

## **OVERVIEW AND SCRUTINY BOARD**

A meeting of **Overview and Scrutiny Board** will be held on

**Wednesday, 18 June 2014**

commencing at **5.30 pm**

The meeting will be held in the Meadfoot Room, Town Hall, Castle Circus,  
Torquay, TQ1 3DR

### **Members of the Board**

Councillor Thomas (J) (Chairman)

Councillor Darling (Vice-Chair)

Councillor Pentney

Councillor Stockman

Councillor Hytche

Councillor Davies

Councillor McPhail

Councillor Kingscote

### **Co-opted Members of the Board**

Penny Burnside, Diocese of Exeter

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**Working for a healthy, prosperous and happy Bay**

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For information relating to this meeting or to request a copy in another format or language please contact:

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# OVERVIEW AND SCRUTINY BOARD AGENDA

1. **Apologies**  
To receive apologies for absence, including notifications of any changes to the membership of the Committee.
2. **Minutes** (Pages 1 - 2)  
To confirm as a correct record the minutes of the meetings of the Board held on 21 May 2014.
3. **Declarations of Interest**
  - a) To receive declarations of non pecuniary interests in respect of items on this agenda  
  
**For reference:** Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.
  - b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda  
  
**For reference:** Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.  
  
(**Please Note:** If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)
4. **Urgent Items**  
To consider any other items that the Chairman decides are urgent.
5. **Economic Strategy - Delivery against objectives** (Pages 3 - 16)  
To receive a progress update on the Economic Strategy 2013–2018.
6. **Energy and Climate Change Strategy 2014-2019** (Pages 17 - 46)  
To consider the Energy and Climate Change Strategy 2014-2019 and give its views to the Council.
7. **Community Safety Commercial Team Service Plan 2014-15** (Pages 47 - 94)  
To consider the Community Safety Commercial Team Service Plan for 2014/2015 and to give any views to the Council.



## Minutes of the Overview and Scrutiny Board

21 May 2014

**-: Present :-**

Councillors Bent, Darling (Vice-Chair), Davies, Hytche, Kingscote, Pountney, Stockman and Thomas (J)

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### 1. Election of Chairman

Councillor Thomas (J) was elected Chairman of the Board for the 2014/2015 Municipal Year.

**Councillor Thomas (J) in the Chair**

### 2. Apologies

It was reported that, in accordance with the wishes of the Liberal Democrat group, the membership of the Board had been amended for the meeting to include Councillor Pountney in place of Councillor Pentney.

### 3. Appointment of Vice-chairman

**Resolved:** that Councillor Darling be appointed Vice-chairman of the Board for the coming Municipal Year.

### 4. Minutes

The minutes of the meeting of the Board held on 9 April 2014 were confirmed as a correct record and were signed by the Chairman.

### 5. Appointment of the Health Scrutiny Board

**Resolved:** that the Health Scrutiny Board be appointed as a sub-committee of the Overview and Scrutiny Board with the terms of reference and membership as shown on agenda.

### 6. Welfare Reform

The Board considered a report which provided an update on the work of the Revenue and Benefits Service during 2013/2014, the current claim processing times and a summary of the impact that welfare reforms were having in Torbay.

Prior to consideration of the report, the Board heard a representation from a member of the public.

Members of the Board asked a range of questions of the Executive Head – Financial Services and the Revenue and Benefits Group Manager on issues such as:

- The pressure on staff as a result of increasing numbers of claims but reducing staff numbers
- The appropriateness of the criteria for the Exceptional Hardship Fund given the level of underspend on that budget
- How the underspends on the budgets for the Exceptional Hardship Fund and the Crisis Support Fund would be dealt with in the coming year

During the course of the debate, members of the Board identified issues which they would like to investigate further and asked that a Call for Evidence be issued.

Chairman

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Title: **Economic Strategy 2013–2018 Progress Update**

Wards Affected: **All Wards in Torbay**

To: **Overview & Scrutiny Board** On: **18 June 2014**

Contact Officer: **Alan Denby**

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E.mail: **Alan.denby@tedcltd.com**

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## Background

1. The Torbay Economic Strategy 2013-18 was published in July 2013. It set out the following overarching objective:

*To create more full time and sustainable employment by encouraging the growth of existing businesses and the creation of new businesses and social enterprises.*

2. The actions required to deliver this objective are grouped under four priorities, reflecting the need to create more jobs in the short term by:
  - a. driving business growth
  - b. sustaining the core economy
  - c. raising skill levels/promoting opportunities for all
  - d. nurturing the knowledge economy

Each priority has a detailed action plan setting out how it will be achieved and the projects which need to be brought forward to do this. This report sets out the progress which has been made in moving these action plans and projects forward since the strategy was published.

3. The strategy prioritises the following activities:

Activity	Progress
Market led masterplanning, dovetailing with Local and Neighbourhood Plans, to identify appropriate town centre regeneration projects for Torquay Town Centre development by the end of 2013	The Torquay masterplan is under development. It is due for completion in August 2014.
Market led masterplanning, dovetailing with Local and Neighbourhood Plans, to identify appropriate town centre regeneration projects for Paignton Town Centre development by the end of 2014	The Paignton masterplan is under development. It is due for completion in August 2014.
Implement local development orders (LDOs) for White Rock, Torquay Gateway and a town centre site to be	The emerging Local Plan sets out the Council's intention to use LDOs to help reduce the burden on businesses

confirmed	through increasing permitted development rights. It is intended to pilot several LDOs within the first 5 years of the Plan. Officers will work to identify sites where LDOs will offer maximum value, for example Edginswell and White Rock.
To bring forward new and revitalised employment space in the Torquay Gateway	A masterplan is under development for the Torquay Gateway site. Expected to be approved later in the summer the emerging plans would bring forward employment space in and around Edginswell business park.
Bring forward the Claylands site in Paignton for an employment scheme	The Claylands site has been included within the Clennon Valley proposals for leisure use. The current proposal is estimated by the developers to create approx 650 jobs. Officers are now working within the masterplan process to identify an alternative site.
Supporting delivery of the marine economy action plan for Torbay including seeking support for harbour infrastructure improvements in Brixham and Torquay and improved infrastructure for the fish processing sector	<p>The Peninsula (City) Deal has identified Brixham as a strategic site for the marine economy in the far South West. Officers are now seeking ways in which this status can be used to secure investment for a marine employment scheme in Brixham.</p> <p>The fishing industry is vitally important to the port of Brixham with 23% of the work force employed in the sector. Brixham boasts the highest value catch (£21.7m) of any port in England.</p> <p>Fish processing in the Torbay area generates £50m to the economy which represents 11% of UK sea fish processing GVA.</p> <p>There is recognised local demand for developing a fish processing park in order to further support and develop the sector, increase employment and GVA through the provision of a 24,000 sq ft facility; the proposal is to include 12 units (flexible design) plus meeting/training facility. Each unit will consist of ground floor production space with office/storage on the first floor level.</p> <p>Each unit will be constructed to food industry production standards.</p>
To work with the Heart of the SW	The Mayor and officers have worked to

<p>Partnership and partners to increase investment in economic infrastructure in Torbay</p>	<p>influence development of the LEP's strategic economic plan<sup>1</sup> and EU investment strategy<sup>2</sup>. Both of these have scope to support economic infrastructure including transport links and business incubation space.</p> <p>The following transport schemes are identified for potential funding through the LEP Growth Deal:</p> <ul style="list-style-type: none"> <li>○ Torquay Gateway (15/16)</li> <li>○ Edginswell Station (15/16)</li> <li>○ Torquay town centre and harbour side</li> <li>○ A385 Totnes Road, west of Paignton</li> </ul>
<p>Secure funding for the White Rock Innovation Centre</p>	<p>An application has been submitted to round three of the Coastal Communities Fund to match fund Torbay Council's allocated funding. A decision on whether we will be invited to Stage 2 is expected in July.</p>
<p>Seek to identify funding in support of small business grants in Torbay</p>	<p>The Mayor sought approval to establish the Torbay Growth Fund<sup>3</sup> (TGF) in summer 2013. It has now committed £371,000 to companies who will create 105 jobs. There is a pipeline of companies bringing forward applications.</p> <p>Where the TGF is not appropriate businesses have been signposted to alternative sources of funding such as the Plymouth GAIN fund.</p>
<p>Support the tourism sector through continuing to seek to extend the tourism season, increase the number of events and identify the potential for a new all weather attraction.</p>	<p>An application has been submitted to round three of the Coastal Communities Fund to support an increased events programme across Torbay.</p> <p>The Clennon Valley scheme includes significant investment in sporting and tourism infrastructure.</p>
<p>Support home based businesses through the creation of Workhub facilities</p>	<p>The Works facilities<sup>4</sup> opened in Brixham and Torquay in January 2014 and now have 10 members. To date the sites have engaged with nearly 150 home based businesses through events and regular 121 business advice and networking sessions. Significant work has been</p>

1 <http://www.heartofswlep.co.uk/strategic-economic-plan>

2 <http://www.heartofswlep.co.uk/SIFfinaldraft>

3 <http://www.torbaydevelopmentagency.co.uk/invest-in-torbay/torbay-growth-fund>

4 <http://www.theworkstorbay.com/>

	done to develop a social media profile to ensure the workhubs are marketed to hard to reach businesses and attract new members.
Develop and deliver with partners a growth programme for businesses and social enterprises including start up support, innovation and export	<p>The Outset Torbay start up support programme has now created over 300 jobs.</p> <p>The TDA is delivering a number of government lead business support programmes including New Enterprise Allowance, Ready for Business and Start up Loans Scheme supporting over 350 people creating over 100 new businesses, with more in the pipeline.</p> <p>The South Devon Export Network was started in 2013 and since held 3 events attracting 150 businesses. The Network is now exploring the possibility of a trade mission for the Network, in partnership with UKTI</p> <p>During 2013/14 UKTI ran monthly 1-2-1 sessions from the Innovation centers supporting over 15 local businesses. This is now being delivered by TDA business advisor helping businesses to become ready for export.</p> <p>To ensure continuation of this kind of support in future Torbay has worked with partners to develop the business support element of the Plymouth City Deal and influence the type of activity which can be funded under the 2014-20 EU programme.</p>

4. Alongside these priority actions a number of other actions have been undertaken to support delivery of the strategy action plans.

### **Driving Business Growth**

5. This priority seeks to expand the existing business base through start ups and increased entrepreneurial activity in Torbay. Both of these are widely acknowledged as being important drivers of economic prosperity. Key activities either being delivered or planned under this priority include:



## 6. Access to finance –

- a. The TDA has delivered a number of access to finance events to over 120 local businesses promoting how to improve your chances of accessing finance in a period when lending has become restricted as well as raising awareness and the range of funding options available including equity funding, crowd funding and micro credit funding.
- b. Loans of last resort are available through the urban enterprise programme providing particular support to nearly 60 start up businesses in the Bay's most deprived areas.
- c. As a sub-contractor for the governments start-up loan programme, the TDA provides 1-2-1 support with completing the loan application and developing the business plan; once the business starts, further mentoring support is available for up to 12 months. This improves the likelihood of success with securing start up finance and business survival.
- d. Funding has been secured via the Plymouth & Peninsula City Deal to deliver a series of finance workshops across the LEP area. As part of this, a Finance for Growth session will be run on 24<sup>th</sup> June at the South West Energy Centre. These will build upon the recent access to finance events referred to above.

## 7. Development of Torbay Enterprise Areas –

- a. The Mayor, together with the TDA & business community has successfully lobbied the LEP and government to secure inclusion of 3 Torbay wards, Blatchcombe, Shiphay and Tormohun, on the 2014-20 Assisted Areas map. While there is no funding linked to this status by right the label does ensure that businesses in those areas can access greater support from available business grant programmes and the designation puts Torbay in an improved position to argue for future funding. Finally when combined with the LDO's it is a powerful inward investment tool.

## 8. Collaborative project development with high value sectors –

- a. As a result of the work of the hi tech forum the college is actively progressing a hi tech skills centre which will complement White Rock Innovation Centre and anchor the electronics cluster here.
- b. In response to demand from the Hi Tech Forum South Devon College has developed an electrical engineering training framework for apprentices.
- c. Chaired by the Mayor the quarterly Manufacturing Forum meets to support the development and growth of the sector. With over 100 contacts in the Manufacturing sector across Torbay and South Devon the forum meets to discuss opportunities like apprenticeships and developments in marketing techniques, and hear from partners like the University Technical College to facilitate better engagement and collaboration.

## 9. Preparing for Export –

- a. The South Devon Export Network was formed in 2013 to help Torbay businesses move into exporting. It has held 3 events to date attracting over 150 businesses. Each event will focus on a particular country looking at its culture, challenges and opportunities; there will be an in depth presentation on particular barriers to international trade and how to overcome them; a case study from a local company talking about their exporting experiences. Forthcoming events include a focus on Hungary in September 2014 and the TDA is exploring with attendees the potential for a Torbay trade mission later this year.
- b. 1-2-1 sessions with UK Trade & Investment have also been made available for businesses. This is now being further developed with the TDA providing export 1-2-1 sessions helping businesses to be ready for UKTI support and programmes.

## 10. ICT and superfast broadband adoption –

- a. Torbay Council is a partner in the Connecting Devon and Somerset programme, which has secured funding from Government to support broadband rollout. By the end of the programme and BTs commercial roll out Torbay should have one of the highest proportions of superfast broadband coverage in the country.
- b. TDA is delivering Superfast Business support across South Devon and is expecting to support over 150 businesses; to date 83 businesses have received support 20% of which are based in Torbay.

## 11. Business Support Programme –

- a. The TDA is a partner in delivering the DWP's New Enterprise Allowance programme helping people on Job Seekers Allowance into self employment. To date, over 100 people on JSA have gone on to start up their own business with our support and guidance (see appendix 1 for a case study)
- b. As a delivery partner for Business West, the TDA delivers a monthly Ready for Business workshop designed to help people better understand what it takes to start up a business. In the last 12 months, over 90 people have attended this one day course with 25% of delegates going on to start a business.
- c. The TDA is rolling out a comprehensive business support programme offering business diagnostic, advice and guidance, business planning support and a range of workshops covering social media, finance, sales, marketing and export (see appendix 2 for a case study)

## **Sustaining the Core Economy**

12. This priority seeks to increase the attractiveness of Torbay as an inward investment destination within the core economy through improved infrastructure and a distinctive offer to promote the area. The actions promote appropriate uses of sites and premises, and facilitate their development through agreeing planning frameworks and working with developers, linked to priority sectors.

13. There are also actions designed to improve the tourism offer and support the fishing industry to enable Torbay to continue to compete in these sectors. Key activities either being delivered or planned under this priority include:

14. Northern Arm and Torquay Harbour Extension –

- a. The 2013 Port Masterplan identified both these projects as medium term priorities. Funding has yet to be identified to deliver them.

15. Development of a Fish Processing Park –

- a. A feasibility study exploring the deliverability of a fish processing park was completed in December 2013 and identified significant demand from local processors. 6 companies would look to move all or some of their production to this site and a further 2 require additional freezer space which could be located at the park. Development of the park is significant as a similar development in Grimsby is expected to create up to 200 jobs. The study highlighted the importance of processing to the Torbay economy:
  - Fish processing contributes approx £50m to the economy
  - There is potential to maximise the value of catch landed at Brixham, adding value locally rather than shipping unprocessed fish elsewhere.
  - Brixham is ranked as one of the UK's leading fish brands and building processing capacity will capitalise on this
- b. The project is now being progressed to site identification and design stage with a view to applying to the European Maritime and Fisheries Fund when it opens in January 2015. It will seek to develop a 24,000 sq ft processing park housing 12 units with processing and office space. The site would also offer training facilities to address the skills needs (eg fish filleting) associated with processing.

16. Town Centre Development –

- a. Masterplans are currently being developed for Paignton and Torquay town centres. Due for completion in August 2014 these will provide a platform from which to bring forward development.

## 17. Torquay Pavilion/Marina Car Park –

- a. The TDA is continuing to support developers to bring forward this scheme. A planning application has now been submitted, with a decision anticipated to be reached in September 2014. If granted we would expect work to begin on site around Easter 2015 with completion in late 2016.

## 18. Support and develop marine sector skills –

- a. Brixham has been identified as a strategic site in the Plymouth City Deal, there is interest from a number of companies in locating at Oxen Cove; these enquiries are currently being progressed.
- b. There is now an opportunity to promote further marine skills development through Plymouth University's acquisition of the Brixham Environmental Laboratory from Astra Zeneca. The Mayor and officers are working closely with the University of Plymouth to ensure that Torbay and Brixham in particular experiences benefits from their investment. It is expected that the University will use the site to deliver some degree and post graduate level teaching, it will continue to host in the short term a small Astra Zeneca team and there are a number of other businesses moving in to take up space at the site.

## 19. Public Sector 'Hub' –

- a. A business case has been developed to create a proposition for inward investors including government relocations. If fully implemented it is anticipated the hub will create approx 1500 jobs. It will also generate capital receipts by freeing up other assets, reduce running costs and help deliver integrated customer service.
- b. Architects drawings have been created and a submission made to include Torbay in the One Public Estate programme<sup>5</sup> to secure initial investment. There is also an opportunity to explore further funding opportunities such as the Transformational Challenge Fund<sup>6</sup>.

20. Inward Investment work has continued. Building on the Westminster event of 2013, the purpose of which was to raise the profile of Torbay as a business location to key decision makers, intermediaries and potential investors, many of whom are based in London. As a result of this event, the Public Sector Hub project referenced above is currently being progressed. The TDA is also tracking a large international electronics company which has a medium term plan to expand into Torbay.

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<sup>5</sup> [http://www.local.gov.uk/productivity/-/journal\\_content/56/10180/3932538/ARTICLE](http://www.local.gov.uk/productivity/-/journal_content/56/10180/3932538/ARTICLE)

<sup>6</sup> <https://www.gov.uk/government/publications/transformation-challenge-award-and-capital-receipt-flexibility-2014-to-2016-prospectus>

21. The 3<sup>rd</sup> annual Manufacturing Technology and Innovation (MTI) exhibition took place to further highlight the importance of the hi tech sector in Torbay and South Devon. The event has grown year-on-year and MTI 2013 attracted 40 exhibitors and 450 delegates.
22. The US Lead Generation campaign which the Mayor has spearheaded started during the summer of 2013. This project is focussing on promoting Torbay to companies on the West coast of America. Over 30 leads have been identified with several classed as potential projects. The TDA's Inward Investment Manager visited the USA earlier this year in order to meet with a number of these companies to further promote Torbay as a business location. We continue to work with these companies and aim to host a number of visits before June 2015 so they can see for themselves what Torbay can offer.
23. The TDA runs an aftercare programme to offer support to a small number of significant companies base on ownership (ie. foreign owned), sector or size. We aim to meet with these companies at least once a year to better understand their plans and offer support where we can.
24. 58 inward investment enquiries were received during 2013/14, 65% of which were in the key sectors of Electronics, Advanced Engineering, Manufacturing, Medtech/Life science and Marine

### **Raising Skill Levels and Promoting Opportunities for All**

25. Low skill levels and worklessness are closely linked, and this priority seeks to address the barriers to employment faced by some groups within Torbay. Based around the Work and Skills Plan the aim is to create a coordinated approach to addressing worklessness and improving skill levels. Key activities being delivered or planned under this priority include:
  26. Apprenticeship Development –
    - a. This Coastal Communities Funded project in partnership with South Devon College has supported employers to take on 3 apprentices to date with a further 12 in the pipeline. The total number of apprenticeships created by the programme should reach 60.
  27. Torbay Works –
    - a. Funding of £67,000 has been secured from Job Centre Plus and the National Apprenticeship Service to deliver a new web based portal ([www.torbayspace.co.uk](http://www.torbayspace.co.uk)) providing a one stop shop for young people aged 18-24 seeking advice on training, and work placements. The portal also offers a gateway for employers to pledge their support and commitment to taking on apprentices. 80 employers will be supported through a grant to

provide 80 new apprenticeships. The portal went live on 2<sup>nd</sup> June and will be launched at the opening of Careers and Skills Week on 6<sup>th</sup> June.

- b. The Torbay Works approach will be further progressed through the 2014-20 EU programme. Funding is also being sought through the transformation challenge fund to further develop the interactive element of the portal to offer advice and guidance to 16-18 year olds and create an electronic jobs board.

#### 28. Social Enterprise Development –

- a. The Torbay Social Enterprise Network was formed in 2013. It now has over 80 members and has organised several events covering such topics as procurement, social media and marketing designed to provide business growth advice specifically for the social enterprise sector.
- b. This network provides a strong legacy from the Social Enterprise element of the ERDF Urban Enterprise Programme, as well as a growing voice for the social enterprise sector locally.

### **Nurturing the Knowledge Economy**

29. The core Torbay economy is underpinned by the service and tourism sectors. If we are to increase Gross Value Added and wage levels in the longer term there is a need to develop the more productive and better paid knowledge economy. Key activities being delivered or planned under this priority include:

#### 30. Electronics & Photonics Innovation Centre (White Rock Business Centre) –

- a. A business case has been developed, exploring the need for a centre dedicated to increasing innovation in the electronics/photonics industry and the equipment this would need to provide.
- b. A funding application has been submitted to the Coastal Communities Fund for capital to build the White Rock Business Centre. Notification of whether we expect to progress to Stage 2 of this fund is due in July.
- c. Work is continuing with partners to develop a shadow board for this centre and the support from the private sector required to secure Technology Strategy Board funding.

#### 31. Awareness raising amongst younger people of career prospects in hi tech sectors –

- a. The TDA is continuing to support the Hi Tech Forum education sub group, promoting links between schools and employers. The proposed electronics and photonics innovation centre will develop this further and additional support for this activity will be sought from the 2014-20 EU programme.

## **Future Funding and Activity**

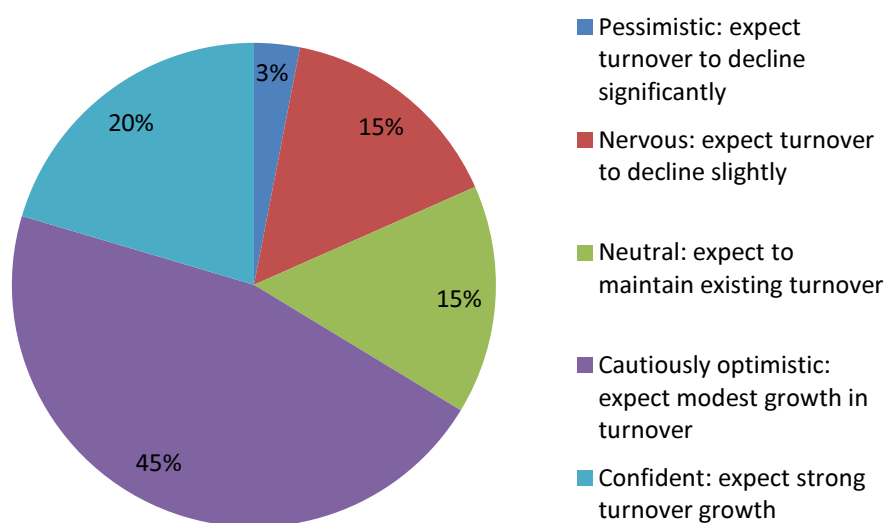
32. Much of the progress against the strategy outlined above is through revenue projects or business case development. The capital projects identified within the strategy are large scale and will require significant investment.
33. In order to forward capital projects in the future the Mayor has been lobbying the Heart of the SW partnership with Council and TDA officers working to support the development the LEPs investment priorities for the 2014-20 EU programme and the local growth deal. The process of securing funding will be highly competitive and officers are working to ensure that planning, transport and economic development are aligned so that transport and planning activities support local business growth. In doing this we are seeking to ensure to secure investment to deliver more of the priorities identified in the Economic Strategy.
34. Support for the following priorities from the Torbay Economic Strategy is included with the LEP documents:
- Business support including access to finance, business start up and export support
  - Attracting and retaining higher level skills
  - Electronics/photonics and health have been identified as key sectors within the LEP smart specialisation approach to innovation
  - Support for the innovation model identified above for the electronics/photonics sector
  - Digital literacy
  - Support for social enterprise
  - Various transport schemes
  - Further education capital funding support for a training hotel facility run by South Devon College
  - Potential to add value to the fishing industry through processing
35. Work will continue to develop projects within the strategy to enable funding to be sought once it becomes available, most likely from the first quarter 2015.

