lifting equipment within two working days or more promptly where appropriate, to ensure the risk of injury is minimised or eliminated.
- 3.11.4 The Council must be notified by licensed asbestos contractors about any asbestos stripping operation taking place in Council enforced premises. This is done via the HSE central reporting system. We will respond to all notifications in an appropriate timescale and liaise with the contractor to ensure that all work takes place according to legislative guidelines to minimise risk.

## 3.12 Registrations

- 3.12.1 Byelaws require the registration of people and premises carrying out acupuncture, tattooing, semi-permanent skin-colouring, cosmetic piercing and electrolysis. We have registered 21 new skin piercing premises and 63 new people for skin piercing activities during the year.
- 3.12.2 We also maintain a public register of installations under the Notification of Cooling Towers and Evaporative Condensers Regulations 1992. This can be used as a source of information in the investigation of a suspected legionella outbreak or for planning initiatives to control Legionella.

## 3.13 Licensing Applications

- 3.13.1 The service is a statutory consultee under the Licensing Act 2003 and the Gambling Act 2005. The number of applications received is given in the table within section 3.2.1 showing the number of health and safety service requests received. The service responds to both premises licence applications and Temporary Event Notifications. We are also a consultee for street trading, market consents and pavement licenses.

## 3.14 Business Training and Information

- 3.14.1 We will raise awareness with relevant businesses of legislative changes as they occur.
- 3.14.2 We also help businesses assess their training needs and help them source appropriate training courses.

## 4 Resources

### 4.1 Overall Resources Required for 2025/26

- 4.1.1 The figures in the following tables are based on figures from the previous years. Details can be found in the relevant sections of section 3 of this plan.
- 4.1.2 As can be seen from the tables, the team are slightly under resourced. This could be mitigated by reducing the number of health and safety face to face interventions. However, if an emergency were to occur, then assessment will be made to redistribute resources to mitigate the changes required.

Activity	Visits / investigations	Total Time
Health and safety inspections	2	2
Health and safety face to face interventions	430	215
Health and safety none face to face interventions	100	4
Accident investigations	16	20
Health and safety service requests	135	121
Skin piercing applications	79	40
Food safety inspections	1042	575
Food standards inspections	1010	406
Food sampling interventions	868	434
Infectious disease investigations	530	100
Food service requests	330	192
Food Advice	232	112
Prosecutions	1	20
Simple cautions	1	15
Hygiene Emergency Prohibition Notices	1	3
Events and Licensing	450	80
Meetings		80
Training		30
ICT Maintenance		55
Miscellaneous		200
<b>Total</b>	<b>5227</b>	<b>2704</b>

	H&S	Food	ID	Other	Total
Time Available	429	1958	95	0	2482
Time Required	401	1719	100	345	2564
Balance	28	239	-6	-345	-83

### 4.2 Staff Training and Development

- 4.2.1 Officers are required to maintain 20 hours CPD, 10 of which must be in food related training in order to maintain their basic food competence. Training is provided through the North East Public Protection Partnership and other online courses and seminars in both food safety and health and safety.

## 5 Service Improvements

### 5.1 Health & Safety

- 5.1.1 We will continue to expand the number of joint visits that are carried out to reduce burdens on business and work in a more efficient way. This is particularly true in take away premises where an intervention can only be undertaken in the evening.
- 5.1.2 We will continue the use of mailshots to lower risk businesses and provide guidance combined with self-assessment questionnaires.
- 5.1.3 We will examine the use of alternative means of contacting businesses.
- 5.1.4 Skin Piercing website / Web in general.
- 5.1.5 Working within a Regional Work Plan.

### 5.2 Food Safety

- 5.2.1 We will continue to expand the number of joint visits that are carried out to reduce burdens on business and work in a more efficient way. This is particularly true in take away premises where an intervention can only be undertaken in the evening.
- 5.2.2 The highest risk premises and poor performing businesses will still receive an inspection.
- 5.2.3 We will examine the use of alternative ways of working and where colleagues are visiting premises ask them to obtain some basic information to assist us.
- 5.2.4 We will target new businesses, to reduce the number of outstanding inspections.
- 5.2.5 We will encourage more use of online information sources for businesses, applications and reporting of problems.