**Alan Denby**  
**Torbay Development Agency**

## Appendix 1 – Excerpt from winter 2013 Business Barometer

The following will give Overview and Scrutiny members an indication of business views at the time the barometer survey took place. The summer 2014 barometer will be released before the end of June with results expected in August. The barometer is a survey regularly attracting over 70 responses from businesses across Torbay which allows for questions to be asked on a variety of issues including planning, skills, transport, access to finance and attitudes to export. The responses are used to inform the work of the TDA and are publicised on the TDA website and in local newspaper.

**Thinking specifically about turnover, how do you expect your business to perform over the next 12 months?**



In the last survey 11% were pessimistic and 17% nervous, only 9% were confident compared to 20% this time showing businesses are expecting the economy to improve.

### How do this month's sales compare to the same month last year?

Compared to the previous survey sales seem to be stabilising, with a lower percentage reporting a fall year on year.

	Winter 2013/14	Spring/Summer 2013	Autumn 2012	Spring 2012	Autumn 2011
Better	45%	48%	48%	43%	42%
The same	27%	10%	19%	23%	19%
Worse	23%	38%	32%	27%	32%

### Future Developments & Challenges

This section aims to establish why businesses are currently based in Torbay, what keeps them here and what would cause them to leave. Some questions were also included to gauge what businesses feel the impact of the South Devon Link Road will be.

### **Do you think your business will still be in Torbay in 10 years?**

74% of businesses think they will still be in Torbay in 10 years time, an increase from 65% in the last survey.



### What factors are likely to constrain your growth at your current location?

The factors seen as most important in constraining growth were digital connectivity (32%) and general economic conditions (27%). Coastal defence/flood risk was seen as not at all important in constraining growth by 74% of respondents and housing availability by 65%.

### What factors are likely to support your growth in your current location?

The factors most important in supporting growth reflect those seen as the greatest threat, general economic conditions (44%) and digital connectivity (35%).

### Size of premises

Perhaps unsurprisingly given the prevalence of small businesses in the Bay small units are the most commonly occupied, with 35% of respondents occupying space of less than 500 sq ft. This is also the biggest requirement going forward.

	What size premises do you occupy at the moment?	What size premises would best suit your needs over the next 5 years?
0-500 sq ft	35%	26%
500-1000 sq ft	14%	17%
1000-1500 sq ft	9%	11%
1500-2000 sq ft	6%	6%
2000-3000 sq ft	2%	2%
3000-5000 sq ft	9%	11%
5000-10000 sq ft	5%	3%
10000-20000 sq ft	5%	9%
Over 20000 sq ft	8%	

### On a scale of 1-10 with 10 being the highest how important are the following to you?

Good digital connectivity and good road access were the factors seen as most important to respondents, with 44% and 33% respectively rating these a 10.

Rank of importance with 10 being highest	Modern building space	Good road access	Being located near like minded businesses or those in the same sector	Access to advice and business support	Availability of skilled employees
1	14%	0%	20%	17%	15%
2	8%	3%	2%	11%	5%
3	8%	5%	8%	21%	6%
4	5%	3%	3%	9%	5%
5	12%	5%	18%	6%	12%
6	2%	9%	8%	3%	5%
7	8%	14%	5%	8%	9%
8	11%	15%	9%	9%	11%
9	8%	9%	8%	2%	6%
10	23%	33%	17%	11%	23%

Rank of importance with 10 being highest	Availability of homes for employees	Road frontage location	Good digital connectivity	Space for future expansion	The quality of Torbay's natural or built environment
1	29%	35%	8%	12%	11%
2	0%	6%	0%	3%	5%
3	6%	9%	2%	3%	5%
4	12%	3%	0%	6%	3%
5	12%	9%	8%	12%	14%
6	17%	5%	6%	8%	6%
7	8%	2%	6%	15%	8%
8	6%	12%	12%	6%	18%
9	2%	2%	14%	8%	8%
10	5%	14%	44%	21%	20%



2014 - 2019

## Draft Energy and Climate Change Strategy

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# Torbay Council's Energy and Climate Change policies

Torbay Council's energy and climate change policies (not in order of priority) help to create a low carbon future, resilience to the changing climate and keep resources in the Bay.

Energy and Climate Policy	Description
<b>Energy and Climate Change Policy 1</b> <b>Torbay's carbon reduction target</b>	Torbay Council will work with the community, businesses and partners to reduce energy consumption and aim to reduce carbon emissions in line with national targets
<b>Energy and Climate Change Policy 2</b> <b>Economic development</b>	Torbay Council will support the development of a thriving low carbon business sector as part of delivering its Economic Strategy
<b>Energy and Climate Change Policy 3</b> <b>Energy security</b>	Torbay Council will seek to improve the energy security of the Bay, exploring suitable opportunities for local energy generation and conservation of resources
<b>Energy and Climate Change Policy 4</b> <b>Community engagement</b>	Torbay Council will promote householder and community action, deliver programmes and seek funding to improve home energy efficiency and reduce fuel poverty in the Bay
<b>Energy and Climate Change Policy 5</b> <b>Planning and transport</b>	Torbay Council will ensure local planning and transport policies contribute to tackling the causes and effects of climate change
<b>Energy and Climate Change Policy 6</b> <b>Torbay Council's carbon reduction target</b>	Torbay Council will aim to reduce its energy consumption and carbon emissions in line with national targets whilst delivering council services and efficiently managing its assets and estate

# Climate change resilience

In recognition that some amount of climate change will inevitably happen, resilience policies aim to help Torbay adapt to climate change and minimise its disruptive effects.

Climate Resilience	Description
<b>Energy and Climate Change Policy 7 Resilient assets</b>	Torbay Council will work to ensure that infrastructure and services are resilient to the impacts of climate change
<b>Energy and Climate Change Policy 8 Resilience awareness</b>	Torbay Council will seek to raise business and community awareness of the opportunities and threats resulting from a changing climate, and how to adapt to and reduce its impact
<b>Energy and Climate Change Policy 9 Natural environment</b>	Torbay Council will work with partners to explore opportunities for reducing carbon emissions and contribute to resilience using the natural environment
<b>Energy and Climate Change Policy 10 Risk management</b>	Torbay Council will consider climate change in the corporate risk register and emergency planning procedures and will aim to improve our resilience to extreme weather events

# Foreword

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*Cllr. David Thomas –*

*Deputy Mayor and Executive Lead on Strategic Planning, Housing and Energy*

I am pleased to present Torbay Council's second Climate Change Strategy. Taking forward our previous strategy (2008 – 2013), it also considers the financial and environmental impact of energy use whilst providing a framework for action on energy security and carbon reduction for the next five years.

Torbay has reduced its emissions by 25% since 1990 but there will need to be considerable activity on an unprecedented scale in order to meet the national targets of a 34% cut in carbon emissions by 2020 and 80% by 2050.

Acting in a community leadership role and driving local economic growth, Torbay Council will support local people, schools, organisations, and businesses in reducing their emissions whilst preparing them for the risks and benefits that a changing climate will bring. We will continue to support energy efficiency improvements in people's homes and local buildings, and help to develop low carbon transport initiatives and sustainable waste management approaches.

As a service provider and estate manager we will reduce costs, minimise emissions and work to protect those who are most vulnerable to the impacts of our changing climate.

As energy prices rise so does the cost of food, goods and services, which in turn impacts on inflation and local economic activity. Conversely, there is also the potential to generate revenue, economic activity and jobs from investment in the low carbon economy such as sustainable energy generation, fuel supply, low carbon infrastructure and technology supply chains.

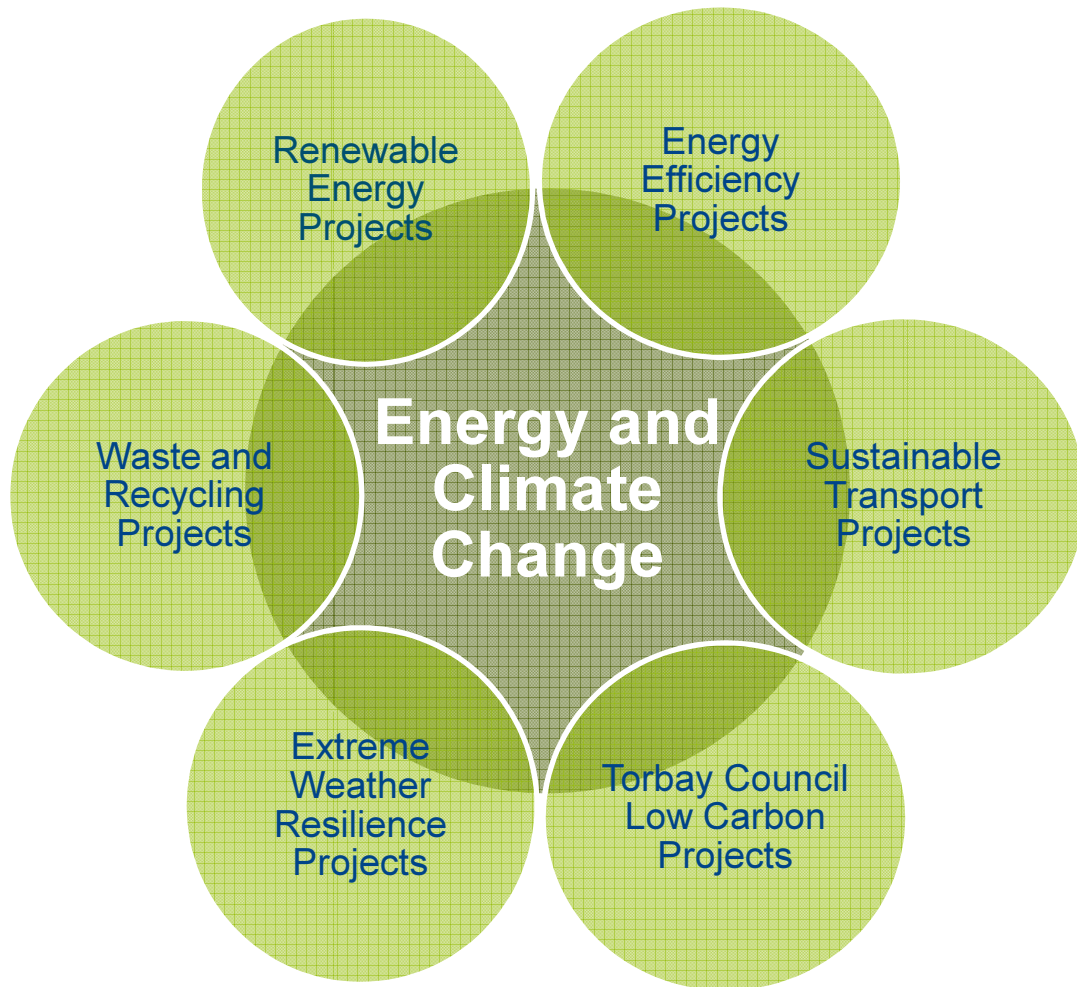
Rising energy prices and extreme weather events are already a considerable cost to the council and local people which highlights the need to develop resilience and maximise the opportunities for the local economy. Improving energy security and reducing our greenhouse gas emissions presents great challenges and great opportunities for us all. The shift towards less energy-intensive and more environmentally sustainable technologies presents significant potential for economic growth in Torbay.

By sustainably managing assets and ensuring that we are well prepared for the impacts of a changing climate we will continue to reap the benefits of savings on energy bills, attracting new jobs in 'green' industries, reduce the risks and cost of flooding, tackle fuel poverty and protect Torbay's unique natural environment.

Future generations will pay the price if we fail to rise to the climate and energy challenge. We cannot make our local transition towards a successful local low carbon economy alone, so please join us, get involved and take action today. Small changes in our everyday life can make a big difference.

# Executive Summary

Low carbon policies and projects combine to have a critical mass effect on energy security in Torbay, when applied with a joint approach.



If we are to protect future generations from the most serious risks of climate change we must take decisive action now to reduce emissions. If we wait for the impacts to happen, it will already be too late. The transformation to a low carbon future is one of the greatest technological challenges of the 21<sup>st</sup> century, but it also brings with it important opportunities for sustainable growth and prosperity.

This refreshed strategy reflects key changes that have taken place locally and nationally in recent years. It sets out policies to make the transition towards a lower carbon Torbay with an energy system that is more secure and reduces exposure to energy related cost increases. It provides a framework for the council and its partners to deal with carbon reduction and resilience to climate change over the next five years.

The strategy identifies Torbay’s carbon emissions and reduction targets, considers energy security, implications for the local economy, fuel poverty and resilience measures.

There will need to be considerable activity on an unprecedented scale in order to achieve a 34% cut in carbon emissions by 2020 against increasing challenging financial constraints.



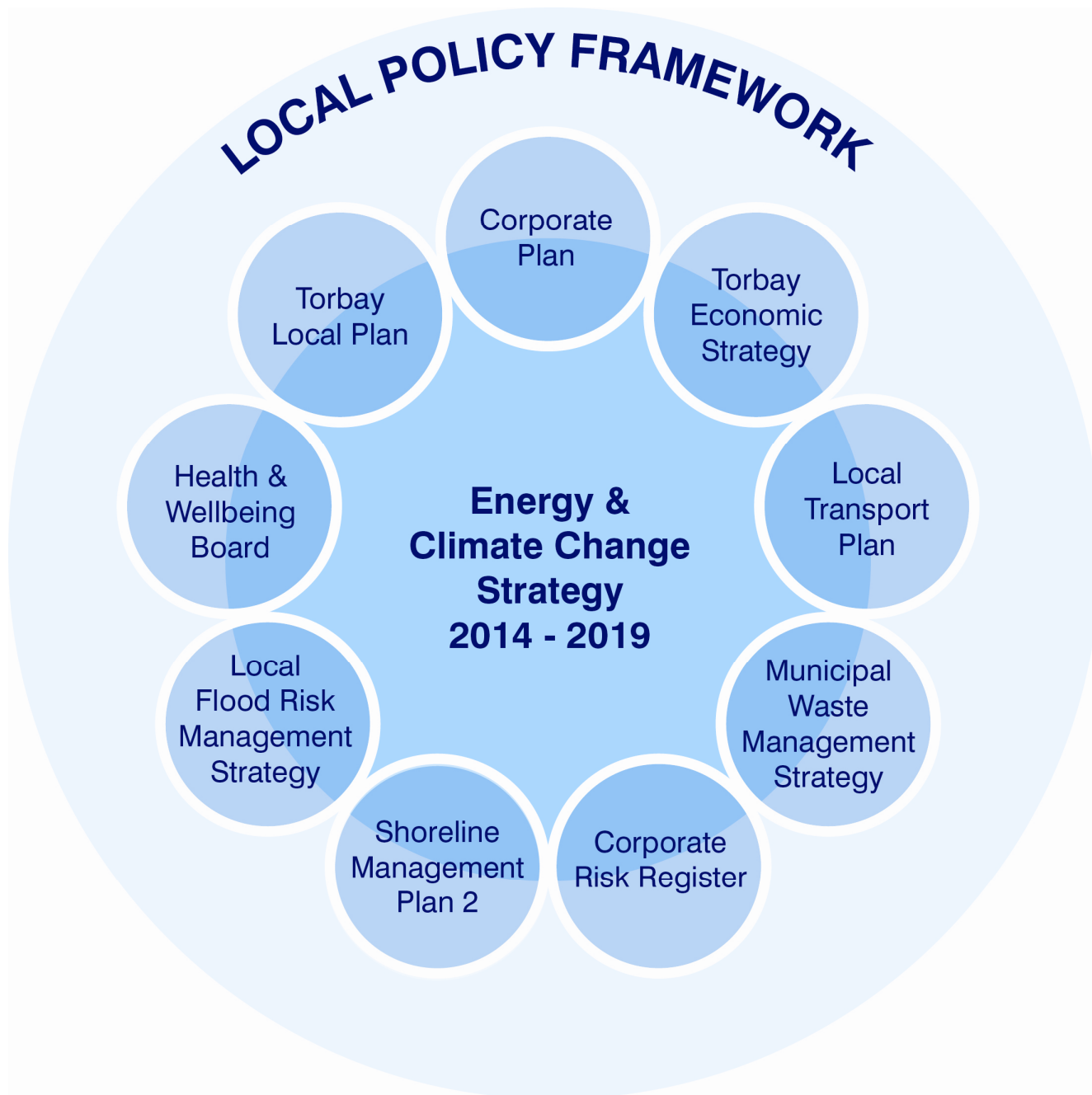
# 1. Energy and Climate Change Strategy for Torbay

- 1.1. Torbay Council aims to lead, influence and engage partners and residents to enable change towards a lower carbon future. The responsibility of making Torbay more sustainable lies with everyone and can be achieved by reducing energy demand and increasing renewable and low carbon energy generation.
- 1.2. This strategy is a five year framework document that refreshes, replaces and updates the previous climate change strategy and action plan. It complements and builds upon existing local framework documents including the Corporate Plan 2013-15, Torbay Economic Strategy and the Local Plan 'A Landscape for Success'. It closely relates to statutory and key documents by complementing and reinforcing policies and actions that reduce greenhouse gas emissions and promote sustainable development.
- 1.3. Much of the change needed to make a real impact will not only need to be made by the council but by organisations, businesses and individuals in the Bay. The success of the strategy depends upon the council effectively leading and engaging with those people that are involved in reducing emissions, in order to avoid the significant environmental, economic and social cost that lack of action will result in.
- 1.4. Climate change projections can be used to understand how our climate is likely to change over the 21st century. UK Climate Projections 2009 (UKCP09) funded by Defra are the most recent and comprehensive projections for the UK. The projections underline that the annual mean temperature in Torbay is very likely to continue throughout the 21st century beyond the 1 degree Celsius rise already experienced since 1900. This increase in temperature is very likely to increase the frequency and intensity of rainfall events, particularly in the winter months, and further increase sea levels by between 20cm and 68cm by the 2080s.
- 1.5. The effects of climate change and its implications for Torbay have been assessed as part of the Climate Change Strategy for Torbay 2008 – 2013 and the Local Climate Impacts Profile (LCLIP). Climate change in the Bay is predicted to cause warmer wetter winters; hotter drier summers, rising sea levels; more intense storms and extreme weather events.
  - Warmer summers, in the short term, lead to increased demand for leisure and tourism services, but the negative effects outweigh any benefits, especially taken in context of wetter winters reducing the year round and day visitor economy which UK tourism is increasingly reliant upon
  - Wetter winters will increase pressure on drainage, flood management and the emergency services
  - Increased flood risk, damage to property, infrastructure and disruption to local people's lives and business continuity
  - Higher average temperatures and changing rainfall patterns will increase water stress and increase energy demand for cooling
  - Temperature changes may lead to increased human health problems and spread of disease and pests
  - Extreme weather will cause highway damage and more pot holes
- 1.6. The proposed Energy and Climate policies communicate the council's aims; but much of the work is of a crosscutting nature involving the wider community with policies linking to, or benefiting from, actions of others.

## 2. Energy and Climate Change Policy Context

2.1. The Climate Change Strategy for Torbay 2008-2013 reflected the council's commitment to address at local level the causes of global climate change. It set a local target to reduce the Bay's CO<sub>2</sub> emissions by 30% by 2020 from 1990 levels and at least 60% by 2050.

[www.torbay.gov.uk/climate-change-strategy.pdf](http://www.torbay.gov.uk/climate-change-strategy.pdf)

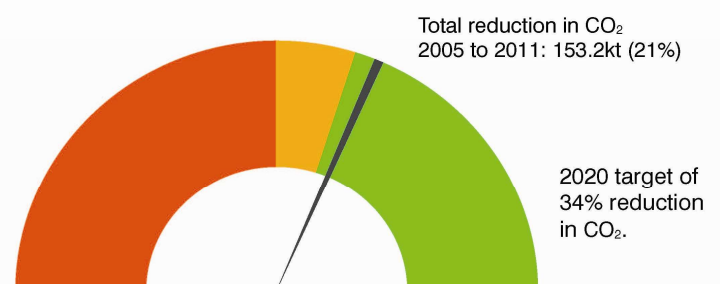


2.2. The latest United Nations, Intergovernmental Panel on Climate Change (IPCC) 2013 Report stated: Warming of the climate system is unequivocal, the atmosphere and ocean have warmed, the amounts of snow and ice have diminished, sea level has risen, and the concentrations of greenhouse gases have increased. The IPCC's working group in March 2014 stated that climate change in Europe could lead to increased flooding, droughts and heatwaves with associated economic losses, health impacts, productivity dips and air quality issues. Globally, the effects on ecosystems, agriculture and livelihoods, especially in coastal areas, are likely to be much worse. <https://www.ipcc.ch/report/ar5/wg2/>

- 2.3. Nationally, sustainable development and flood management policy is led by the Department for Environment, Food & Rural Affairs (DEFRA) with the Department for Energy & Climate Change (DECC) focusing specifically on energy and climate change and the Department for Transport on transport infrastructure.
- 2.4. One of the first pieces of legislation to directly address carbon dioxide emissions and energy efficiency was the Home Energy Conservation Act (HECA), 1995, which required local authorities to produce annual Energy Conservation Reports. The Act was revised in 2012 requiring local authorities to submit biennial reports outlining local practical and cost-effective local energy conservation measures. One of the main objectives behind the aims of HECA is to contribute to reducing fuel poverty in the UK, through more efficient energy use in the home. <http://www.legislation.gov.uk/nisr/1995/455/contents/made>
- 2.5. The Climate Change Act, 2008 aims to reduce greenhouse gas emissions by 80% by the year 2050 compared to the 1990 base level. The act introduced a system of 'carbon budgets' which set legally binding limits on the amount of emissions that may be produced in the UK during successive five-year periods. The first three carbon budgets covering the period 2008 to 2022 were set in law in May 2009. The fourth carbon budget, covering the period 2023–27, was set in law in June 2011. <http://www.legislation.gov.uk/ukpga/2008/27/contents>
- 2.6. The Energy Act, 2011 addresses the issues of energy infrastructure; climate change and conformity with international and national targets; economic growth and benefits for jobs and investment; affordability of energy; energy security; and community safety. Torbay Council is working in partnership to deliver free energy efficient measures to eligible properties as part of the Energy Company Obligation (ECO) scheme. <http://www.legislation.gov.uk/ukpga/2011/16/contents>
- 2.7. Much of the action needed to decarbonise the national grid will take place through proposed new nuclear, carbon capture and storage, and national renewable energy projects. The Government's Renewable Energy Roadmap 2020 indicates that approximately half of the 15% renewable energy target (7.5%) will be met from 'National' level deployment with little or no local influence and that approximately half will be met from technologies and resources over which there is little or no local control and influence.
- 2.8. Torbay Council recognises its role in enabling suitable local deployment of renewable and low carbon energy. It wants to see more renewable and low carbon energy projects coming forward and is keen to enable community led projects. It aims to maximise use of the available renewable resource whilst protecting the local environment and the development of sustainable energy strategies for all growth areas so that communities have clean, secure and affordable energy into the future.
- 2.9. The Torbay Local Plan 'A Landscape for Success' reflects the council's commitment to its response to climate change. Policy SS13, Low carbon development and adaptation to climate change helps mitigate and adapt Torbay to the changing climate. [www.torbay.gov.uk/newlocalplan](http://www.torbay.gov.uk/newlocalplan)

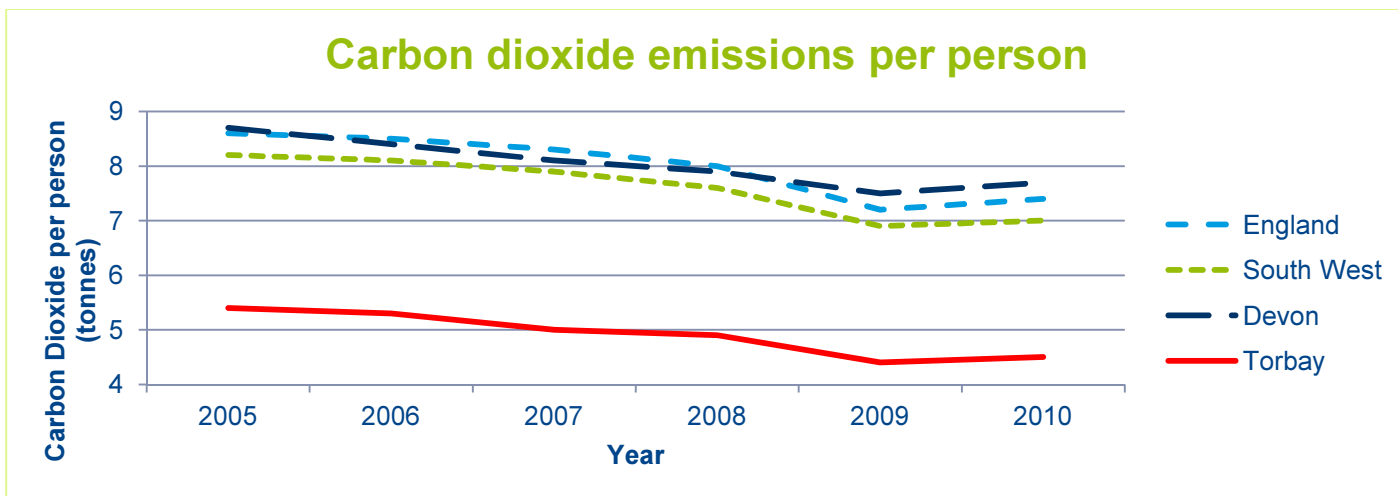
The figure below displays progress within the Torbay area towards the overall 2020 target to reduce carbon dioxide emissions by 34%, based on 2005 baseline.

This diagram shows that Torbay is making good progress towards achieving its carbon reduction targets.



### 3. Carbon emissions and reduction targets

3.1. Data shows that over recent years carbon dioxide (CO<sub>2</sub>) emissions in Torbay and Devon have decreased. Emission levels per person in Torbay have generally followed the same trend as in the South West and nationally in England between 2005 and 2010.



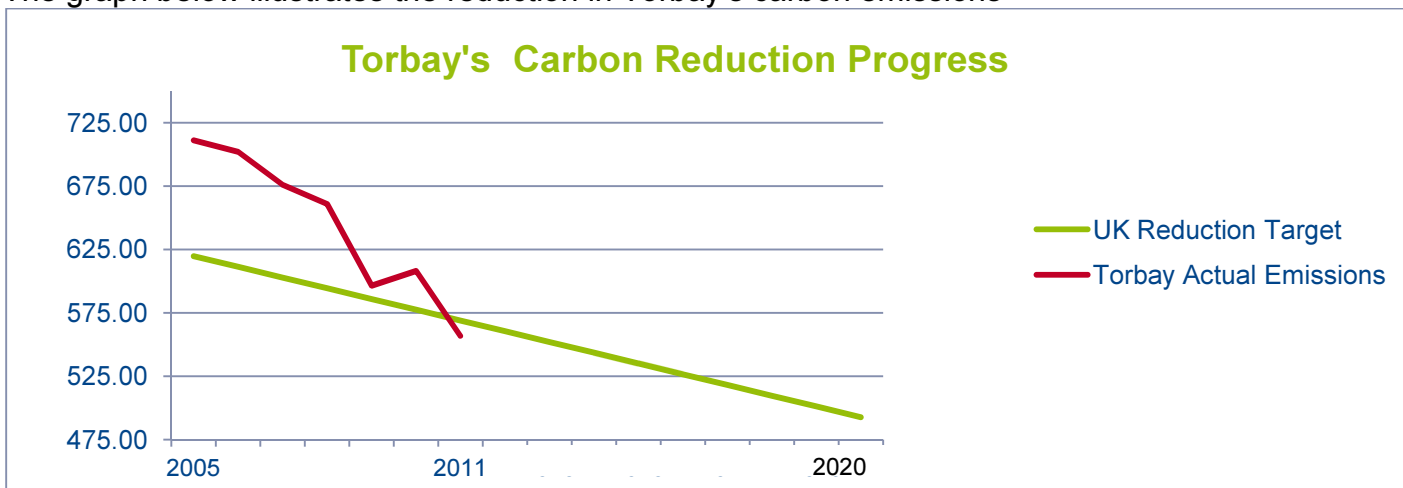
3.2. Emission levels per person are markedly lower in Torbay than in the South West and England as a whole. This could be because Torbay has a low demand for personal transport, a mild micro-climate and an economic profile that is not reliant on energy intensive sectors which may contribute to the lower per capita emission levels.

3.3. Torbay Council has set local targets on carbon reduction which have been derived from the legally binding UK targets. To plan for the emissions reduction 'journey' to 2050 in Torbay, interim targets help to gauge progress along the way. The Torbay 1990 carbon emission baseline was established in the 2008 Climate Change Strategy at 746.5Kt CO<sub>2</sub>e.

To reflect national reduction targets Torbay should reduce emissions using the following indicators of progress.

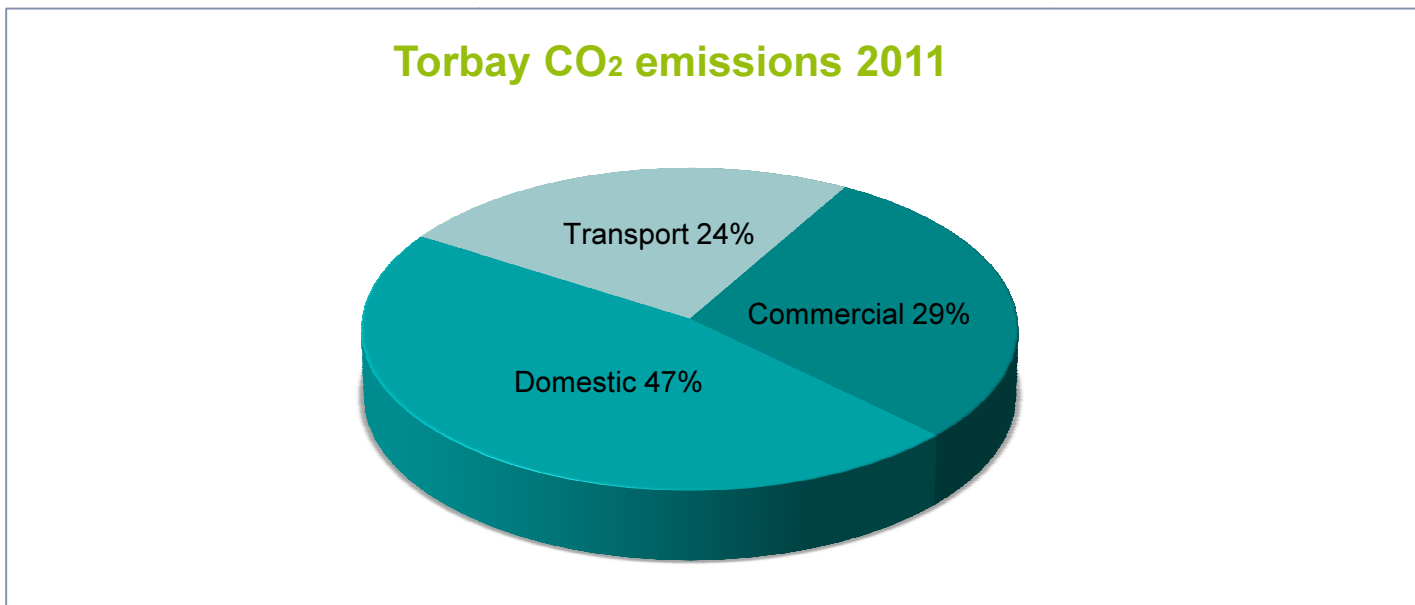
- **2015** Reduce CO<sub>2</sub> emissions by 26% by 2015 to 548 KtCO<sub>2</sub> e
- **2020** Reduce CO<sub>2</sub> emissions by 34% by 2020 to 492 KtCO<sub>2</sub> e in line with the UK Target
- **2025** Reduce CO<sub>2</sub> emissions by 44% by 2025 to 418 KtCO<sub>2</sub> e
- **2050** Reduce CO<sub>2</sub> emissions by 80% by 2050 to 149. KtCO<sub>2</sub> e in line with the UK Target

The graph below illustrates the reduction in Torbay's carbon emissions



**3.4.** The reduction in per capita emissions required to keep pace with the target reductions in absolute emissions has been calculated using 2010 Sub National Population Estimates. These estimates are forecast using past trends and do not take into account new housing allocated in the emerging Local Plan. If the 2010 estimates were accurate, per capita emissions would need to reduce by 2.6% per year in order to achieve the 2020 target.

This pie chart shows the distribution of carbon emission across various sectors illustrating the significance of the domestic sector in the Bay.

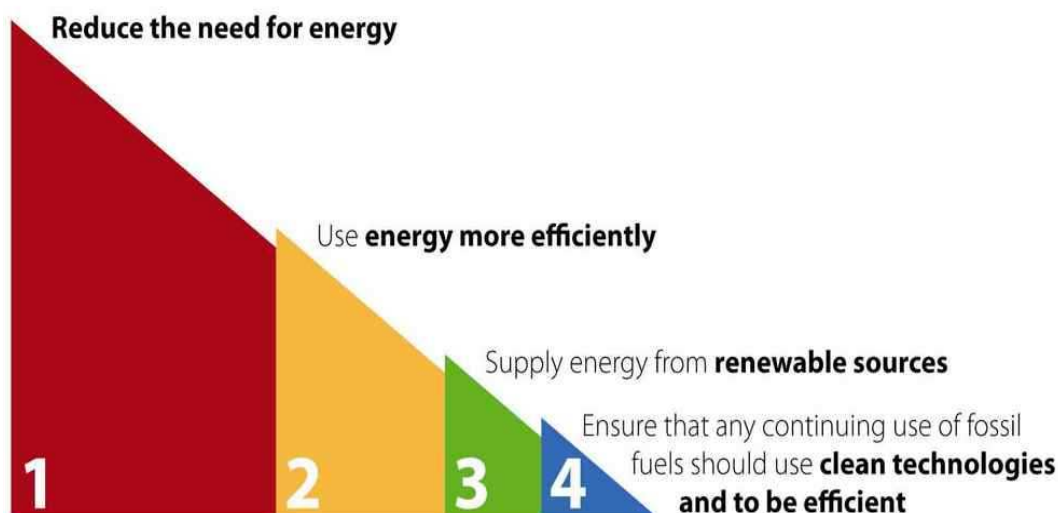


**3.5.** The highest proportion of end user emissions in Torbay in 2011 came from domestic sources, accounting for 47% (247 KtCO<sub>2</sub>e), followed by industry and commerce with 29% (160 KtCO<sub>2</sub>e). Torbay produced the twelfth lowest amount of road transport CO<sub>2</sub> emissions for a local authority in the South West at 149 KtCO<sub>2</sub>e which accounts for 29% of emissions.

**3.6.** Torbay's commercial emissions fell by 33%, domestic by 21% and transport by 8% between 2005 and 2011. Influencing factors are thought to be energy efficiency improvements and more recently the economic downturn but as we move out of recession and productivity increases so will CO<sub>2</sub> emissions. On average each person in Torbay is emitting 4.2 KtCO<sub>2</sub>e each year based on the most recent published figures (2011) which is 34% lower than Devon and 28% lower than the South West average.

## 4. Energy security in Torbay

- 4.1. Secure supplies of electricity can be taken for granted; lighting homes, powering appliances and keeping workplaces running. The majority of that electricity is generated through burning fossil fuels, meaning that the energy supply is responsible for 35% of the UK's greenhouse gas emissions which is more than any other sector in the economy.
- 4.2. Currently the UK depends on the global energy market for approximately 40% of its gas and oil and this dependence is growing. Torbay Council recognises the need to be guided by the energy hierarchy by reducing need and improving efficiency as a priority.

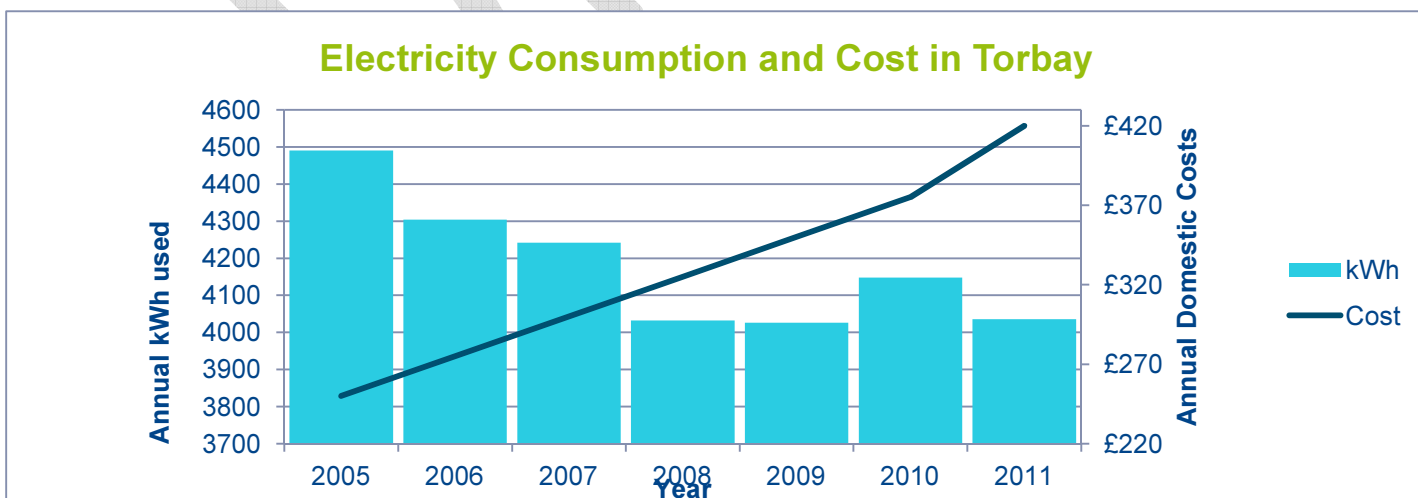


- 4.3. Increasing the amount of energy that is generated from home-grown renewable sources will reduce the UK's reliance on foreign imports and help to make the country more energy secure by protecting consumers from fossil fuel price fluctuations. Investment in renewable energy will also drive investment in new jobs and businesses as well as contributing to carbon reduction targets. Nationally, renewable energy will play a key part in the decarbonisation of the energy sector alongside nuclear, carbon capture and storage and improvements in energy efficiency.
- 4.4. In Torbay, there is an opportunity to develop local energy infrastructure, and to secure local energy supplies. This will help to cushion the resident and business community from rising energy prices; and will support the local economy, generate new jobs and contribute towards carbon reduction targets.
- 4.5. The geology of Torbay is considered unlikely to contain significant deposits of fossil fuels such as shale gas that would be commercially exploitable. However any proposals for mineral extraction, exploration, appraisal and production, including hydraulic fracturing ('fracking') will be assessed against Policy M1 and other relevant policies in the Torbay Local Plan.
- 4.6. The UK has signed up to achieve a legally binding EU target that 15% of total energy consumed will come from renewable sources by 2020.
- 4.7. Local authorities are required by the National Planning Policy Framework (NPPF) to help increase the use and supply of renewable and low carbon energy and to recognise the responsibility on communities to contribute to energy generation from these sources. The NPPF seeks to build a strong and competitive economy; support high quality homes and healthy communities; and conserve, enhance and protect the natural and historic environment whilst meeting the challenge of climate change and its associated effects.

Planning Policy Statement 1, Sustainable Energy Assessment identifies considerable potential for the deployment of a range of renewable energy technologies in Torbay to support economic, environmental and social outcomes.

[www.torbay.gov.uk/sustainableenergyassessment.pdf](http://www.torbay.gov.uk/sustainableenergyassessment.pdf)

- 4.8. Existing renewable energy installations in Torbay provide a fraction of Torbay’s energy demand, and have the potential to significantly increase, delivering quick wins. The UK has seen high levels of solar PV deployment together with a significant reduction in the cost of installation. In total 1.2% of homes in the Bay have PV installed and proposals for ground and building mounted solar PV and small wind projects continue to come forward. Given Torbay’s higher levels of sunshine than other areas of the UK that have experienced higher take up of solar PV, there is potential for improvement.
- 4.9. The government has introduced financial support mechanisms for small-scale renewable energy: Feed-in-Tariffs and a Renewable Heat Incentive that is primarily intended to improve the economics of investing in renewable energy technologies for householders.  
 Energy price predictions suggest that further energy cost rises can be expected. This will impact all fuel types including petrol, diesel, gas, electricity, oil, liquid petroleum gas and even wood fuel and bio-fuel costs as the demand rises for alternatives. Domestic energy prices have risen by 140% between 2004-2012 against household income rises of only 20%.
- 4.10. In Torbay in 2011 there were 64,000 domestic electricity meter points, just under 3% of the regional total of almost 2.4 million. Commercial and industrial electricity meter points totalled 5900 just under 2.5% of the regional total of almost 2.4 million. An average of 3,928 kWh of electricity was used per consumer in Torbay, 9% (390 kWh) lower than the regional average of 4,318 kWh and 4% (167 kWh) lower than the England average of 4,095 kWh.
- 4.11. Domestic electricity prices have increased by 56% since 1998, and are predicted to rise by 35% (2015) and 45% (2020) based on central growth & fossil fuel price rise scenarios. Domestic gas price rises are expected to be +26% (2015) and +21% (2020) from 2014 prices.
- 4.12. Thousands of homeowners in Torbay have seen energy bills rocket in recent years. Whether due to the cost of space heating, hot water, electricity or the price of petrol, the UK’s energy crisis means consumers are seemingly powerless from preventing their bills rising significantly.



This graph illustrates the how annual domestic energy use has decreased and how bills have risen in Torbay in recent years.

- 4.13.** In 2011 the total cost of domestic and commercial energy in Torbay was in the region of £462M which based on current predicted price increases over the next five years could reach £623M
- 4.14.** Heating, lighting, driving vehicles and throwing away rubbish all lead to greenhouse gas emissions. Many local people are reducing their emissions through simple actions like using powering-down electrical appliances, using less water and recycling.
- 4.15.** Neighbourhood planning provides an opportunity for communities to come together and understand and plan for their future energy needs. This could include measures to reduce energy demand and the development of community owned renewable energy projects.
- 4.16.** There are a number of groups taking action in Torbay by developing their own local environmental projects. It is hoped that this level of interest will increase as localism and the neighbourhood planning agenda develops. Collaborative local action and community projects make new ways of doing things more attractive and acceptable and are important in influencing a shift to low carbon and more sustainable lifestyles.

## 5. Powering the local economy

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- 5.1.** The Torbay Economic Strategy 2013-18 seeks to develop the local economy while having a positive impact on the environment and recognises that low carbon development is important for sustainable economic growth. Torbay is a naturally beautiful area, and is big draw for both businesses and visitors. The local tourism sector already works to capitalise on this, as does promoting the Bays natural benefits to businesses looking for investment opportunities.
- 5.2.** The number of low carbon sector local businesses in Torbay is growing and there is potential to develop inward investments from within the low carbon sector. There is a cross-over with the hi tech sector which is a key target market for Torbay, as many low carbon businesses are hi tech in their operations.
- 5.3.** The coastal nature of Torbay lends itself to particular sectors, namely environmental and marine technology and tourism. Marine life and environmental research is an important sector in South Devon. Both Plymouth and Exeter are encouraging further growth, building on the high quality of research at the two Universities and the Plymouth Marine Laboratory, so there are great opportunities for a sub regional network and a knowledge based & research backdrop to the whole area. The facility at Brixham Environmental Lab owned by Plymouth University is part of the City Deal and is recognised as a strategic site.
- 5.4.** The transition to a low carbon economy and sustainable lifestyles brings many business opportunities including the development and marketing of low carbon technologies. The low carbon sector has the potential to create significant employment opportunities in Torbay, supported by training and learning opportunities locally in response to evolving demand. In addition the projected levels of growth expected in Torbay over the next 15 years will bring significant opportunities for creating innovative low carbon solutions.
- 5.5.** With increasing energy costs it makes sense for all businesses and organisations to actively improve resource efficiency and reduce their energy costs. A number of national and regional programmes are in place to incentivise this. Over time, their influence will result in some further reductions in emissions from the industrial and commercial sector in Torbay.
- 5.6.** These programmes are aimed predominantly at energy intensive sectors and large organisations. Less energy intensive sectors (such as retail and business services) and Small to Medium Enterprises are also vulnerable to energy price rises (directly and via their



supply chains), and together comprise by far the highest proportion of Torbay's industrial and commercial sector emissions.

- 5.7.** Efforts to localise sourcing of low carbon products and services will be crucial to ensure that local economic benefits are realised. Local production and consumption of products and services close to where people live and work are important for local economic vibrancy and diversity, as well as reducing the need to travel to access products and services, and reducing the emissions embedded in the production process of the products we consume (e.g. food miles). Sustainable management of land and woodland in Torbay can create both economic and environmental opportunities.
- 5.8.** In 2009/10 the low carbon and environmental technologies sector contributed £23M to Torbay's economy and provided 1,300 full time equivalent jobs. The low carbon economy is likely to require a diverse array of skills across many sectors, ranging from engineering and design, to waste management, transport technology, as well as renewable energy. By 2022 the retrofitting of energy efficiency measures to domestic properties in Torbay is anticipated to generate a further 200 jobs and add £50M to the local economy.
- 5.9.** The South West Energy Centre at South Devon College in Paignton specialises in energy related skills and training. It aims to help to fuel an economic recovery in Torbay and South Devon, driving demand and ensuring manufacturers, suppliers and installers have the skilled workforce needed, directly leading to the creation of many private sector jobs. The centre is a catalyst for private sector growth, opening up market opportunities in the green sector through activities specifically designed to drive up demand and promote growth.  
  
The Torbay Development Agency (TDA) manages incubation spaces within the Energy Centre to develop small low carbon local businesses.
- 5.10.** Efforts to localise sourcing of low carbon products and services help to realise local economic benefits. Local production and consumption of products and services close to where people live and work are important for local economic vibrancy and diversity, as well as reducing the need to travel to access products and services.
- 5.11.** The Heart of the South West Local Enterprise Partnership (HotSW) has identified growth in the low carbon and energy sector and is working with Torbay Council to maximise its potential through the Strategic Economic Plan.
- 5.12.** The Energy Company Obligation (ECO) scheme is funded by the large energy companies to install energy efficiency measures into homes including insulation, draught proofing and new boilers. The Devon Green Deal Partnership is a partnership of local authorities, working with Eon to fund energy efficient measures to eligible properties focusing on vulnerable people and those who struggle to pay their fuel bills. Through this agreement the amount of ECO funding invested is expected to exceed £18M per annum. In Torbay, this could translate to creating, or safeguarding, 156 jobs in the domestic eco-refurbishment sector until 2016 supported by the development of local workforce trained at the South West Energy Centre.
- 5.13.** The programme aims to cut energy bills and carbon emissions from homes by making energy efficiency easy and affordable for householders and businesses. In Torbay the Green Deal could equate to £34M of private investment in housing stock by 2015.
- 5.14.** ECO Warm Home Discount Scheme has the potential to help 5,000 households in Torbay to save up to £400 per year on energy bills by March 2015. People living in certain areas or claiming certain benefits are eligible for a free home assessment in addition to free energy saving measures.
- 5.15.** In 2013/14 Torbay was successful in securing £100,000 of Green Deal pioneer funding from DECC. This has provided 150 Torbay residents with free home energy efficiency assessments to help them take advantage of Green Deal financing. Using these funds, homes have had several energy saving measures installed and are being used as demonstration homes.

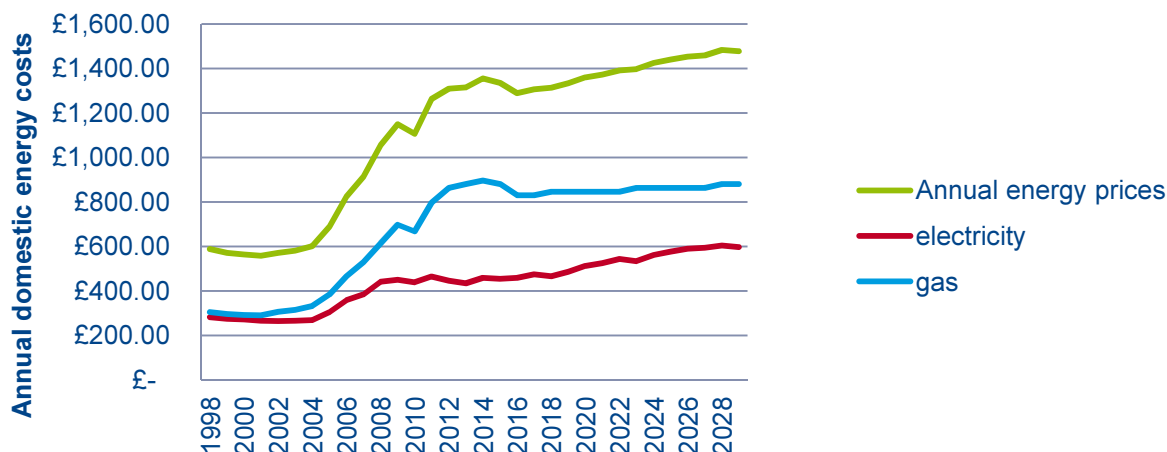
## 6. Energy efficient homes

- 6.1.** Domestic energy use is responsible for around a quarter of the UK's CO<sub>2</sub> emissions. It is estimated that poor insulation means around £1 in every £4 currently spent heating UK homes is wasted. A third of CO<sub>2</sub> emissions from housing relate to domestic space and water heating which could be significantly reduced through making existing housing stock more fuel and energy efficient.
- 6.2.** The domestic sector produces the highest proportion of Torbay's CO<sub>2</sub> emissions (47%). Improving the energy efficiency of local housing stock would help reduce Torbay's emissions, reduce fuel poverty and enable more disposable income to flow back into the local economy. The council's knowledge of the area puts it in a unique position to design and deliver effective domestic energy efficiency interventions.
- 6.3.** There are in the region of 64,000 domestic dwellings in Torbay of which 70% are owner occupied, 22% are privately rented and 8% are owned by housing associations. An Energy Saving Trust survey in 2013 estimated that 6330 dwellings needed loft insulation and 32,410 dwellings cavity wall insulation (Private Sector Housing Stock Condition Survey 2011). 11,400 homes have solid walls and are harder to insulate. For these hard to treat homes, improving the fabric of the building can be costly and involves long pay back periods.

Measure	Dwelling	% of stock
Loft insulation (top-up to 270mm)	36,000	53.6%
Cylinder insulation (70mm Jacket)	30,500	47.7%
Double Glazing (to all windows)	16,700	26.1%
Cavity Wall insulation	15,800	24.7%
New Boilers (High efficiency gas boilers)	12,400	19.4%
New Central Heating	3,000	4.7%
Any measure	53,800	84.1%

- 6.4.** Provision is being made in the Torbay Local Plan to potentially accommodate another 8 - 10,000 homes over the next 20 years and beyond. It is predicted that over this period 400-500 new dwellings will be built. These will bring a corresponding increase in energy use and associated CO<sub>2</sub> emissions. However, changes to Building Regulations will ensure that new-build houses are as energy efficient as possible, with a move to zero carbon homes from 2016 (and zero carbon non-domestic buildings from 2019). The national 'allowable solutions' approach could help Torbay invest in low carbon projects that deliver local carbon reductions. <http://www.zerocarbonhub.org/zero-carbon-policy/allowable-solutions>
- 6.5.** Energy price predictions suggest further retail energy cost rises over the coming years. This will impact all fuel types including petrol, diesel, gas, electricity, oil, liquid petroleum gas and even wood fuel and biofuel costs as the demand rises for alternatives. By 2016 as many as 1 in 3 households in the UK could be in fuel poverty.
- 6.6.** Higher energy prices have had a universal impact and will increasingly be severe on low income households in 'hard to heat' homes. These households spend a disproportionate amount of their income on fuel, and are said to be in 'fuel poverty' – a fuel poor household needs to spend more than 10% of its income on fuel in order to heat the home to an adequate standard.

## Predicted annual domestic energy costs



Source: DECC, 2011

- 6.7.** Rising energy prices impact on all sectors. The importance of energy issues in relation to Torbay's public buildings as essential social infrastructure should not be underestimated. Not all communities will be well equipped financially or socially to adapt to climatic and energy cost changes, however it is essential that key public services are not also eroded by rising costs, at times when they may be needed most.
- 6.8.** Each year, many people die or become ill due to cold homes. Evidence shows that living in poor housing can lead to an increased risk of cardiovascular and respiratory disease as well as to anxiety and depression. Aligning the environmental and health agendas on the health benefits of reducing fuel poverty and improving the thermal efficiency of existing housing stock is clear. In Torbay many people live in cold, damp sub-standard, energy-inefficient housing which is estimated to cost the South Devon Health Care NHS Trust in the region of £3.4M per year.
- 6.9.** Home energy use is responsible for over a quarter of UK carbon dioxide (CO<sub>2</sub>) emissions and 44% of the Bay's emissions, which contribute to climate change. Ultimately, by 2050 all dwellings will need to achieve an energy performance rating in the range of a high Energy Performance Certificate band B to A if we are to reach the target of an 80% cut in CO<sub>2</sub> emissions across the entire housing stock.
- 6.10.** The UK government revised definition of fuel poverty (August 2013) is that households that have fuel costs that are above average (the national median level) and were they to spend that amount they would be left with a residual income below the official poverty line. Previously a household was said to be fuel poor if it needed to spend more than 10% of its income to maintain a satisfactory heating. In 2010 it was estimated that 9400 Torbay households were in fuel poverty with 11.3% in the owner occupied sector, 12.5% in social housing and 28.8% in the private rented sector.
- 6.11.** In 2010 DECC statistics showed that 16% of the Bay's homes were fuel poor with pockets as high as 23% in parts of the Bay. There are 11,475 existing solid wall properties and 18,765 properties with hard to treat cavities in Torbay. 27% of the Bay's homes have solid walls with the proportion of solid wall homes rising as high as 95% in some localities. ECO funded solid wall insulation therefore has a potentially important role in improving the thermal efficiency of many of the hard to treat properties.
- 6.12.** Over 13,300 properties fail the Thermal Comfort Criteria of the Decent Homes Standard in Torbay (21%) than compared to nationally (13%). The private rented sector is worst with 36% of the stock failing the standard, equating to a total of 4,758 properties.
- 6.13.** The latest private sector House Condition Survey shows that a relatively high proportion of Torbay's housing stock are privately rented properties, 22% of the stock as compared to the

National average of 14%. It is estimated that there are 8 portfolio landlords in Torbay accounting for approximately 6% of the rented stock. Their portfolios range in size from 40 – 250 properties, and consist of a range of accommodation from bed-sits to luxury flats.

- 6.14. Government schemes to assist those in fuel poverty provide assistance to make homes more energy efficient and cheaper to heat, providing additional income and by reducing bills through energy price support schemes.
- 6.15. Many homes in Torbay are inadequately insulated and are not energy efficient meaning the occupants are losing money. Up to 54,000 properties in Torbay (84%) could have energy efficiency measures installed at an average cost of £4,050 per dwelling. This could include retrofitting existing housing, prioritising the most cost effective measures such as cavity wall and loft insulation through the Green Deal and ECO.
- 6.16. The Green Deal, launched in January 2013, aims to improve energy efficiency for home owners and businesses by removing the up-front costs involved in insulation and power generation measures to consumers, as the cost is instead recouped through savings on energy bills. <https://www.gov.uk/green-deal-energy-saving-measures>
- 6.17. Government plans to regulate energy efficiency using the Energy Act 2011 expects that from 2016, landlords will not be able to unreasonably refuse requests from their tenants for consent to install energy efficiency measures, where financial support is available, from the Green Deal. From 2018, landlords will no longer be able to let buildings with an Energy Performance Certificate (EPC) rating of below E without showing that all cost-effective measures to improve energy efficiency have been implemented.
- 6.18. The Energy Company Obligation (ECO) scheme provides funding support for some low income households from large energy companies. The Devon Green Deal Partnership is a partnership of local authorities, working with an ECO funding provider to deliver the free energy efficient measures to eligible properties and focuses on helping vulnerable people and those who struggle to pay their fuel bills. <https://www.ofgem.gov.uk/environmental-programmes/energy-companies-obligation-eco/eco-guidance>
- 6.19. Smart metering will improve the efficiency of the energy network by balancing the energy supplies we have more accurately with our consumption patterns. In accordance with government proposals, all energy providers will be obliged to install 50 million gas and electricity meters installed in 27 million homes by 2020 allowing consumers to make more informed decisions to reduce their energy bills and carbon emissions.

## 7. Sustainable transport

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- 7.1. Transport is a major contributor to the UK's energy demand and greenhouse gas emissions. Significant reductions in demand and emissions will come from improvements to conventional engine technology and from developing vehicle technologies that will allow us to use low carbon fuels to power road vehicles.
- 7.2. The UK Carbon Plan expects average emissions of new cars to fall by around a third over the next decade alongside a planned increase in the use of biofuels and emerging hydrogen technology. According to the Torbay and Devon Joint Local Transport Plan (LTP3), much or all of the decrease in emissions from improved vehicle efficiency and fuels could be offset by growth in road transport resulting from new development.
- 7.3. Transport is a vitally important factor in economic growth, moving goods and workers, allowing people to access employment, services, friends and family, leisure and tourism activities and their wider communities. During 2011, 24% of CO<sub>2</sub> emissions in Torbay came

from road transport. The 6% fall in emissions between 2005 and 2010 was possibly influenced by factors such as improved fuel efficient vehicles and a decrease in road travel as a result of the economic downturn.

- 7.4.** Per capita transport emissions in the Bay are amongst the lowest in the South West peninsula at 1.2 tonnes. Around 40% of emissions are from the A-roads linking and running through the three towns, with the remaining 60% from smaller local roads. Around two-thirds of emissions are from cars with over half of car journeys being less than 5 miles in distance. In general road traffic is constant or declining, but with projected population growth this is likely to increase.
- 7.5.** In Torbay everyone can play a part in changing this by walking, cycling or taking advantage of public transport and considering innovative alternatives to travel. To reduce CO<sub>2</sub> emissions from the roads, the council will support behavioural change through engagement and education and physical infrastructure provision. The Local Sustainable Transport Fund (LSTF) is working to promote modal shift from single car occupancy to low carbon alternatives through a series of infrastructure projects, public transport service upgrades, collaboration with local employers, as well as behaviour change programmes.
- 7.6.** The long term plans set out in the Local Transport Plan focus on five goals; to reduce carbon emissions, support economic growth, promote accessibility, contribute to better safety, security and health and to improve quality of life and a healthy natural environment. The co-benefits from these measures encourage active travel that creates significant health economic benefits.

## 8. An energy efficient council

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- 8.1.** In 2012/13 Torbay Council's £1.4M spending on electricity and gas equated to 13,541 tCO<sub>2</sub>e (13.53 KtCO<sub>2</sub>e) emitted. The council continues to realise significant financial savings and reduce its contribution to climate change through efficiency measures and continues to embed organisational change and develop behaviour change projects and policies that reduce costs and carbon in service delivery.
- 8.2.** Future challenges of increasing energy costs and reducing council capital and revenue budgets are significant. Government forecasts (DECC, 2011) estimate that energy inflation will rise between 5% (optimistic) and 10% (more realistic) in the short to medium term. This will raise the Council's energy bill significantly driving cost avoidance measures further.
- 8.3.** Torbay Development Agency's, Property Services and Asset Management teams monitor energy and water consumption from Council's buildings, including schools, libraries, and offices. Energy efficiency projects have been far ranging and have included voltage optimisation, draught proofing, solar filming, a water-less public toilet pilot, car park & street lighting and bollard upgrades, smart and automatic meter reading and the introduction of building management systems.
- 8.4.** Torbay Council's Local Authority Carbon Management Programme (LACMP) was based upon an invest-to-save model. Over the first two years of the programme (2008-2010) over £1M was saved when comparing energy use against a 'business as usual scenario' projected before the implementation of the Carbon Management Plan.
- 8.5.** Since 2008 a SALIX £280K fund has annually delivered eligible energy efficiency measures on council assets reducing electricity consumption and generating lifetime cost savings.
- 8.6.** Upgrades to highway lanterns, signs and bollards to low energy LED lighting have brought the cost of street lighting down. Additional investment in LED lanterns and centralised management system technology combined with conversions to white light sources, part night

lighting, dimming and removal of some lighting columns is expected to reduce the annual street lighting bill further.

- 8.7. For seven consecutive years, the council has reduced business miles generating financial and carbon savings. These savings reflect the changes in attitude and behaviour towards staff travel, transformed services and more effective delivery of essential journeys.
- 8.8. Up until 2013 the council responded to a range of national performance targets related to climate change, energy use and statutory annual emissions reporting under the Carbon Reduction Commitment (CRC). The council was subject to purchasing a 'Carbon Allowance' in the region of £160,000 a year. Current government policy indicates that Torbay Council will be exempt from future 'carbon tax' payments.
- 8.9. Waste management makes a significant contribution to UK emissions of greenhouse gases, in particular methane from landfills. Other forms of waste management (e.g. recycling or incineration with energy recovery) can result in net reductions of emissions of greenhouse gases through energy recovery or materials recycling. The Council aims to influence a reduction of emissions from sources associated with outsourced services, such as domestic waste collection and processing, Street scene services and asset management and those emissions 'embedded' in procured products and services.
- 8.10. Predicted future increases in household waste in Torbay, if not addressed effectively, will lead to significant increases in cost. The 2013/14 recycling rate of 44% reduces landfill costs and will continue to offset increasing landfill charges.
- 8.11. The council will continue to work with TOR2 to develop recycling schemes, and create improvements to current collection schemes and promotional activities to encourage residents to recycle 50% of their waste by 2020.
- 8.12. In 2014/15 Torbay will be sending its residual waste to an Energy from Waste facility in Plymouth. Over the life of the 25 year contract this incineration solution is estimated to save Torbay £106M against continuing with the landfill option. In carbon terms it will save the equivalent of around 73,000 tCO<sub>2</sub> (73KtCO<sub>2</sub>) every year- this equals more than 700 hectares of forest, the size of 1,000 football fields.
- 8.13. 8.13 The UK already holds a 3.5% share of the global market for low carbon and environmental goods and services, worth around £107 billion and employing 880,000 people in this country, with significant potential for that to grow. Current projections suggest that by 2014/15 the low carbon and environmental goods and services sector in the UK could be worth as much as £150 billion, and it is Torbay's task to claim a share of this benefit.
- 8.14. The renewable energy and energy efficiency sectors in the South West region directly employ around 10,000 people and have an economic benefit of over £400 million GVA annually. There has been considerable growth in the low carbon sector, with direct employment within the renewable energy industry growing by 80% from 2008 and 350% from 2005, RegenSW predict that this is a trend which is set to continue  
<http://www.regensw.co.uk/>
- 8.15. The council has a unique role to play in capturing a proportion of this value for the local economy through job creation, wealth generation and addressing social deprivation. It has recognised this opportunity together with the potential to reduce the carbon emissions across the Bay and is working towards to establishing a vehicle which will facilitate the expansion of sustainable energy projects.
- 8.16. The council is currently exploring the option of an Energy Performance Contract model (EPC). It would provide a structure which has the ability to adapt to changing legislation and policy over time, be financially self supporting with the ability to attract external finance whilst enabling partnership working and providing an agile procurement route for future projects.
- 8.17. Identifying, controlling and managing risk associated with energy and climate change reduces the council's exposure to risk; reducing liabilities, insurable losses and potentially

insurance rates. The Corporate Risk Register considers the implications posed by the changing climate.

- 8.18.** Torbay Council uses the national Resilience Direct portal to facilitate multi-agency collaboration in an emergency. It is currently a pilot area in Climate UK's Severe Weather Impacts Monitoring System (SWIMS) and is supporting Environment Agency colleagues to provide appropriate support and guidance.

## 9. Flooding and drainage

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- 9.1.** Torbay Council is a Lead Local Flood Authority (LLFA), is responsible for delivering the statutory duties of the Flood & Water Management Act and is preparing to become a Sustainable Drainage Approval Body (SDAB).
- 9.2.** The UK in 2013/14 experienced an exceptionally wet winter. It was the wettest January and winter season (December to February) since records began in 1766. The South West of England including Torbay suffered from both flooding and storm damage that caused significant damage and the closure of strategic transport infrastructure for prolonged periods.
- 9.3.** In addition to the transport impacts, flooding and storm damage affected homes, businesses, business continuity and communities across the Bay. As well as direct damage to individual businesses, there are signs that the 2014 flooding and storm events had an impact on tourism bookings.
- 9.4.** Protecting Torbay's communities, businesses and infrastructure from flooding is a pre-condition for sustainable growth.

## 10.A resilient Torbay

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- 10.1.** The extreme weather events of early 2014 have once again highlighted the impact that extreme weather has on community resilience, transport, local government and the economy of the South West Peninsula. Severe flooding events, storm surges, tidal issues and high winds were experienced in Torbay having an impact on individual people, communities, infrastructure and economic performance. The whole region is southern Britain's front-line for intense storms tracking across the Atlantic under the influence of the jet stream. Climate change projections warn that such events will occur more frequently up to 2050 and beyond.
- 10.2.** The UK Climate Change Programme 2009 (UKCP09) starkly illustrates the changing weather patterns that are likely to be experienced in the UK as a whole and in the South West in particular. The increased risk of flooding in Torbay will be due to the combined predicted sea level rise and increased rainfall.
- 10.3.** Torbay needs to prepare and adapt to the changing climate to be ready for the impacts on homes, businesses, infrastructure and health that will arise from the effects of climate change. The climate will continue to change even if emissions are reduced to zero in the near future. Higher temperatures and heat waves, rising sea levels and more frequent, more intense storms are likely to lead to greater damage to property, utility networks, travel, and communications infrastructure and interruptions to business supply chains.

Furthermore, health and social care requirements and the way other public services are delivered are likely to change. Torbay Council will work with its partners in the National Health Service and with Public Health England to ensure it is resilient to and prepared for any health impacts arising from climate change.

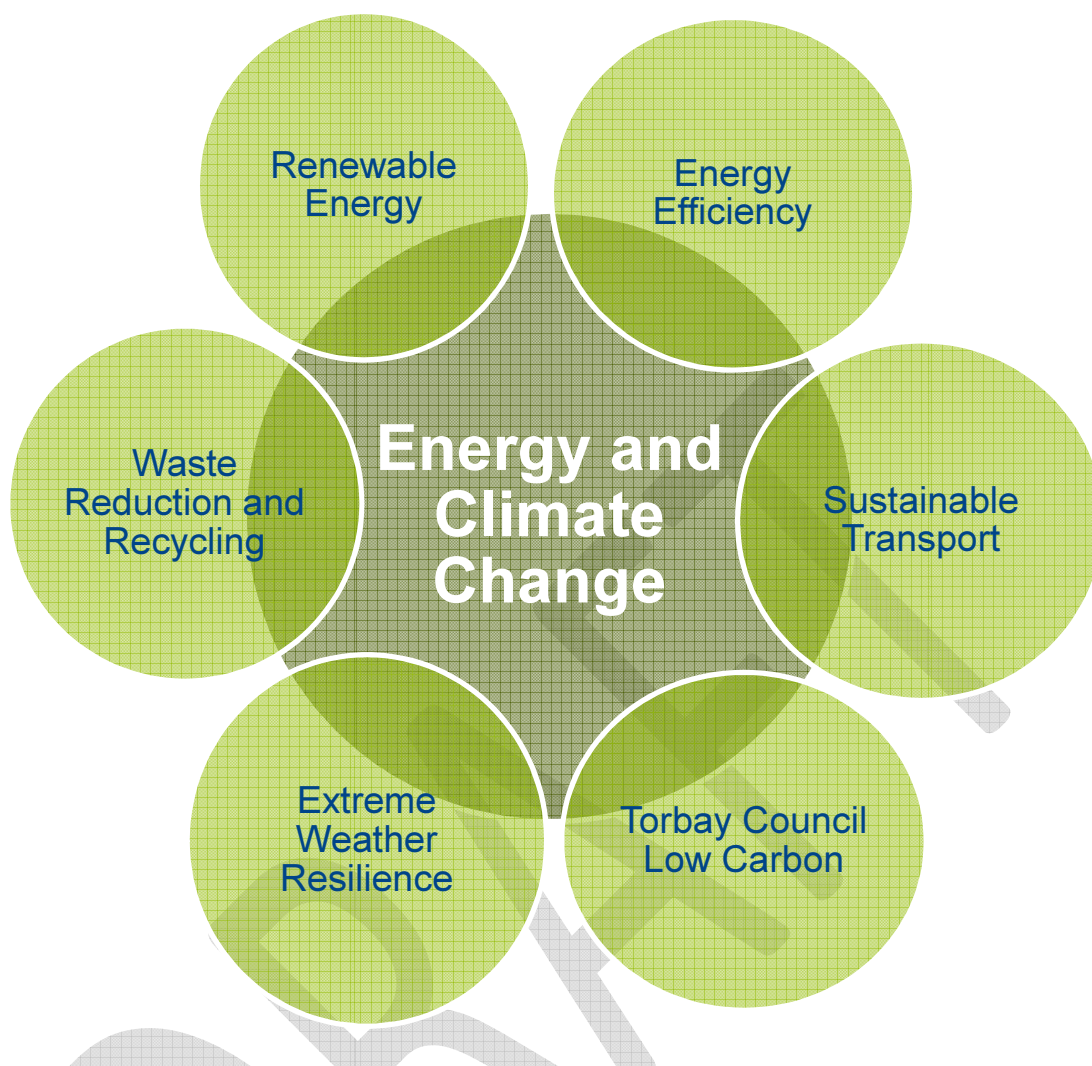
The Department of Health and the Health Protection Agency published a draft report on the Health Effects of Climate Change in the UK. From this and other sources, climate change can be expected to cause an increase in deaths, disability and injury from:

- extremes of heat and cold;
- floods and storms, including health hazards from chemical and sewage pollution;
- food poisoning;
- respiratory problems from the damaging effects of surface ozone during the summer and mould growth in housing;
- skin cancer and cataracts;
- insect-borne disease from increases in flies and fleas

- 10.4.** Torbay Council as an estate manager, service provider and community leader plays a vital role in ensuring that climate change adaptation is taking place at a local level. Whilst some of the policies and proposals highlighted in this document are the responsibility of the council other policies and proposals cover areas of joint responsibility where there is a need to develop shared solutions. Local government, industry, communities and civil society all have important roles to play.
- 10.5.** The council's Corporate Business Continuity Strategy considers what critical functions and resources are required to deliver key products and services and identify the risks to these critical functions. Business continuity plans relate to business units and specific locations each considering external emergencies such as extreme weather, flooding, or infectious diseases.
- 10.6.** The council is working to gain a collective understanding of the most urgent climate risks as well as widespread commitment to action. Working in partnership with Heart of the South West Local Enterprise Partnership (HotSW) and regional local authorities, Torbay is contributing to the development of projects that help the Bay and its communities withstand extremes of weather more robustly.
- 10.7.** The council is working in partnership with HotSW and regional local authorities to draw attention to the urgent need for developing resilience measures. Torbay has lobbied central government for better rail links that meets the needs of 21<sup>st</sup> century businesses and visitors. The Peninsula Rail Task force is calling for faster and improved capacity whilst promoting electrification of the line.
- 10.8.** Torbay is reliant on a small number of strategic routes which means that the implications of closures, incidents and delays on both the highway and rail network are very significant. The resilience of vital infrastructure will continue to be high profile and will require investment both locally and nationally. The direct impacts of weather events that create damage to the condition of roads results in significant financial implications for Torbay Council.
- 10.9.** The completion of the South Devon Link Road will improve access to Torbay complementing proposals for a resilient additional railway line in the South West positioning Torbay as a global destination on the UK's main transport network.



# 11. Energy and Climate Change Projects 2014-2019



## Energy and Climate Change Projects

**Torbay Council's energy and climate change projects will help to create a low carbon future, improve resilience to the changing climate and to keep resources in the Bay.**

### Energy Efficiency

National energy efficiency programmes will deliver significant investment in Torbay over the next five years. There is also considerable potential for Torbay Council to work in partnerships and encourage low carbon private sector development. Torbay Council will promote activity and involvement in energy efficiency measures and renewable energy generation to the community and businesses.

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Energy Company Obligation (ECO) projects as a bay wide initiative focusing on areas most at need</li> </ul> | £10M across the Cosy Devon area equating to the delivery of 1113 energy efficiency measures in Torbay |
| <ul style="list-style-type: none"> <li>• Green Deal projects for homeowners, private tenants and landlords</li> </ul>                                | On-going promotion of the scheme  |

<ul style="list-style-type: none"> <li>District heating/Combined Heat and Power</li> </ul>	Support and progress development where appropriate
<ul style="list-style-type: none"> <li>Energy efficiency investment in the built environment</li> </ul>	Use 'allowable solutions' funding to deliver additional energy efficiency projects
<ul style="list-style-type: none"> <li>Torbay Council partnership working with the South West Energy Centre</li> </ul>	Projects that encourage low carbon economy e.g. Innovation Centre incubation units

## Sustainable Transport

The Local Transport Plan 3 details projects and activities that will deliver economic benefit, carbon reduction, and increased resilience in Torbay. The council will work with local and regional partnerships to ensure road and rail links are as resilient as possible.

<ul style="list-style-type: none"> <li>Railway station developments</li> </ul>	New station subject to Local Enterprise Partnership funding 2017/18. Torquay, Torre and Paignton station improvements in development
<ul style="list-style-type: none"> <li>Sustainable transport initiatives</li> </ul>	On-going including walking, cycling, public transport initiatives and travel planning
<ul style="list-style-type: none"> <li>Real time bus information</li> </ul>	Funded and installation going live 2014/15
<ul style="list-style-type: none"> <li>Electric vehicle charging points</li> </ul>	Funded and installations going live 2014/15

## Torbay Council Low Carbon

Energy efficiency will be implemented on council buildings and assets. This can be achieved by using funding methods such as an energy performance contract, a council invest to save model and the development of an energy service company. The council will continue to develop staff travel policies and work practices that reduce carbon emissions, save money and resources.

<ul style="list-style-type: none"> <li>Buildings and Asset energy efficiency projects</li> </ul>	On-going projects based on funding opportunity and business cases
<ul style="list-style-type: none"> <li>SALIX funded energy efficiency projects</li> </ul>	£140k matched funding available on eligible projects per annum
<ul style="list-style-type: none"> <li>Staff awareness, training and education</li> </ul>	On-going internal communication and initiatives
<ul style="list-style-type: none"> <li>Environmental management system</li> </ul>	On-going development
<ul style="list-style-type: none"> <li>Street and car park lighting</li> </ul>	On-going management and up-grading improvements
<ul style="list-style-type: none"> <li>Policy delivery</li> </ul>	Further develop and embed the Sustainable Procurement Policy, Environmental Policy Statement, Corporate Travel Plan and on-going IT solutions

## Extreme Weather Resilience

Working in partnership to reduce our vulnerability to extreme weather events, sea level rise and flooding.

<ul style="list-style-type: none"> <li>Environment Agency partnership projects</li> </ul>	Haldon and Princess Pier projects (subject to funding). Support community resilience and flood warden schemes
<ul style="list-style-type: none"> <li>Coastal Defence Study</li> </ul>	Undertake an assessment of Torbay's coastal

	defences, subject to funding
• Sustainable Drainage Approval Body	Confirmation of status due 2015
• Peninsular Rail Task Force	Safeguarding and improving the strategic rail links to the South West
• Local Resilience Forum	On-going partnership working with Devon, Cornwall and the Isles of Scilly Local Resilience Forum
• Resilience Direct/Severe Weather Impact Monitoring System	Torbay Council to use and support the development of national systems

## Waste Reduction and Recycling

The Torbay Council Municipal Waste Management Strategy details projects and activities that will reduce waste, improve recycling rates and manage residual waste in Torbay.

• Waste reduction and recycling	Partnership working with TOR2 to improve efficiency and community projects
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## Renewable Energy Projects

The council will support the community and businesses in the development of renewable energy where possible. The potential to deploy solar PV and biomass boiler projects on council buildings and assets will continue to depend on robust business cases that show a return on investments.

• Energy from Waste facility	Funded with facility going live 2014/15
• Solar PV and biomass projects	Council project proposals will be considered based on their own business cases
• Other projects	Support and progress development where appropriate e.g. Micro-renewables/ heat pumps

# 12. Glossary

<b>Carbon dioxide</b>	CO <sub>2</sub>	Carbon dioxide is a gas in the Earth's atmosphere. It occurs naturally and is also a by-product of human activities such as burning fossil fuels. It is the principal greenhouse gas produced by human activity.
<b>Climate change</b>		A pattern of change affecting global or regional climate, as measured by yardsticks such as average temperature and rainfall, or an alteration in frequency of extreme weather conditions. This variation may be caused by both natural processes and human activity. Global warming is one aspect of climate change.
<b>Fossil fuels</b>		Natural resources, such as coal, oil and natural gas, containing hydrocarbons. These fuels are formed in the Earth over millions of years and produce carbon dioxide when burnt.
<b>Greenhouse Gases</b>	GHG	Natural and industrial gases that trap heat from the Earth and warm the surface. The Kyoto Protocol restricts emissions of six greenhouse gases: natural (carbon dioxide, nitrous oxide, and methane) and industrial (per fluorocarbons, hydro fluorocarbons, and sulphur hexafluoride).
<b>Equivalent carbon dioxide</b>	CO <sub>2</sub> e	Equivalent carbon dioxide (CO <sub>2</sub> e) describing how much global warming a given type and amount of greenhouse gas may cause, using the functionally equivalent amount or concentration of carbon dioxide (CO <sub>2</sub> ) as the reference
<b>Kilowatt Hour</b>	kWh	A unit of energy equal to 1000 watt hours. The kilowatt hour is most commonly known as a billing unit for energy delivered to consumers by electricity utilities
<b>Intergovernmental Panel on Climate Change</b>	IPPC	The international body for assessing the science related to climate change. It was set up in 1988 by the World Meteorological Organization (WMO) and United Nations Environment Programme (UNEP) to provide policymakers with regular assessments of the scientific basis of climate change, its impacts and future risks, and options for adaptation and mitigation.
<b>Local Authority Carbon Management Plan</b>	LACMP	Carbon Trust's initiative to enable Torbay Council to apply a systematic and ordered approach to reduce carbon emissions.
<b>Local Plan</b>		The document sets out key issues, aspirations for the future, and policies for delivering and managing change to 2032. It forms the statutory basis for decisions on spatial planning within Torbay and builds on the ongoing engagement with Torbay's three Neighbourhood Forums.
<b>National Planning Policy Framework</b>	NPPF	Published in 2012 this key part of Government reform makes the planning system less complex and more accessible whilst protecting the environment and promoting sustainable growth.
<b>Neighbourhood Plan</b>		The Localism Act 2011 introduced new powers for people to make neighbourhood plans and neighbourhood planning orders. They are in addition to existing opportunities for community involvement, which are already part of the planning system.

<b>SALIX</b>		Salix Finance Ltd. delivers 100% interest-free capital to the public sector to improve their energy efficiency and reduce their carbon emissions.
<b>Solar PV</b>		Solar photovoltaic cells (PV) capture the sun's energy and convert the sunlight into electricity.
<b>Torbay Development Agency</b>	TDA	A public and private sector partnership created to ensure the regeneration and future sustainability of Torbay.

Prepared by: Environmental Policy Team, Torbay Council, 2nd Floor Electric House, Castle Circus, Torquay. TQ1 3DR

Torbay Council's Environmental Policy Statement was approved on World Environment Day 5th June 2013 and recognises the need use resources wisely and encourage others to do the same.

<http://www.torbay.gov.uk/index/yourservices/environment/environmentpolicy/environmentstatement.htm>

For further information on this report or to request an alternative format please contact Environmental Policy on 01803 207750 or email [sustainability@torbay.gov.uk](mailto:sustainability@torbay.gov.uk)

This report can also be accessed via the internet: [www.torbay.gov.uk/climatechange](http://www.torbay.gov.uk/climatechange)



DRAFT







**Meeting:** Overview and Scrutiny Board      **Date:** 18 June 2014

**Wards Affected:** All

**Report Title:** Commercial Team Service Plan. Community Safety (incorporating the statutory service plans for Food Safety and the Councils Under Age Sales Policy for Tobacco Products and other age restricted goods.)

**Executive Lead Contact Details:** Councillor Excell, Executive Lead for Safer Communities, 01803 207579, [robert.excell@torbay.gov.uk](mailto:robert.excell@torbay.gov.uk)

**Supporting Officer Contact Details:** Steve Cox, Environmental Health Manager (Commercial), 01803 208025, [steve.cox@torbay.gov.uk](mailto:steve.cox@torbay.gov.uk)

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## 1. Purpose and Introduction

- 1.1 For Members to note the overall contents of the Commercial Team Service Plan (part of the Community Safety Business Unit) and to specifically agree the Food Safety Service Plan, and the Policy on the Protection of Children in relation to Tobacco Sales and Other Age Restricted Good. The Commercial Team Service Plan includes the current work plan of the Commercial Team within Community Safety which comprises of the functions of Food Safety, Trading Standards, Licensing, Health and Safety and Emergency Planning which are managed together as part of key front line services protecting the public
- 1.2 By approving the Statutory Food Safety Service Plan, and the Policy on the Protection of Children in relation to Tobacco Sales and Other Age Restricted Goods, Members will ensure that businesses, residents, employees and the wider community of Torbay are protected and the resources allocated to the service are deployed to areas of highest risk.

## 2. Proposed Decision

- 2.1 **To provide any comments to the Council on the attached documents.**

### 2.2 Reason for Decision

The Commercial Team Service Plan covers the work undertaken by the Commercial Team within Community Safety, all of which are statutory functions of the Council. Contained within this Service Plan is the Food Safety Service Plan which is a statutory plan required by the Food Standards Agency.

Within the Service Plan is also the Policy on the Protection of Children in relation to Tobacco Sales and Other Age Restricted Goods. Torbay Council has a statutory obligation to review annually its Under Age Sales Policy with regards to enforcement action on tobacco and tobacco products in relation to the protection of children and young persons.

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## **Supporting Information**

### **4. Position**

- 4.1 The Commercial Team Service Plan covers the work undertaken by the Commercial Team, Community Safety, all of which are statutory functions of the Council. The resources allocated to this team have reduced year on year, as highlighted within the Service Plan, though the current position is only a small reduction on the previous 12 months. The plan outlines the risks associated with reduced resources in fulfilling its statutory obligations especially with regard to the level of food hygiene inspections which are undertaken and the overall resilience of the service.
- 4.2 As highlighted in previous reports to the Community Safety Business Units now prioritises its workload based on risk and will always target first, those businesses, activities, emergencies and disease outbreaks considered to be of the highest risk. However its resilience to continue to deliver its full range of statutory duties and meet customer expectations, within the resources allocated is now under significant strain.

### **Food Safety Service Plan**

- 4.2 Food Standards Agency guidance entitled Framework Agreement for Local Authority Food Law Enforcement details many requirements for Local Authorities, which had to be implemented from April 2001. These requirements include the production and implementation of an annual Food Safety Service Plan and a Food Sampling Policy. The guidance provides information on how enforcement services plans should be structured and what information they contain. Service plans developed under these arrangements will provide the basis on which Local Authorities are monitored and audited by the Food Standards Agency.
- 4.3 The document shown in Appendix A of the Commercial Team Service Plan is the Food Safety Service Plan. It includes food standards and food hygiene requirements in accordance with the Food Standards Agency prescribed format. It details matters such as achievements in service delivery, a review of last year's implementation and this year's work plan for 2014/15, this may alter during the year as the service is very reactive and responds to changes in legislation as and when is necessary.
- 4.4 In November 2011 the Food Standards Agency audited Torbay Council. The key issues highlighted in their report were:
- the large volume of seasonal businesses and the fact they need to be inspected quickly;

- the backlog of medium risk premises that require an intervention.

An action plan was developed and agreed with the Food Standards Agency to mitigate the issues raised however with the current level of resources allocated to this service the Food Safety Team is not able to carry out 100% of interventions in all the premises as laid out in the statutory Food Law Code of Practice. This was reflected in the Food Safety Service Plan written 12 months ago. During 2013-14, significant improvements have been made and the target of inspecting 50% of Category C premises was significantly exceeded. This was due to a combination of hard work by the Food Safety Officers, some additional resources being used and no other significant workplace challenges as have been experienced in previous years. Although this may reduce the likelihood of further Food Standards Agency inspections currently, this could easily change in the future if resources are not maintained.

- 4.5 The new Food Hygiene Rating Scheme has been a huge success, with 722 premises scoring 4 or 5. (5 being the highest score). It has helped drive up standards and this has meant there has been a some reduction in the number of high risk premises, which has helped mitigate some of the loss in resources.

#### **Policy on the Protection of Children in relation to Tobacco Sales and Other Age Restricted Goods**

- 4.6 Torbay Council is required by Section 5 of the Children and Young Persons (Protection from Tobacco) Act 1991 to consider, at least once a year, the extent to which it is appropriate to carry out a programme of enforcement action in relation to tobacco and tobacco products. This report fulfils the requirements of this annual review, but also extends its remit to other age restricted goods. Through the control of age restricted products, Torbay Council has actively contributed to the reduction of anti-social behaviour and reduced the risks to children and other vulnerable groups.
- 4.7 Council last considered Torbay Council's Policy regarding enforcement of legislation prohibiting the supply of tobacco and tobacco products to children and young people, in July 2013. This report updates that Policy and renews our commitment to test purchasing, along with other early interventions to ensure that children and young people across Torbay are protected. See Appendix B of Appendix One.
- 4.9 This Policy contributes directly to delivering Torbay Council's corporate priorities and delivers our statutory responsibilities. It also links with the Council's children's and young people's safeguarding and safety responsibilities.
- 4.10 The Policy also relates to the Community Plan, in particular to the theme of 'Community Safety'. There are strong links between drug and alcohol problems and crime. The Policy is aimed at protecting children and young people from the harmful effects of cigarettes and alcohol. It also encompasses the sale of fourteen other age restricted products, including knives and solvents.
- 4.11 The Policy is linked to Torbay Council's responsibilities as a Licensing Authority, under the Licensing Act 2003. Trading Standards are statutory consultees under the

Licensing Act 2003, in relation to 'The Protection of Children from Harm'. The Policy also contributes to Torbay Council's agenda for safeguarding children under the Children Act 2004 and the responsibilities of the Every Child Matters agenda.

- 4.12 During the past 12 months two Test Purchasing Operations have been undertaken involving 14 premises. This has included gambling and alcohol licensed premises, the later included two pubs. There were four failures and these have been addressed following the enforcement policy, whereby two premises were giving warnings and two are subject to further legal action.

## **5. Possibilities and Options**

- 5.1 The Council has approved a Food Safety Plan and an Under Age Sales Policy annually. The tabled Service Plan ensures that the resources allocated to the teams through the budget process will be deployed to best affect and deal with the areas of highest risk. In supporting the recommendations the council would be providing the baseline against which any future Food Standards Agency audits will be undertaken .If Members are not minded to approve the plans, then further negotiation will need to be undertaken with the Executive Head Community Safety and Executive Lead.

## **6. Equal Opportunities**

- 6.1 The recommendations in this report will ensure that the resources allocated to the team are targeted at areas of highest risk.

## **7. Public Services (Social Value) Act 2012**

- 7.1 This report is not recommending any direct commissioning of services and therefore does not have a direct impact with Public Services (Social Value) Act 2012. The report seeks the endorsement of the statutory work already undertaken directly by the Council.

## **8. Consultation**

- 8.1 No external consultation has specifically been undertaken on the Commercial Team Service Plan although the budget allocated to the team was subject to public consultation through the Councils overall budget processes during 2013/14. Though Consultation does takes place on key pieces of work, such as Policy reviews and on many applications made under the Licensing Act 2003 and the Gambling Act 2005.

## **9. Risks**

- 9.1 Torbay Council is required to produce an annual Food Safety Service Plan, so providing that is agreed then there is no immediate risk. There is however a risk associated with the declining resources and the resilience within the Commercial Team which may have an impact on the delivery of the services it provides including food hygiene inspections.

9.2 Torbay Council is required by Section 5 of the Children and Young Persons (Protection from Tobacco) Act 1991 to consider the Policy on the Protection of Children in relation to Tobacco Sales, at least once in every period of 12 months, the extent to which it is appropriate to carry out in the area a programme of enforcement action in relation to tobacco and tobacco products. This is a statutory requirement with limited impact, as the work is already ongoing.

## **Appendices**

Appendix One      Commercial Team Service Plan 2014-15

## **Additional Information**

# Food Safety

## Service Plan

2014/15



# Food Safety- why does it matter to Torbay?



Access to safe, healthy food is a fundamental basic right of the community of Torbay.

By ensuring that the food produced and sold in Torbay is safe to eat the Food and Safety team plays an important role in improving the health of the public in Torbay.



The National Food Hygiene scheme was launched in Torbay in November 2011 and over 900 food premises are now rated. Because of the scheme many premises have gone from a 0 or 1 to a 4 or 5 star. Five star being the top score defined as excellent.

We do not however currently meet the full range of statutory requirements set down on us by the Food Standards Agency due to the lack of staffing resources. This however has improved in 2013/14 from previous years with 70% of the C risk premises inspected.



In 2013/14 the Food Team have undertaken a considerable amount of food sampling particularly in relation to food fraud and authenticity of meat. A number of lamb samples were taken from takeaway premises to check if they were actually lamb. All samples came back as lamb. This work will continue in 2014/15.



Fishery establishments in Torbay cannot export their product without the support that is given to them by the Food and Safety team. In addition the team signs every Health Certificate that is needed before they can export to countries such as China and America. This help and support has resulted in a number of fishery premises expanding their export trade over the last couple of years.



In 2013/14 the Food Safety Team in Torbay started an intervention with mobile food vehicles to ensure that they are compliant with food safety requirements. This included running a food safety workshop specifically for mobile vehicle owners and will continue with the inspection of all the mobile food vehicles registered in Torbay with the view of giving them a rating under the national food hygiene rating scheme.

# TORBAY COUNCIL

## FOOD SAFETY SERVICE PLAN 2014/15

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# TORBAY COUNCIL FOOD SAFETY SERVICE PLAN

## 1.0 Service Aims and Objectives

### 1.1 Aims and Objectives

This Food Safety Service Plan is required under the Framework Agreement by the Food Standards Agency. The plan is concerned with food safety enforcement work for which Torbay Council is responsible for. This plan is a Key Policy document and as such requires member approved to ensure there is transparency and accountability and once approved the plan is published on the Councils website.

The Food Safety Service has the following vision:

- To improve public health and safety through partnership, education and enforcement

#### **Torbay Council's Food Safety Service Aims and Objectives are:**

**Aim 1:** To promote, through education and enforcement, the sale and/or production of food which is fit and without risk to health.

Objective 1.1: To undertake a risk-based programme of inspections and interventions in food premises in accordance with the Food Standards Agency Food Law Code of Practice

Objective 1.2: To register food businesses in accordance with EC852/2004 and the Food Safety and Hygiene (England) Regulations 2013.

**Aim 2:** To prevent and control the spread of food borne illness through education and enforcement.

Objective 2.1: To provide a risk-based response to all notifications of food related illness or suspected illness in order to minimise effects on the community.

Objective 2.2: To carry out pro-active sampling in accordance with nationally and locally set programmes.

Objective 2.3: To provide information, advice and education on food safety and public health issues to the business and residential community.

Objective 2.4: To respond to high risk complaints concerning food and food safety.

**Aim3:** To take action on a consistent, transparent and proportionate basis.

### 1.2 Links to Corporate Objectives and Plans

The Council's Corporate priorities fed from the Community Plan sets out a number of corporate goals. One of these goals has direct links to the Food Safety Service:

- Working for a healthy, prosperous and happy Bay
- **Public Health.** With the introduction of the Public Health function now sitting within the Local Authority the Food and Safety Team have an important role to play in some of the aims and objectives of the Torbay Public Health Strategy based on the Joint Strategic Needs Assessment.

## 2.0 Background

### 2.1 Authority Profile

Torbay Council is a Unitary Authority which comprises of the three main towns of Torquay, Paignton and Brixham, on the south coast of England. Tourism is the dominant industry with the majority of employees working in the service industry. There is also a fishing industry predominantly based in the port of Brixham where there is a large fish market.

More details on the profile of the Authority can be found on the website [www.torbay.gov.uk](http://www.torbay.gov.uk)

### 2.2 Organisational Structure

The chart attached at Appendix A shows the structure of the Food and Safety Team.

The Food and Safety Team sits within the Commercial Team of the Community Safety Business Unit and comprises both Trading Standards Officers and Environmental Health Officers.

Additional support services:-

Additionally appointed specialist services are provided by the Food Examiner at the NAMAS accredited Health Protection Agency Laboratory in Porton Down and a Public Analyst from PASS Laboratory Services based in Wolverhampton.

Advice and support is also provided by Public Health England.

### 2.3 Scope of the Food Service

The Food Safety service comprises a range of key functions:

- Programmed food hygiene and food standards inspections of food premises within the Bay.
- Implementing and Promoting the National Food Hygiene Rating Scheme across Torbay
- Programmed High risk health and safety inspections and accident investigations
- Responding to food alerts and incidents of food fraud.
- Investigating food and food related complaints and other service requests on a risk based approach.
- Implementing an annual food sampling programme
- Registering food premises and mobile vehicles
- Assessing imported food and its origin.
- Support and advice to food businesses.

2.4 Demands on the Food Service

- Investigating cases of food related illness and other infectious diseases.
- Issuing of health certificates for the export of food products.
- Specific duties with regard to regulating Brixham Fish Market and the mussel harvesting beds at Fishcombe.

The Food and Safety Team has the main responsibility for food standards enforcement work, this work is carried out by both qualified Environmental Health Officers and Trading Standards Officers within this team.

The Food Safety service operates from Commerce House between 9.00am and 5.00pm, Monday to Friday. Early morning and late night visits are also undertaken as required.

Emergency food safety issues are currently directed initially to a 24 hour central control team and then onto authorised food officers as required. Community Safety does not have a formal Out of Hours Service.

On 1<sup>st</sup> April 2014 the Council had 1953 registered food businesses. The risk profile of these premises shown in Table 1 has been determined in accordance with the FSA's Food Law Code of Practice.

Table 1

Priority	Premises Category	Frequency of Inspection/ Intervention	Total number of premises in category ( April 2014)
A	High	6 months	16
B	High	12 months	57
C	High	18 months	681
D	Other	24 months	355
E	Other	36 months	691
U	-	Awaiting inspection	153
<b>Total</b>			<b>1953</b>

The range of premises is as follows:- Primary producers 9, Manufacturers and packers 25, Importers and exporters 2, Distributors 11, Retailers 420 and Restaurants and caterers 1448.

Torbay also has 18 Approved fishery establishments which can take up a lot of time and staffing resource particularly in the area of exporting their products outside of the EU.

Brixham Fish Quay is also a significant cost driver to the work of the Food and Safety Team with its daily auction and regular exports to the EU and other nations and involves at least fortnightly food hygiene inspections by officers. There is also a mussel bed off Brixham which requires monthly sampling and has Category B status which means the mussels are required to be purified before sale.

The Torbay area has already been described primarily as a tourist area and there are a large number of hotels and other tourist attractions which are only open during the tourist season between Easter and October. There is also a high turnover of food businesses in Torbay putting an additional pressure on the Food and safety Team. In 2013/14 the turnover of food businesses was 12%.

Additional demands for 2014/15 include:

In June 2013 one of the Senior EHO's went off on a year's maternity leave, whilst we have an additional post of an EHO this post is currently working part of that post as a school meals client officer until November 2014. In terms of permanent staff there is a still a reduction of 0.3.

In 2014/15 the Food Team will be carrying out a gas safety intervention which will involve them auditing food premises in relation to gas safety issues at the same time as carrying out food safety inspections. This work has already shown very effective outcomes so will be continued.

As Torbay is a Unitary Authority, Public Health now sits as a function within the authority. Whilst this is still in the early stages of development the food and safety team will have an important role to play in some of the work that comes out of the Torbay Public Health Strategy.

## 2.5 Enforcement Policy

The Community Safety Enforcement Policy sets out what food businesses and others being regulated can expect from the service. The Policy is based on the principles contained within the Regulators Compliance Code and has been updated in 2014 to reflect the recent changes in the Code.

All formal enforcement actions such as prosecutions are taken before the departments Enforcement Panel made up of officers from Community Safety and the Councils Legal team.

The service is committed to ensuring the active implementation and monitoring of the Council's Corporate Equality and Diversity Policy, which states that services will be provided in a fair and equitable way to all groups and individuals in the community.

### 3.0 Service Delivery

#### 3.1 Food Premises Inspections

Torbay Council has a number of internal performance indicators relating to food safety. For 2014/15 these are as follows:-

- Number of high risk food premises (food hygiene) inspected (Target 100 %)
- Number of high risk food standards premises inspected (Target 100%)

The inspection programme is based on the inspection rating scheme and the intervention Strategy contained in the FSA Food Law Code of Practice. This Code of Practice has been revised in April 2014 which has meant that a % of C risk premises have dropped into the lower category of D risk which means that they will not require as frequent interventions.

New potentially low risk businesses are contacted by a business support unit to ensure that they have basic information for compliance and to identify any that might be of higher risk which will then be inspected.

As there is a considerable turnover of premises in Torbay it is currently not possible to inspect them within 28 days, however they are all assessed following receipt of the food registration form and those of a high risk nature are given priority.

All premises where a statutory notice has been served or which are found to require significant work to be carried out will be subject to a secondary visit within an agreed timescale. It is estimated that at least 103 re-visits will be carried out in addition to the programmed inspections and alternative intervention initiatives. There may also be a number of businesses formally requesting to be revisited for the purposes of rescoring under the Food Hygiene Rating Scheme. In 2013/14 the number of requests for rescoring was 45.

Environmental Health currently has an estimated FTE of 5 officers ([See Table 4](#)), working on food safety issues. This is a reduction of 0.3 FTE from last year. This is because one of the officers is on a secondment post and one officer is also managing the school meals contract part time however from November this officer will become full time on food safety. A contractor was also appointed to undertake 50 inspections in 2013/14 and use of a contractor will also continue in 2014/15.

The primary objectives when carrying out interventions are in accordance with the Food Standards Agency Food Law Code of Practice. However, a special emphasis is placed on the level of compliance with the requirements for documented control systems. Specific consideration is also given to whether samples need to be taken during routine food hygiene inspection work.

### 3.2 Food Complaints

The Environmental Health Service responds to all complaints about food or food premises made to the Council, however deciding whether or not they require investigation will be done by using a risk based approach to ensure that resources are used effectively.

There were 38 complaints about defective food received up to the end of March 2014. There were also 652 other service requests received relating to issues such as unhygienic food premises, requests for information and advice that were handled by the Food Safety team in 2013/14.

### 3.3 Primary Authority Scheme

The previous Home Authority Scheme has now been replaced by the Primary Authority Scheme under the new Regulatory Enforcement and Sanctions Act 2009. This aims for the first time to give companies the right to form a statutory partnership with a single local authority. The objective of this is to provide robust and reliable advice on compliance that other Councils must take into account when carrying out inspections or dealing with non compliance.

The Food and Safety Team are currently not involved in any Primary Authority partnerships.

### 3.4 Advice to Business

The Authority is committed to improving food safety standards through both education and enforcement. In order to use limited resources most effectively, advice is targeted and is as follows:

- During inspections and as part of follow up documentation;
- Via electronic Food Safety Newsletters
- New Business advice
- Through guidance information available on the Food Safety teams fully revised website pages
- Distribution of relevant food safety material to food businesses particularly via the website.
- Advice and information is given to businesses requesting guidance either by telephone or e-mail.

	<p>During 2013/14 the Food Safety Team further developed links into the business community by working with the Torbay Business Forum, The Business Improvement Districts, The Tourism Company and the Torbay Development Agency to further promote the Food Hygiene Rating Scheme across the Bay. The department is also at the start of a Better Business for All project which is run by the Better Regulation Delivery Office.</p>
<p>3.5 Food Inspection and Sampling</p>	<p>The Service has in place a documented and publicised sampling policy and a separate documented procedure and programme.</p> <p>The sampling programme is drawn up in consultation with the Devon Chief Environmental Health Officers Food Sub Group and the SWERCOTS Food Group, in partnership with the Food Examiner from Public Health England Laboratory covering the Torbay area and the Public Analyst at PASS Laboratory Services.</p> <p>The programme covers authority, county, national and when required European sampling objectives. Each Authority is allocated sampling credits by Public Health England in order to undertake food hygiene sampling and food standards sampling which is resourced from an allocated budget within the Food Safety overall budget.</p> <p>During 2013/14 158 samples were taken of a range of products including cooked meats from non compliant premises, uncooked batter from fish and chip shops and imported fresh herbs.</p> <p>Food standards sampling also included cod for substitution, pig's liver for dioxins, lamb based meals for authenticity and minced beef for species testing. Most of the results from these samples were found to be satisfactory and no further follow up action was required, however some of the samples were found to be unsatisfactory and follow up work was required to secure compliance. For example, there were some issues over the labelling of kebabs in terms of their meat content and therefore the food business operators were given advice on how to alter their labelling.</p>
<p>3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease</p>	<p>All formal and informal notifications are recorded on the Environmental Health Service Authority database. Subsequent investigations are based on the type of organism, the number of cases, and are in accordance with Public Health England guidance.</p> <p>A documented procedure has been produced and agreed with Public Health England and follows the principles established in a countywide procedural document, prepared by the Devon Food Safety Sub Group. During 2013/14 314 infectious disease notifications were received, some of which were serious cases of infectious diseases where the cases were hospitalised and a full outbreak investigation carried out.</p>

### 3.7 Food Safety Incidents

The service has a documented procedure which deals with action to be taken following the receipt or initiation of a food alert. The FSA Food Law Code of Practice has required specific recording of actions taken following the receipt of a food alert.

Food alerts are received by a direct email from the Food Standards Agency (FSA), by direct emails to the Principal Environmental Health Officer and the Food Safety email box which is checked every day and by text messages to officers' mobile phones.

The Food Alert warning procedure for food incidents recognises that such issues are required to be dealt with quickly in accordance with the categories for each food alert. The procedure identifies the mechanism for passing on the food alert to the appropriate officer, an outline of the action to be taken. Most food alert warnings received require only a small amount of officer resource.

However on occasions it is necessary to provide more resources to deal with food alerts. Any actions taken on a food alert are documented within the Authority data recording system.

During 2013/14 47 Food Alerts were received by the Food Safety Team, a number of which required local action in food premises in Torbay. During the national horse meat incident the Food and Safety team also carried out some work to ensure the traceability of meat supplies in its schools and hospitals, this work continued this year in terms of meat sampling to check authenticity e.g. of meat in kebab shops.

### 3.8 Liaison with other Organisations

Consistency and value for money is a key feature in all of the Council's Environmental Health functions. With regard to the food safety service, this is achieved by:

- Priority being given to attendance and active participation by the Principal Environmental Health Officer at the Devon Chief Environmental Health Officers' Food Sub Group. This Group co-ordinates peer review and consistency exercises, acts as the discussion forum for topical issues and a means of optimising countywide consistency in enforcement and advice.
- The Food Safety Service also liaises with the following :
  - Public Health England
  - Torbay Development Agency
  - The Food Standards Agency
  - Devon and Cornwall Police
  - The Immigration Service
  - TDA Business Forum
  - Trading Standards Sub Regional Group



### 3.9 Food Safety Promotion

The Community Safety Service have access to all development and building control applications and acting as a formal consultee on key planning and building control applications and a statutory consultee on all Licensing Act applications.

Education and promotional activities are considered to be important aspects in the delivery of a comprehensive food safety service and it is achieved in the following ways:

- Food Safety articles in the bi annual Food and Safety Newsletter emailed to all food businesses in the Bay.
- Food information available directly from the Food Safety section of the Council website and from the team directly.
- Targeted advice/information sent to relevant groups on issues of county or national significance e.g. on E Coli 0157 guidance, cooking of rice etc.
- Targeted seminars and training sessions are undertaken on various food safety subjects.

## 4.0 Resources

### 4.1 Staffing Allocation

The Community Safety Business Unit structure is based on a number of multidisciplinary teams. The Food Safety Team is located within the wider Commercial Team.

[Table 4](#) shows the current full time equivalent of staff working on food safety enforcement, broken down by the competency requirements of the Food Standards Agency Food Law Code of Practice (England) - General qualification and experience requirements.

EHRB officers are Environmental Health Officers who are registered with the Environmental Health Officers Registration Board, (EHRB), after attaining the approved qualifications in Environmental Health.

Table 4: Staff resources dedicated to food safety

<b>Environmental Health Officer (Food and Safety Team)</b>	<b>EHORB</b>	<b>FTE</b>	<b>Other</b>
Principal EHO	YES	0.8	No
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.4	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
EHO	YES	0.4	No
Senior EHO	YES	0.1	No
Senior EHO	YES	0.1	Lead Assessor
<b>Trading Standards Officers (Food &amp; Safety Team)</b>	<b>Dip TS/DCAT</b>	<b>FTE</b>	<b>Other</b>
Trading Standards Officer x 3 (food standards only)	YES	0.3	New posts in team since April 2010

4.2 Staff Development Plan

All food safety staff are subject to an annual appraisal and one progress review which tracks and identifies training and development needs. Food safety training needs are prioritised in the context of wider Environmental Health requirements identified within the service wide training plan.

All food safety staff complete a training record log to further assist in identifying development and training needs and for monitoring the competency of individual officers. The officers undertaking specific duties, such as dealing with approved premises, are identified and the training requirements assessed accordingly.

Some of the specific food safety training undertaken by staff during 2013/14 include:-

- FSA Article 5 consistency training
- FSA Evidence and investigation skills course.

**5.0 Quality Assessment**

5.1 Quality Assessment

The provision of quality services is one of the Council's three guiding principles and food safety is no exception. With regard to food safety the quality agenda is pursued via a number of methods.

## Management Monitoring

The documented quality management procedure includes specific monitoring arrangements that are in place for example checking of inspection letters and notices and joint consistency/quality monitoring visits undertaken by the Principal Environmental Health Officer. Complaints against the service are monitored on a Service and Corporate basis.

## Food Standards Agency

The service is required to submit an Annual return, detailing the inspections, enforcement and educational activities undertaken, to The Food Standards Agency who closely monitor performance to ensure compliance with the FSA framework agreement.

The FSA also has the power to set standards and to monitor local authority food law enforcement services under the Food Standards Act 1999. The FSA collects information from all United Kingdom food authorities and submits the information to the European Commission.

As detailed in section 3.8, the Principal Environmental Health Officer attends meetings of the Devon Food Sub Group to discuss relevant issues on a regular basis. This group comprises of representatives of all the District and Unitary councils, and Public Health England.

This forum offers the opportunity to discuss, in detail, a wide range of quality and consistency issues relevant to food safety.

In April 2014/15 the Food Safety team will be taking part in an inter authority auditing exercise in relation to the food safety service.

## 6.0 Review Process

### 6.1 Review against the service plan

As detailed within Section 1.2, the Council has an established performance management board to monitor the performance of its services.

From an operational perspective the Principal Environmental Health Officer reviews the key performance measures and service improvements contained in the plan on a quarterly basis. [Table 5](#) shows some of the internal indicators covering service delivery and performance as well as the national indicator for food safety and the wider key indicators on the Community Safety Balanced Scorecard that the Food Safety Team feed into and it is those which are reported to management team and members through their performance boards.

In addition, regular one to one meetings are held with staff involved in the Food Safety Service. This is to ensure that on-going projects and improvements outlined in this service plan are effectively monitored and managed. The notes for these

meetings are documented, along with actions and timescales for relevant staff.

**Table 5 – Food Safety Service Performance Indicators**

<b>SERVICE DELIVERY INDICATORS</b>		<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Number of Category A and B risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%
	Outcome	100%	100%	
Number of Category C high risk food hygiene premises (due every 12 months) inspected	Target	100%	50%	100%
	Outcome	54%	70%	
Number of high risk food standards inspections carried out	Target	100%	100%	100%
	Outcome	88%	100%	

**6.2 Identification of achievements and any variation from the service plan**

Table 6 below identifies the status of planned service improvement actions from 2013/14. Any remaining improvement objectives are shown in the table below along with the reason for the delay and a revised target, which will be included in the work programme for 2014/15 where appropriate.

**Table 6 Achievements and variance from Service Plan 2012-13**

Action	Planned Outcome/Output	Achieved Or reason	New Target Date
FABs cross professional working project	Following the evaluation of the cross professional working project, determine whether or not there is merit in progressing this work further	<b>Achieved</b> – evaluation completed. Results showed that there was no merit in taking this project further.	
To explore the opportunities and any joint working that can be undertaken with the new Public Health team now within the Local Authority and also with other Devon Local Authorities to share resources in this field of work.	Initially to understand each other's roles and identify where the Food Team can play a part in the implementation of Torbay's Public Health strategy particularly in relation to infection control issues relating to childcare and residential homes settings.	<b>Achieved</b> - Role of Public Health team now understood and Initial project brief completed for public health work on the provision of healthy children's meals in cafes and takeaways in Torbay.	March 2015
To ensure that the food safety web pages are up to date, relevant and user friendly for businesses and explore the use of social media such as Twitter and Facebook	To improve web pages and set up Twitter account for food safety	<b>Achieved;</b> - Twitter account set up for Food Safety and Licensing  <b>@TorbayFSL</b>  Webpages in progress although more work to do.	Ongoing work
To improve the links between the business community and the local authority food safety service.	To continue the work with the Torbay Development Agency and the Town Centre Company to increase the marketing opportunities around the Food Hygiene Rating Scheme in the Bay.  To run a Food and Safety Update day to update food businesses on food and health and safety matters.	<b>Achieved</b> - Gave presentation at Torbay Enterprise Week.  Attended Torquat Food Festival to promote the Food Hygiene Rating Scheme  Ran Food Safety Awareness event for food business operators in Torbay. This was attended by over 70 businesses and was well received.	
To undertake work around the traceability and authenticity of food to ensure any food fraud in Torbay is detected and dealt with	To complete annual food safety and food standards sampling plans and also incorporate more work on the authenticity and traceability of food in Torbay.	<b>Achieved</b> – Food standards sampling programme completed which included work on meat authenticity.	

To ensure a consistent approach to rating premises under the National Food Hygiene Rating Scheme	To ensure that all authorised food officers undertake regular peer review exercises both internally and with the rest of Devon Local Authorities	<b>Achieved</b> - Torbay Council Food Team took part in all Devon Food Hygiene Rating scheme consistency exercises. Also complete quarterly internal monitoring exercises.	
To drive up standards of food hygiene in mobile food vehicles registered with Torbay	To implement the Passport system being developed by the Devon Food Sub Group and ensure that all mobile food business operators are aware of how to comply with food hygiene requirements.	<b>Achieved</b> - Mobile food vehicle Passport scheme introduced in Torbay.  Mobile food vehicle food safety training undertaken for food business operators.	

### 6.3 Targets and areas of Improvement for 2014/15

Targets for 2014/15 are in Table 7 and the current planned improvements for 2014/15 are outlined in Table 8.

The Statutory Guidance requires 100% of C risk premises to be inspected. This hasn't been achieved for a number of years due to staffing resources as can be seen from Table 7 below although it has improved in the last year. In 2014/15 some additional resources have been allocated to food inspections by employing a contractor although this is only a short term measure and not a long term solution to the issue.

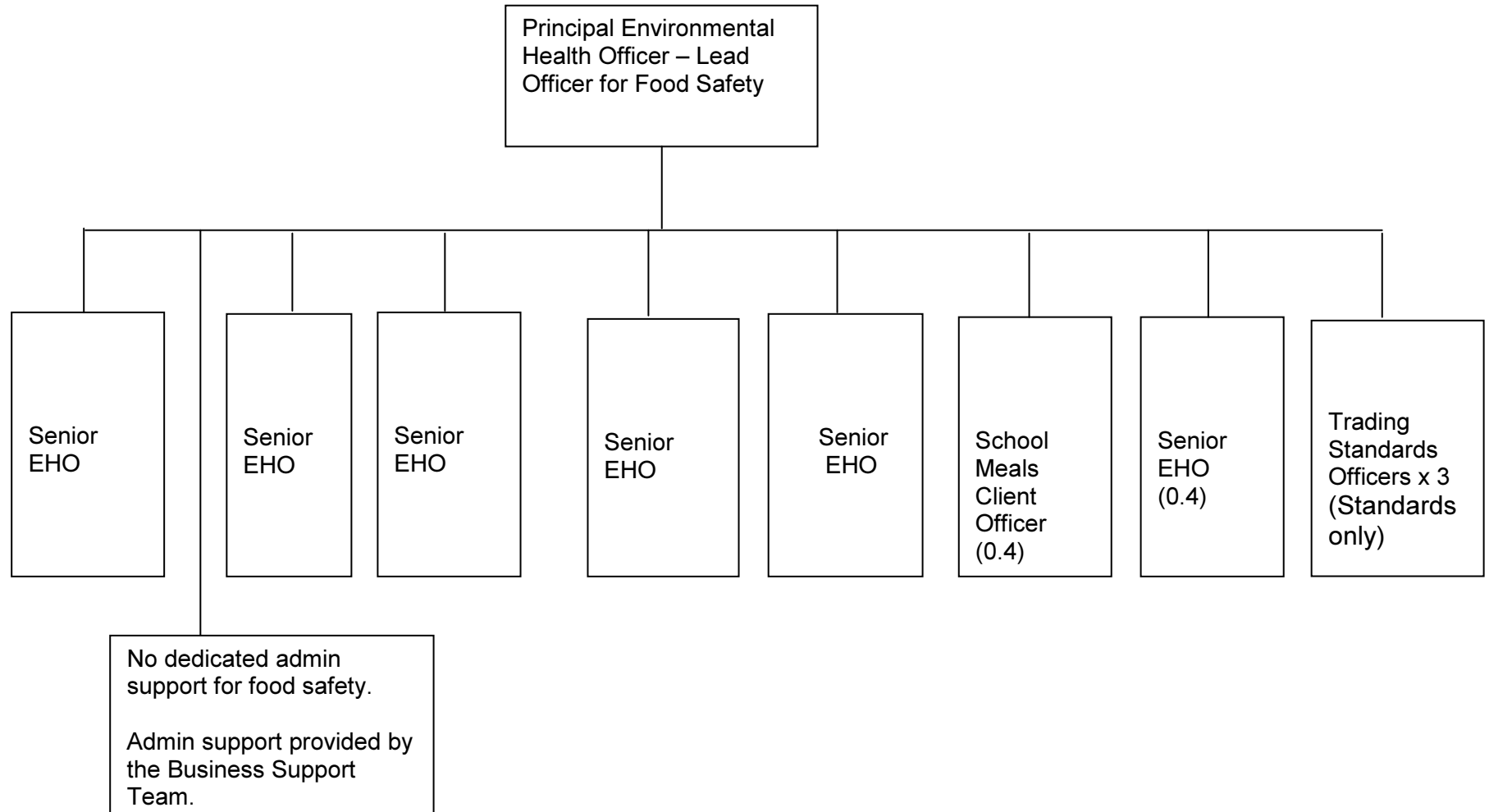
**Table 7 – Targets for 2013-14**

<b>SERVICE DELIVERY INDICATORS</b>		<b>2011/12</b>	<b>2012/13</b>	<b>1013/14</b>	<b>2014/15</b>
Number of Category A and B risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%	100%
	Outcome	100%	100%	100%	100%
Number of Category C high risk food hygiene premises (due every 12 months) inspected	Target	100%	100%	50%	100%
	Outcome	53%	54%	70%	
Number of high risk food standards inspections carried out	Target	100%	100%	100%	100%
	Outcome	88%	100%	100%	

**Table 8 Areas of Improvement for 2014/15**

Service Improvement	Planned Outcome/Output	Link to FSA framework agreement	Target Date
To ensure that we offer the regulatory service in terms of Community Safety in a way that helps businesses, thereby encouraging economic growth	To develop a project plan to implement the national Better Business for All project into the Torbay area	All areas of framework agreement	Sept 2014
To increase the provision of healthy children's meals choices in cafes and takeaways in Torbay thereby linking into Torbay's Obesity strategy.	To implement the project plan for this work and ensure it is completed thereby increasing the number of cafes who offer healthy children's meal choices.	All areas of Framework Agreement	March 2015
To raise the standards of food hygiene on mobile food vehicles registered with Torbay	To inspect and rate all of the mobile food vehicles registered with Torbay and ensure that they are given a rating under the national food hygiene rating scheme.	All areas of Framework agreement	March 2015
To ensure that food businesses in Torbay are rated under the revised Food Law Code of Practice	To ensure that the provisions of the newly revised Food Law Code of Practice is followed in Torbay.	All areas of Framework Agreement	Ongoing
To improve the level of information that the consumer in Torbay receives in relation to allergy awareness and food labelling	To implement the provisions of the new Food Information Regulations when they come into force in December 2014	All areas of the Framework agreement	March 2015
To increase the public's awareness of how the food poisoning bacteria campylobacter is picked up	To promote the message <b>Don't wash your raw chicken</b> during National Food Safety Week in June 2014	All areas of the Framework Agreement	July 2014
To increase the public's awareness of the National Food Hygiene Rating scheme in Torbay	To promote the National Food Hygiene Rating Scheme in libraries in Torbay.	All areas of the Framework Agreement	March 2015

Appendix A - Organisational Structure Chart for Food and Safety Service







# Agenda Item 7

## Appendix 2

### **Policy for Mobile Food Traders at Events.**

Due to their transient nature, mobile food traders may be of concern both in terms of Food Safety and Health and Safety. To ensure as far as reasonably practicable that the public attending organised events are not unduly put at risk, controls must be implemented by event organisers to ensure food businesses attending events are safe.

Events across Torbay generally fall into two categories:

- **Torbay Council Supported Events** - Events where the organiser is Torbay Council or where the event is held on land under the control of Torbay Council.
- **Privately organised events** – Events where the organiser is not linked to Torbay Council and the event is carried out on private land

For Torbay Council Supported events there is greater control of traders in that the Local Authority has the ability to deny the use of the site to traders/organisers not adhering to this policy.

For Torbay Council Supported Events the following shall apply:

- All traders must be registered as a food business
- All traders must have a Food Hygiene Rating Scheme rating of 3\* or more.
- All traders must provide details of Public Liability Insurance
- Where applicable all traders must provide a valid gas safety certificate.
- Details of Food Businesses attending the event must be submitted to the Commercial Team no later than 14 days prior to any event.
- New Businesses (unrated, and registered in Torbay) may, at the discretion of Torbay Councils Commercial Team be permitted to attend events for the purpose of inspection to obtain a Food Hygiene Rating.

For Private events the following should apply:

- All traders must be registered as a food business\*
- All traders must provide details of Public Liability Insurance
- Where applicable all traders must provide a valid gas safety certificate.
- Details of Food Businesses attending the event must be submitted to the Commercial Team no later than 14 days prior to any event.
- Event organisers should be encouraged to only accept food businesses with a 3\* FHRS score or higher.

**Supply of Age Restricted Products – Enforcement Statement**

**Torbay Council is committed to achieving compliance in a fair, consistent, proportionate, transparent and targeted manner. The emphasis will be on advice and education but other means of enforcement will also be used, if necessary. In so far as the supply of age restricted products is concerned, priority will be given to the legislation in Schedule A below which the Council has a duty to enforce; enforcement action in respect of legislation in Schedule B below will principally be in response to any complaints which may be received.**

1. Premises selling these products will be included in the routine inspection programme. During these inspections Traders will be reminded of their responsibilities and checks will be made on the display of required notices, labelling of products, provision of underage sales policies for alcohol, the later which is a new requirement under the Licensing Act 2003.
2. All complaints will be investigated and appropriate action taken.
3. Legal proceedings will be taken where appropriate in accordance with the agreed Enforcement and Prosecution Policy and Torbay Council's responsibilities under the Licensing Act 2003.
4. Schools have been advised of the Council's commitment to enforce the law. Teachers and Children's Services staff having information about under-age sales from specific shops will be asked to contact the Trading Standards Service (part of the Community Safety Business Unit).
5. Each year the Community Safety Business Unit will carry out at least two surveys using volunteer under-age purchasers. The national LGA guidelines will be observed in carrying out the surveys.
6. Trading Standards will work with partner agencies to identify the source of illegal and counterfeit products which may present an increased risk to health.
7. To help businesses by writing procedural guidance in the form of any easy to use document for underage sales.

**Schedule A – Statutory Duty to Enforce**

Children and Young Persons Act 1933  
Protection of Children (Tobacco) Act 1986  
The Cigarette Lighter Refill (Safety) Regulations 1999 made under Consumer Protection Act 1987  
Explosives (Age of Purchase) Act 1976  
Fireworks (Safety) Regulations 1997 as amended by the Fireworks (Safety) (Amendment) Regulations 2004  
Video Recordings Act 1984 as amended by Video Recordings Act 1993  
Licensing Act 2003

**Schedule B – No Duty to Enforce**

Children and Young Persons (Protection from Tobacco) Act 1991 BUT Local Authority must consider annually a programme of enforcement  
Anti-Social Behaviour Act 2003 (Sale of aerosol paint to under 16)

Criminal Justice Act 1988 as amended by Offensive Weapons Act 1996 (sale of knives)  
National Lottery Regulations 1994  
Intoxicating Substances (Supply) Act 1985  
Crossbows Act 1987

## **Corporate Health, Safety & Emergency Planning**

### **Annual Report 2013/2014**

The Council recognises that there are legal, moral and economic reasons why health and safety should be managed. The integration of health and safety management into the general management process achieves a higher standard of health and safety performance which in turn supports the overall risk management and protects our staff, assets and the wider community within Torbay.

This Annual Report demonstrates the Council's commitment to the continual development and improvement of health and safety management systems and provides statistical information on accidents and emergency events and summarises some of the activities during the past year to achieve these aims. Additionally it establishes a number of objectives for 2014/2015.

The Corporate Health and Safety and Emergency Planning teams work closely together providing each other with support and complimentary competencies. Working in cooperation with external agencies they provide an internal cross cutting resource which aspires to the prevention and protection of the Council's staff, other assets, the wider community and environment through the provision of a framework of strategic and operational plans, guidance and training which meet national standards.

#### **Accidents**

The total accidents reported have seen a further 14% decrease on last years report as can be seen in the attached appendix one. This further decrease is compounded by the reduced number of school and corporate staff across the Council. A major step forward in the electronic reporting of accidents has been taken within the Council with the introduction of the online reporting system within schools. It is envisaged that electronic reporting will be rolled out to the rest of the Council by the end of the year. Special thanks go to IT for their assistance in developing the Accident Recording System.

#### **Audits**

The health and safety team has received further audits from the Devon Audit Partnership who looked at the general management and performance of the health and safety department and the Chartered Institute of Environmental Health covering the quality and competence in the delivery of the CIEH training modules. Both audits were positive and showed improvements in health and safety with further recommendations being implemented to support the continued improvement of the service.

#### **Key Performance Indicators**

During the past year the health and safety team has developed some initial KPIs for Directors, Executive Heads and themselves to improve the health and safety performance across the Council's operations. The KPIs were consulted on and approved by the Senior Leadership Team in October 2013. The first round of bi-annual monitoring has been undertaken with mixed results as can be seen in appendix two. The full years results will provide a clearer outline for further development of the KPIs to promote continuous improvement of health and safety

performance within the Council and those services which are being commissioned in behalf of the Council.

## **Training**

The Health and Safety team reviewed the number of courses provided corporately to ensure that the courses on offer met the Council's minimum legal requirements. In the event 26 face to face courses were planned with 8 being cancelled due to a lack of delegates. There were 6 additional courses provided to individual schools or departments on request. In total 162 delegates attended the various courses on offer.

The Health and Safety team were granted a licence to run the First Aid at Work course by the Chartered Institute of Environmental Health in 2013; the first course was completed with a 100% pass rate. First aid at work courses are funded corporately with an average financial cost avoidance of £250 per head not counting officer time.

The I-learn system is continually being improved with 5 mandatory and a further 3 optional Health and Safety courses available. Further courses will be added in the future as and when there is sufficient capacity in the team to develop the course materials. During 2013/14 Business Units completed 2822 I-learn health and safety courses. See appendix three.

The Loss of admin support within the Health and Safety team will affect the number of face to face courses available in the forthcoming year with only essential courses being delivered. It is expected that any gaps will be backfilled with an increase in the number of I-Learn modules being developed.

## **Stress**

There were 105 incidents of stress related illness reported during the year of which 55 per cent indicated that they were work related. This is a marked increase on the previous year and is a concern to this department and Human Resources who are jointly developing initiatives to support staff and their health and wellbeing. It should be noted that reports from schools are included in this figure, where referrals are made action is taken to ensure the necessary support and assistance is provided. See appendix four.

## **Policy & Guidance**

The Corporate Health and Safety policy was revised in August 2013 and published in September. A new driver's policy with guidance has been developed and is currently undergoing consultation.

The Organising Events guidance documents have been reviewed and updated by the Corporate Events team and ourselves. Training is being developed with a view to delivering it to Small Event Organisers on behalf of the Public Safety Adviser Group. Further time has been spent advising Voluntary Groups particularly within Parks and Gardens area on risk assessment and safe working practices.

## **Radon**

Further monitoring of the Radon gas levels in the lower levels of the town hall has been undertaken and the monitors returned to the Health Protection Agency, verbal

reports show the results to be within the safe guidelines and will be published when written confirmation is received.

## **Continued Professional Development**

The Health and Safety team undertakes professional development training to ensure that their knowledge and understanding of the legal and scientific requirements of health are maintained at current standards.

Both members of the team have undertaken reinforcement training for first aid at work and Emergency Planning College training for multi agency event safety advisory groups.

## **Emergency Planning**

### **Partnership Working**

The Emergency Planning team collaborates with other emergency responders through the Devon, Cornwall and Isles of Scilly Local Resilience Forum (DCIoS LRF). The Council is represented on the following workstreams:

- DCIoS LRF meetings (once a month)
- LRF Chief Officers Group (quarterly)
- Risk Assessment Working Group
- Severe Weather Group
- Humanitarian Assistance, Evacuation & Shelter
- Coastal Pollution
- Mass Fatalities
- Fuel Shortage
- Telecomms Resilience
- Warning and Informing
- Local Health Resilience Group
- Site Clearance
- Recovery

Emergency Planning is also represented at the following meetings:

- Torbay Flood Steering Group
- Public Safety Advisory Group
- Port Security Group
- South West Emergency Responders Forum

### **Contingency Plans**

The following plans have been progressed over the past year:

- Major Emergency & Business Recovery Plan
- 75% of Business Continuity Plans have been completed (up 15% on last year)
- The majority of existing Business Continuity Plans have been reviewed / updated
- Telecomms Resilience reviewed following changes to BT contingency arrangements.
- Report to the Mayor - Options for mitigating a loss of power.

## **Training and Exercises**

Training and Exercises attended by Torbay Council staff are as follows:

- Torbay Public Health Transition Workshop
- Environmental Health Tabletop Exercise
- Tactical Coordinating Centre (Silver) Familiarisation
- Mini Tabletop Exercises for On Call Managers
- One to One briefing / training for On Call Managers
- Multi-Agency Gold Incident Command course
- Scientific and Technical Advice Cell training
- Exercise Short Sermon – Response to a radiological release in Plymouth
- Exercise Short Sermon – Recovery from a radiological release in Plymouth
- Exercise Autun – Testing local health / NHS emergency management
- Loggist Training x 2 (Facilitated by Gerry Cadogan)
- Public Safety Advisory Group training – (Public Safety at Events)
- Emergency Cascade Exercise
- Exercise Opus – Mass Fatalities Exercise
- Joint Emergency Services Interoperability Programme

## **Incident Response & Recovery**

There were a number of notable incidents and events during the past year where the Emergency Planning team has had a role in assessing and coordinating the Council's Response. Incidents and Events during 2013/14 included:

- Response to Severe Weather events (Oct, Dec 2013, Jan, Feb 2014)
- Recovery from Severe Weather events (Feb, March 2013.....ongoing)
- House Fire in Dunmere Road
- Ongoing Industrial Action by Firefighters

## **Work plan for 2014/15**

During the forthcoming year the health and safety team will:

- Complete the roll out of the Council's online accident reporting system to all departments within the council's area of responsibility with the provision of necessary training.
- Continue to develop the Council's health and safety KPIs to ensure continuous improvement of health and safety performance.
- Ensure that Executive Heads appoint appropriate numbers of nominated persons to undertake risk assessments and display screen risk assessments in their departments and provide training to them.

The emergency planning team's main objectives are to:



- Produce an Evacuation and Shelter Plan (Rest Centres).
- Recruit and Train staff as Local Authority Liaison Officers.
- Recruit and Train staff as Rest Centre Managers and Supervisors.
- Engage with Voluntary Organisations to supplement resource requirements at Rest Centres.
- Review procedures for accessing data on vulnerable people during emergencies
- Continue to review / amend the Major Emergency & Business Recovery Plan
- Review the Council's Strategic Guidance for Responding to a Flu Pandemic.
- Coordinate the Council's participation in a National Pandemic Influenza Exercise.
- Test a select number of Corporate Business Continuity Plans.
- Organize a 2 day Tactical Emergency Management course for members of SLT.
- Develop a web-based tool to enable efficient and secure (accredited to Official Sensitive level) exchange of information during both routine planning and response to emergencies.
- Support the development of Community Flood Plans (Pathfinder Project)

Total Accidents 2004 to 2013										
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Q1</b>	527	489	278	282	268	336	272	280	330	<b>215</b>
<b>Q2</b>	454	436	203	204	224	286	235	241	241	<b>178</b>
<b>Q3</b>	586	389	238	332	290	339	267	347	286	<b>211</b>
<b>Q4</b>	512	200	306	340	284	386	323	435	172	<b>281</b>
<b>Total</b>	2079	1514	1025	1158	1075	1347	1100	1303	1029	<b>885 ▼</b>
Accidents by Person Specification										
<b>Employees</b>	592	560	565	537	415	457	385	387	328	<b>353</b>
<b>Contractors</b>	28	14	4	1	5	4	4	0	0	<b>8</b>
<b>Pupils</b>	618	450	387	538	565	546	495	610	479	<b>421</b>
<b>MOP</b>	812	480	64	57	85	160	203	294	215	<b>101</b>
<b>Property</b>	29	10	5	25	5	180	13	12	7	<b>2</b>
<b>Total</b>	2079	1514	1025	1158	1075	1347	1100	1303	1029	<b>885 ▼</b>
Accidents reported to the Health and Safety Executive										
<b>Employees</b>	10	34	23	24	17	20	10	8	15	<b>4</b>
<b>Contractors</b>	0	2	0	0	0	0	1	0	1	<b>0</b>
<b>Pupils</b>	5	25	18	17	35	12	9	3	0	<b>3</b>
<b>MOP</b>	1	0	0	1	3	2	3	6	0	<b>0</b>
<b>Property</b>	0	1	0	0	1	0	2	0	0	<b>0</b>
<b>Total</b>	16	62	41	42	56	34	25	17	15	<b>7 ▼</b>

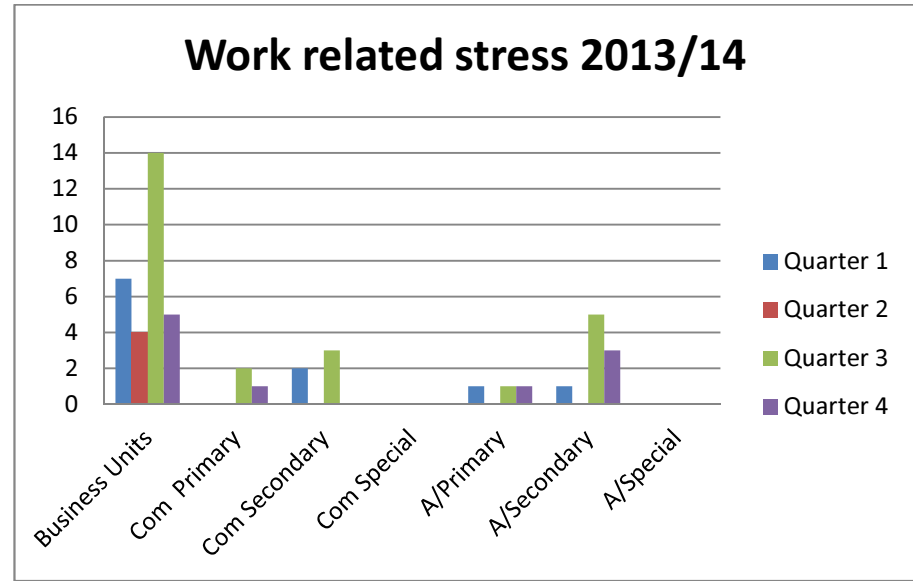
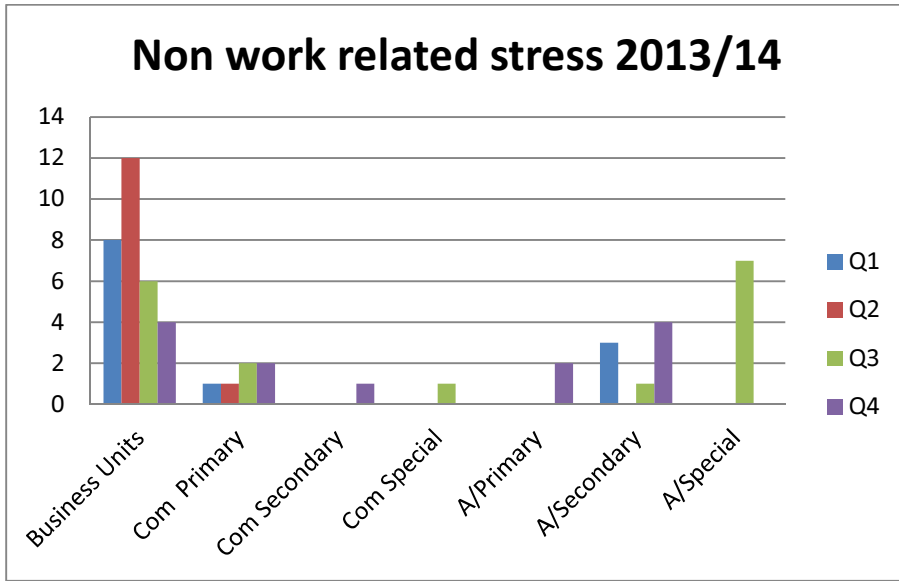
## Key Performance Indicators

Plan	Do	Check	Act
<b>The Council aspires to excellence in service delivery - Visible H &amp; S leadership</b>	<b>Directors Targets</b>	<b>Executive heads</b>	<b>Health and Safety team</b>
	Ensure executive heads establish suitable numbers of H & S duty holders within service areas, see 1.	Nominate and ensure appropriate training is provided to risk assessors and fire marshals within service area, see 2.	Provide annual report to Board and Scrutiny Committee
	Undertake a health and safety inspection in a high risk service area within directorate, see 3.	Undertake a health and safety inspection in a high risk department within service area, see 3.	
	Ensure staff are consulted on items which affect their health safety and well being, see 4.	As a minimum undertake quarterly team meetings with health & safety an agenda item, see 4.	
		Ensure risk assessments are undertaken and documented within service area and where necessary action is taken to eliminate or reduce the risk.	
		Provide bi-annual reports to Director and H & S team H & S actions undertaken.	Provide bi-annual reports on H & S actions and exceptions to Board
1.	There should be at least one nominated officer in every area, with additional requirements for critical function areas.		
2.	All <u>new</u> fire marshals to receive training before 31.03.14, and every 3 years thereafter. In shared premises Ex Heads should co-operate in provision of fire marshals and deputies.		
3.	High risk is defined as either on the critical function list, or where there is an above average accident/sickness rate, or where there are inherent risks to staff or the public.		
4.	Health and safety should be included in staff communications at least once a quarter or more often where there are substantial changes to working practices.		

Executive Heads KPI returns							
Business Unit	Fire marshals	Building	Trained within last 3 years	Risk Assessors	Building	Trained within last 3 years	H & S Communications evidenced within previous 3 months
Supporting people	1	St Edmunds	Yes	No response			Not evidenced
Childrens Commissioning	No response			No response			No response
Schools	No response			No response			No response
Safeguarding and wellbeing	No response			No response			No response
TDA	No response			No response			No response
Tor Bay Harbour Authority	1	Torquay Harbour	No	1	Torquay Harbour	No	Yes
	1	Paignton Harbour	No	1	Paignton Harbour	No	Yes
	1	Brixham Harbour	No	1	Brixham Harbour	No	Yes
Residents & Visitors	5	Town Hall	4 yes 1 no	2	Town Hall		Yes
	3	Bxm Lib & Connections	Yes	1	Bxm Lib & Connections	Yes	Yes
	7	Tqy Library	Yes	3	Tqy Library	1 yes 2 no	Yes
	4	PLAIC	Yes	1	PLAIC	08/10/14	Yes
				1	Churston Library		Yes
Spatial Planning	2	Town Hall	Yes	None	N/A		Not evidenced
Community Safety	6	Commerce House	Yes	4	Commerce House	Yes	Yes
	4	Town Hall	Yes	3	Town Hall	Yes	Yes
Public Health Commissioning	2	Town Hall	Yes	2	Town Hall	Yes	Not evidenced
Business Services	No Response			No response			No response
Commercial Services	No Response			No response			No response
Information Services	12	Town Hall	Yes	4 + BPIF	Town Hall	08/10/14	Yes
Financial Services	5	Town Hall	26/11/13	1	Town Hall	07/08/08	Not evidenced

Updated 01/05/2014

<b>I - Learn</b>	<b>Business Unit</b>	<b>Details of courses completed April 2013 to March 2014</b>							
		<b>Asbestos</b>	<b>DSE</b>	<b>Driving</b>	<b>Back Safety</b>	<b>Fire Safety</b>	<b>Induction</b>	<b>First Aid</b>	<b>Stress Awareness</b>
<b>Adult Services &amp; Resources</b>	<b>Adult Services</b>	0	0	0	0	0	1	0	1
	<b>Commercial Services</b>	22	3	2	28	25	7	22	27
	<b>Supporting People</b>	3	0	0	2	4	1	4	3
	<b>Information Services</b>	43	5	2	47	47	3	40	50
<b>Childrens Services</b>	<b>Commissioning</b>	98	4	1	95	83	26	80	84
	<b>Locality Services</b>	0	0	0	0	0	0	0	0
	<b>Safeguarding/Wellbeing</b>	105	3	1	100	90	54	89	86
	<b>School Improvement</b>	6	1	0	8	8	1	7	7
<b>Place &amp; Resources</b>	<b>TDA/TEDC</b>	17	1	0	20	12	9	12	9
	<b>Business Services</b>	4	1	0	3	6	3	6	6
	<b>Finance</b>	28	4	2	31	27	14	23	21
	<b>Harbour Authority</b>	12	1	3	12	12	10	13	11
	<b>Residents &amp; Visitors</b>	101	33	21	98	98	49	90	87
	<b>Spatial Planning</b>	32	8	0	33	33	14	32	31
<b>Public Health</b>	<b>Community Safety</b>	38	8	3	27	46	19	36	41
	<b>Public Health</b>	7	0	0	8	7	6	7	7
<b>Total health and safety courses completed</b>		<b>516</b>	<b>72</b>	<b>35</b>	<b>522</b>	<b>498</b>	<b>247</b>	<b>461</b>	<b>471</b>



### Commercial Team workplan for 2014-15

The Commercial Team is responsible for a wide range of functions which are covered briefly within the Service Plan. These are complaint driven work; inspections of higher risk premises, based upon their risk rating, government guidance and intelligence; protection of vulnerable groups; administering applications under varying pieces of legislation; protection of the wider public from the impacts of emergencies and disease outbreaks; protection of the employees of Torbay Council and the safe running of public attended events.

The key pieces of work being undertaken to help deliver this wide ranging agenda are

**Better Business for All (BBfA)** - to develop a partnership with Torbay Businesses and businesses across the Local Enterprise Partnership area of Devon and Somerset. Working with the Better Regulators Development Office (BRDO) and the other County, Unitary and District authorities and business leaders.

**Food Hygiene Rating Scheme** – this is the four year of this programme of work, which has been very positively received and continues to reduced the overall risks associated with food premises across Torbay.

**Gas Safety in Commercial kitchens** – these inspections are undertaken when premises are inspected under the Food Hygiene Rating Scheme above. A clear need has been established to continue this work.

**No Cold Calling Homes** – this piece of work is in its four year and has been very well received. In addition to giving those within the scheme more confidence and reducing cold calling significantly, it may also help deter travellers who may enter Torbay looking for door step work.

**Second Hand Car Sales** –Second hand car sales is one of the most complained areas in the consumer world. This project builds of work from previous years to target these businesses/individuals who sale unroadworthy cars. In previous years the outcomes are that some businesses have shut and others they have improved. In recent years we have undertaken a number of successful prosecutions and issued several cautions.

**Early Morning Restriction Orders (EMRO)** – to administer the process of applying for an EMRO should a body be able to provide evidence for the need to consider one.

**Unmet Demand Study** – three yearly review of Unmet Demand. This is a requirement if the LA wishes to maintain its regulated numbers of Hackney Carriages.

**Childhood Obesity** – to reduce the incident of child hood obesity in 5-6 & 10-11 year olds by working with cafes and takeaways. This work will be undertaken to support the Public Health team in their delivery against the local and national targets.

**Safer Workplace Better Business packs** – the work continues to ensure that the packs are widely used and are the main Health and safety intervention tool. To also work with a private sector company and Exeter University to develop and evaluate an on-line version.

**Better Business Compliance Code Information pack** – Written by trading standards for advice on things such as door step selling, underage sales. This builds on the support for businesses of Safer Workplace Better Business pack above and extends this into a new area.

**Tattooist safety** – Inspecting all our tattooists, and if appropriate introduce a rating scheme to the hygiene safety.



Sector, premises type or specific cross sector activity <small>(Where do you plan to intervene?)</small>	Evidence that identified the concern and set its priority <small>(e.g. statistics, RIDDOR reports, local intelligence. Why is it appropriate to address at this time? Can you identify the poor performers?)</small>	Planned intervention type <small>(tick all that apply)</small> <small>(Which methods are you going to deploy?)</small>	Rationale for intervention <small>(Why are you using this intervention? Have you considered using other interventions? Does it fit in with previous action to address this issue? Are you confident you can do this? Are your outputs measurable?)</small>	Planned activity or resource <small>(Timing and person days or no. contacts)</small>
LPG Pipework	Directed through HSE nationally, and local inspection data gathered by officers.	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input checked="" type="checkbox"/> Supply Chain <input checked="" type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input checked="" type="checkbox"/> Inspection (Cat A) <input checked="" type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input checked="" type="checkbox"/> Recognising Good Performance <input checked="" type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input checked="" type="checkbox"/> Complaints <input checked="" type="checkbox"/> Other interventions	Inspection of premises as directed by HSE, possibility of using expertise pool to assist across Devon	
Gas safety in catering establishments	Directed through HSE nationally, and identified through earlier work by Sub Group members showing an 21% failure in proper gas appliance maintenance and servicing regimes in local premises.	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input checked="" type="checkbox"/> Supply Chain <input checked="" type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input checked="" type="checkbox"/> Inspection (Cat A) <input checked="" type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input checked="" type="checkbox"/> Recognising Good Performance <input checked="" type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input checked="" type="checkbox"/> Complaints <input checked="" type="checkbox"/> Other interventions	Use of SME approach – targeted interventions during routine inspections based on local intelligence for gas safety (liaison with local Gas Safe inspectors). Use of E-newsletter with targeted interventions for other topics. Report to Chiefs on action taken so far.	
Estates Excellence project	Initial work in partnership with HSE targeted at Plymouth and Exeter with assistance from other authorities showed positive results when targeted high risk areas for intervention. Worked in partnership with other enforcement agencies and other organisation to guide and support small businesses and improve their ability to manage health and safety.	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input checked="" type="checkbox"/> Supply Chain <input checked="" type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input checked="" type="checkbox"/> Inspection (Cat A) <input checked="" type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input checked="" type="checkbox"/> Recognising Good Performance <input checked="" type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input checked="" type="checkbox"/> Complaints <input checked="" type="checkbox"/> Other interventions	Following evaluation of this piece of work, consideration of rolling out to other estates throughout County.	Focused inspections of industrial estates. Initial advertisement of event leading to businesses volunteering to undergo an audit of their health and safety management, and providing specific training to raise competency in weak areas. Design our own Devon Estates Intervention to be rolled out over Devon.

Sector, premises type or specific cross sector activity <i>(Where do you plan to intervene?)</i>	Evidence that identified the concern and set its priority <i>(e.g. statistics, RIDDOR reports, local intelligence. Why is it appropriate to address at this time? Can you identify the poor performers?)</i>	Planned intervention type <i>(tick all that apply)</i> <i>(Which methods are you going to deploy?)</i>	Rationale for intervention <i>(Why are you using this intervention? Have you considered using other interventions? Does it fit in with previous action to address this issue? Does it bundle with other activity? Are your outputs measurable?)</i>	Planned activity or resource <i>(Timing and person days or no. contacts)</i>
Swimming and Spa pool safety and water quality	Where regular pool water samples are taken, there is an average 25% failure rate. Following a fatality Torbay found over 50% of their pools did not comply with the managing pool safety guidance.	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input type="checkbox"/> Supply Chain <input type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input type="checkbox"/> Inspection (Cat A) <input type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input type="checkbox"/> Recognising Good Performance <input type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input type="checkbox"/> Complaints <input type="checkbox"/> Other interventions	Public health and safety	Continue programme of inspections and provision of pool plant operators training if required started last year. Consider provisions of pool plant operator training. Provide an interim report to Chiefs
Ultra Violet Tanning issues	Identified by Public Health Focus Group, and work done by Plymouth and Exeter City Councils highlighting issues with unmanned tanning facilities.	<input checked="" type="checkbox"/> Partnerships <input type="checkbox"/> Motivating Senior Managers <input type="checkbox"/> Supply Chain <input type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input type="checkbox"/> Inspection (Cat A) <input type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input type="checkbox"/> Recognising Good Performance <input type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input type="checkbox"/> Complaints <input type="checkbox"/> Other interventions	Skin cancer reduction	Focused visits on un-manned tanning facilities. Possible joint work with DCC Trading Standards to consider under age purchasing visits.
Body modification issues Skin piercing/scarification/implants Laser treatments	Rapid expansion of the tattooing industry in the region, with easy access to equipment and large numbers of unregistered tattooists with suspect experience and knowledge posing a problem.  Trawl for local information on type and extent of issues	<input checked="" type="checkbox"/> Partnerships <input type="checkbox"/> Motivating Senior Managers <input type="checkbox"/> Supply Chain <input type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input type="checkbox"/> Education and Awareness <input type="checkbox"/> Inspection (Cat A) <input type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input type="checkbox"/> Recognising Good Performance <input type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input type="checkbox"/> Complaints <input type="checkbox"/> Other interventions	Public health and safety	Raise levels of officer knowledge on issues. Clarify enforcement responsibilities between LAs and HSE Create Topic Pack for inspection/intervention. Work with Police to raise awareness of issues and under age tattooing Provide better information on our websites on the matters Produce uniform procedures.

Sector, premises type or specific cross sector activity <i>(Where do you plan to intervene?)</i>	Evidence that identified the concern and set its priority <i>(e.g. statistics, RIDDOR reports, local intelligence. Why is it appropriate to address at this time? Can you identify the poor performers?)</i>	Planned intervention type <b>(tick all that apply)</b> <i>(Which methods are you going to deploy?)</i>	Rationale for intervention <i>(Why are you using this intervention? Have you considered using other interventions? Does it fit in with previous action to address this issue? Does it bundle with other activity? Are your outputs measurable?)</i>	Planned activity or resource <i>(Timing and person days or no. contacts)</i>
Care home issues – falls initiative	Accident data shows falls in care home to be a significant cause of RIDDOR reports received by LAs. Identified as of Public Health Concern.	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input checked="" type="checkbox"/> Supply Chain <input checked="" type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input checked="" type="checkbox"/> Inspection (Cat A) <input checked="" type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input checked="" type="checkbox"/> Recognising Good Performance <input checked="" type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input checked="" type="checkbox"/> Complaints <input checked="" type="checkbox"/> Other interventions	Public health and safety	Allison to circulate project plan
SWBB Pack development	Significant work already undertaken to develop pack, trial and show use. Further work needed to ensure rational for pack development as a web based interactive tool for businesses.	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input checked="" type="checkbox"/> Supply Chain <input checked="" type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input checked="" type="checkbox"/> Inspection (Cat A) <input checked="" type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input checked="" type="checkbox"/> Recognising Good Performance <input checked="" type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input checked="" type="checkbox"/> Complaints <input checked="" type="checkbox"/> Other interventions	Increases availability and usefulness of pack to business community	Awaiting project brief from Dave
Ill health from animal contact at visitor attractions	Public health issue from E.Coli and other zoonotic infections.	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input checked="" type="checkbox"/> Supply Chain <input checked="" type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input checked="" type="checkbox"/> Inspection (Cat A) <input checked="" type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input checked="" type="checkbox"/> Recognising Good Performance <input checked="" type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input checked="" type="checkbox"/> Complaints <input checked="" type="checkbox"/> Other interventions	Public health and safety	
Officer training	RDNA and intervention initiative requirements	<input checked="" type="checkbox"/> Partnerships <input checked="" type="checkbox"/> Motivating Senior Managers <input checked="" type="checkbox"/> Supply Chain <input checked="" type="checkbox"/> Design and Supply <input checked="" type="checkbox"/> Sector and Industry-wide Initiatives <input checked="" type="checkbox"/> Working with Those At Risk <input checked="" type="checkbox"/> Education and Awareness <input checked="" type="checkbox"/> Inspection (Cat A) <input checked="" type="checkbox"/> Intermediaries <input checked="" type="checkbox"/> Best Practice <input checked="" type="checkbox"/> Recognising Good Performance <input checked="" type="checkbox"/> Incident and Ill Health Investigation <input checked="" type="checkbox"/> Dealing with Issues of Concern <input checked="" type="checkbox"/> Complaints <input checked="" type="checkbox"/> Other interventions		Intention to provide CPD training for officers in following subjects:- Enforcement training Accident investigation Core investigation skills Interviewing skill Update day to review recent developments

# Agenda Item 7

## Appendix 7

### DEVON CHIEF ENVIRONMENTAL HEALTH OFFICERS HEALTH AND SAFETY (ENFORCEMENT) SUB-GROUP WORK PLAN 2014/15

The work plan has been prepared for the Devon Chief Environmental Health Officer Group to consider the health and safety matters to be looked at in the coming year and beyond.

The plan is not a rigid, definitive document and is open to regular review. Urgent matters may arise which the Sub-Group may address during the year.

#### Purpose

**Promote the attainment of satisfactory or better levels of health and safety in the local authority enforced sector of Devon.**

Objective	Detail	Expected outcomes	Who?	Date
Develop a detailed Intervention plan	<ul style="list-style-type: none"> <li>• Targeting specific risks or focusing on specific outcomes.</li> <li>• Use the full range of regulatory interventions available to influence behaviours and the management of risk</li> <li>• Ensuring effective and proportionate management of risk</li> <li>• Supporting businesses, protecting our communities and contributing to the wider public health agenda in line with the National Local Authority Enforcement Code.</li> </ul>	<ul style="list-style-type: none"> <li>• An Intervention Plan for 2014/15 drafted and sent to chiefs for sign off</li> <li>• Proactive and reactive interventions will be intelligence-led, based on best-available evidence and focused on risk</li> <li>• Joint targeting of risk to enable the most effective and efficient use of resource</li> <li>• Using local, regional and national intelligence to select targets for interventions.</li> <li>• Enforcement intervention tailored to level of risk will include arrangements for dealing with both ends of risk / compliance spectrum</li> <li>• Provide Training for businesses</li> </ul>	Sub Group	March 2014

	<ul style="list-style-type: none"> <li>This might include inspection of Category A premises, interventions as per the intervention plan for other premises, work with poor performers, accident and complaint investigations as required, advice initiatives and self-assessment questionnaires for more compliant premises</li> </ul>			
Training for businesses	Throughout the year examine the available data to see what training opportunities would most effectively assist business compliance	<ul style="list-style-type: none"> <li>Any training proposed would be evidence based</li> </ul>		
Safer workplace Better Business Pack (SWBB)	Opportunities to provide better and different services to businesses. Links to changing the way business advice is delivered. Links with RIAMS and a national delivery of the pack on line.	<ul style="list-style-type: none"> <li>Keep Chief Officers informed of progress with respect to the development of SWBB; <ul style="list-style-type: none"> <li>regarding the pack becoming the key intervention tool for inspections and audits of new Micro, Small and Medium Enterprises and similar businesses without existing systems.</li> <li>Pilot ½ day training sessions for businesses in use of SWBB</li> </ul> </li> </ul>	Dave Walker Paul Nichols Allison Ferrero	
Joint warranting and joint work	The Estates Excellence programme might offer different opportunities of joint working .	<ul style="list-style-type: none"> <li>Produce a report summarising the successes and learning opportunities from the Estates Excellence programme in Exeter.</li> <li>Deliver the report to the Chiefs</li> </ul>	Joy Jones	April 2014
Reducing resources for H&S and staff competencies	This could result in reduce enforcement and therefore a loss of enforcement skills. Reduced accident notification and the use	<ul style="list-style-type: none"> <li>Maintain review on the potential impact of the LA National Code</li> <li>Compare current and historic performance using LAE1 reporting figures</li> </ul>	Sub Group	

	<p>of the HSE accident filter results in fewer interventions which could reduce LA officer's ability to identify and target risk and leads to lack of intelligence.</p>	<ul style="list-style-type: none"> <li>• Commit to providing training materials, guidance and support to maintain officer competency</li> <li>• Report findings to the Chiefs</li> </ul>	
<p>National Local Authority Enforcement Code</p>	<p>Assist Local Authorities to promote uniform, consistent health and safety enforcement in Devon by adoption of uniform practices and procedures where practical, taking account of guidance from; the HSE; BRDO; cost; effectiveness; efficiency; indicators of performance; the Enforcement Management Model (EMM); Regulators Development Needs Analysis (RDNA) tool and benchmarking exercises where appropriate.</p>	<ul style="list-style-type: none"> <li>• Provision of training in health and safety for Local Authority staff and others where appropriate.</li> <li>• To provide training which meets local needs and concerns</li> <li>• Identify training needs for Local Authorities using the RDNA tool.</li> <li>• Provide and facilitate suitable training, in conjunction with the HSE and other sub-groups.</li> </ul> <p>This will include: -</p> <ul style="list-style-type: none"> <li>• Peer review practical exercises</li> <li>• Regional refresher training as identified in line with the National Local Authority Enforcement Code training for competency framework and RDNA tool</li> <li>• To actively contribute to CIEH Branch training days when requested</li> <li>• Through inter-authority peer review, partnership working and support, creating consistency across the County</li> <li>• Organising the Sub Group to task small working groups to concentrate on and co-ordinate a specific work stream or project, organise events as required using combined LA / HSE intelligence to feed interventions, and monitor the effectiveness of these tasks by regular interim reports during projects and completion reports at the end of projects to be submitted to the Chiefs Group.</li> </ul>	<p>Sub Group</p>

Assist businesses in managing their health and safety	Promote leadership, and improving worker involvement.	<ul style="list-style-type: none"> <li>• Continue the development of the SWBB as the initial intervention with new small businesses</li> <li>• Further develop interactive resource on-line for businesses to improve their confidence and ability to manage their risks more effectively.</li> <li>• Include in projects and initiatives outlined in the Intervention Plan</li> </ul>	Sub Group	
Improve partnership working	Ensure better engagement with other regulators as part of the wellbeing agenda by engaging relevant local regulators (CQC, Environment Agency, Health and Wellbeing/PHE, Devon and Somerset Fire and Rescue etc) with relevant work streams.	<ul style="list-style-type: none"> <li>• Investigate, initiate and take part in campaigns jointly with the HSE and other local stakeholders in areas of common interest</li> <li>• Improved understanding and efficiency in working with partners on Safeguarding processes and practices</li> <li>• Development of working practices, contact points and improved training of officers</li> <li>• Actively participate in and support partnership working on a local and regional basis.</li> <li>• Identification of opportunities for improving expertise in a specialised subject area in each Authority that can be shared across the Group when required</li> </ul>	Sub Group	
Health and Safety legislation or guidance changes	Appraise the Devon Chief Environmental Health Officer Group of action necessary and resource implications of meeting the National Local Authority Enforcement Code, new or existing legislation, guidance or novel situations.	<ul style="list-style-type: none"> <li>• Produce briefing notes as appropriate for the Chief officers</li> <li>• Attend Chief officer meetings</li> <li>• Consider relevant issues and areas of concern which arise during the year, or as requested by the Devon Chief Environmental Health Officers.</li> </ul>	Sub Group	Quarterly
Consultations		<ul style="list-style-type: none"> <li>• Comment on consultation documents where appropriate</li> <li>• Involve the staff and Chief officers</li> </ul>	Sub Group	Ongoing

Task and Intervention Plan Progress review		<ul style="list-style-type: none"> <li>Undertake review of the tasks of the group and the progress of the intervention plan.</li> <li>Produce short reports summarising each project.</li> <li>Ensure the continued improvement of training opportunities and activities.</li> <li>Provide an annual report to the Devon Chief Environmental Health Officer Group and the CIEH branch AGM.</li> </ul>	Sub Group	Every quarter
Peer reviews	Provide a peer review before meetings to be circulated and discussed in teams and the results brought back to the Sub Group	<ul style="list-style-type: none"> <li>Evaluate actual cases</li> <li>Produce in a format which used for in-house training exercises by Local Authorities</li> <li>Collate the answers and outcomes and feed into the officer consistency/competency training</li> </ul>	Sub Group	Every Liaison Group
Public Health agenda	The Devon Health and Wellbeing Strategy 2013-16 focus of a number of key areas including health inequalities,	<ul style="list-style-type: none"> <li>Work with the Public Health sub group</li> <li>Align our work with new Devon Health and Wellbeing Strategy 2013-16 and Public Health outcomes</li> <li>Report back to Chiefs on any actions/work that the sub group could undertake to help implement this strategy.</li> </ul>	Sub Group	
Officer consistency/competency training		<ul style="list-style-type: none"> <li>Development of working practices, contact points and improved training of officers</li> <li>Provision of training in health and safety for Local Authority staff and others where appropriate based on the review of the National Local Authority Enforcement Code</li> <li>Analyse the RDNA for all H&amp;S officers and develop training to meet their skill/Ability/Knowledge Gaps</li> </ul>		

Dated: .....

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(Chairperson)