



**COLERAINE
BOROUGH COUNCIL**

ENVIRONMENTAL HEALTH PLAN

2009/2010

INTRODUCTION

In order to compete in an ever-changing environment any organisation must have clearly defined goals, and objectives to attain these goals. The objectives set must be defined in such a way as to facilitate constructive monitoring of performance and progress.

Coleraine Borough Council has defined strategic priorities, objectives and actions to enable it to fulfil the ethos of its mission statement:

Our Vision: That Coleraine Borough will be a prosperous, healthy, inclusive and forward looking area in which to live, work and visit – “a place for all”.

Our Values: Council’s core values determine the way in which we deliver our services and conduct our business. They underpin everything that we do and guide Councillors and staff in serving the citizens of the Borough.

Our values can be summarised as follows:

- Transparency
- Openness
- Accessibility
- Inclusiveness
- Equality and Fairness
- Accountability

Council’s new Corporate Plan for 2009/2010 has 6 strategic priority areas that set out the strategic direction for the Borough and the future development of the area and its citizens. Under each of these themes a number of corporate objectives have been developed which have been further defined into a series of actions required to implement each objective. The Environmental Health Department will actively work towards the fulfilment of these priorities in the following areas:

- (i) Promoting community participation
- (ii) Building prosperity
- (iii) Supporting health and leisure
- (iv) Providing civic leadership
- (v) Protecting the environment
- (vi) Planning for the future

(i) Promoting Community Participation

Success Indicators:

- ❖ genuine participation of all sections of our community in shaping local service delivery
- ❖ empowered local communities working in partnership with statutory bodies
- ❖ cohesive and tolerant communities which promote diversity a knowledgeable and skilled community and voluntary sector

OBJECTIVES	ACTIONS
Encourage and promote a culture of inclusiveness and belonging for everyone in the Borough	Implement Council's Community Support Plan Implement Council's Good Relations Strategy Act as Lead Council for the North East Peace III Partnership to deliver the Peace III Action Plan to build positive relations at local level Develop an effective mechanism to effect meaningful consultation with the wider community Develop strategic responses to shared space, communities and services
Support the development of our community through joint working with other agencies	Facilitate delivery in partnership with DSD, statutory agencies and community stakeholders' action plans for the neighbourhood renewal and other relevant programmes
Increase participation of people in their local community to effect change	Develop relationships with the community and voluntary sector and other key community stakeholder groups Reduce visible manifestations of sectarianism and racism Develop the capacity of community and voluntary partners to improve community relations and cultural diversity in the Borough
Resource the local community	Target grant programmes for the community and voluntary sector securing a resourced and sustainable community Provide resources for the delivery of advice services
Work with key partners to enhance and promote community safety in the Borough	Review and establish new structures for delivery of the Community Safety Plan for the Coleraine area in partnership with the NI Community Safety Unit and local stakeholders

(ii) Building Prosperity

Success Indicators:

- ❖ urban, rural and resort regeneration is advanced
- ❖ job creation and job retention in existing and new industries
- ❖ diversification of the Borough's existing commercial base and new investment to the area
- ❖ secure economic growth across all sections of the Borough
- ❖ better transportation and communication infrastructure tourist potential of the area is maximised

OBJECTIVES	ACTIONS
Actively develop and promote the economic and social development of the area	<p>Respond to the consultative Regional Development Strategy identifying and lobbying for enhanced communication infrastructure for the Borough including rail, road, urban and rural initiatives</p> <p>Develop a jobs campaign to attract and sustain public and private sector jobs to the Borough</p> <p>Work with small to large companies in the Borough to support their growth and business expertise and enhance their capacity for wealth and job creation</p> <p>Identify funding opportunities and develop applications across Council activities in support of development programmes and major projects</p> <p>Work with relevant stakeholders to review and extend the Economic Development Strategy for the Borough</p> <p>Initiate collaboration with our partner Councils to address a number of shared economic development priorities</p>
Maximise investment in the Borough	<p>Develop the potential of enhanced telecommunications connectivity between Northern Ireland and North America for the benefit of the Coleraine Borough</p> <p>Work in partnership with the University of Ulster at Coleraine to:</p> <p>build and strengthen economic development initiatives arising from the University's programme of research and innovation; and</p> <p>utilise the University's expertise and capability for business development in the Borough</p> <p>Work individually and on a partnership basis with local authorities and key stakeholders to prepare, apply for and deliver a series of economic, social and tourism initiatives with Interreg IV funding</p>

<p>Secure the area as N Ireland's premier tourist destination both locally and abroad</p>	<p>Review the Tourism Development Strategy and continue delivery with key stakeholders Continue to promote the Borough and the wider North Coast area as a viable holiday destination Provide a high quality visitor servicing function through enhancement of current Tourist Information Centres and Website services Review the role and effective delivery by Regional Tourism Partnerships in preparation for RPA</p>
<p>Capital Investment</p>	<p>Prepare a Masterplan for Coleraine in conjunction with the Department for Social Development to provide strategic and comprehensive direction to the future development of the town, including the potential for riverside development Progress the Portrush Regeneration Programme of activity through a series of physical studies, research and capital projects Carry out resort and rural village audits, prepare and deliver plans responding to identified needs Develop a solution to the business accommodation needs of Coleraine in order to maximise 'private' and 'public' sector jobs</p>

(iii) Supporting Health and Leisure

Success Indicators:

- ❖ increased participation in health and lifestyle services
- ❖ high standard and availability of disability access provision
- ❖ increased number of visitors to the Borough
- ❖ increased participation in arts and cultural activities
- ❖ high standards of cleanliness in food premises throughout the Borough
- ❖ productive and effective lobbying and influencing for health and social care services provision

OBJECTIVE	ACTIONS
<p>Improve the health and wellbeing of our citizens</p>	<p>Develop an integrated Health Improvement Strategy for the Borough of Coleraine</p> <p>Proactively participate in any pilots aimed at testing service delivery at a local level through jointly appointed teams delivering a local tailored service</p> <p>Deliver, in partnership with DHSSPS, the 2009-2011 Health Improvement Plan</p> <p>Develop and implement a culture within Coleraine Borough Council that health improvement is an integral part of all Council services</p> <p>Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community</p>
<p>Provide a quality Environmental Health service that delivers legislative requirements across a range of disciplines</p>	<p>Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan</p> <p>Provide a quality assured enforcement service that is focused on the promotion of best practice compliance monitoring and self regulation</p> <p>Promote the concept of safe food and a safe place to work as part of a healthy lifestyle through a balance of enforcement and education</p> <p>Develop a strategy which will balance the rights of dog owners with those of the general public in terms of a quiet, clean and safe Borough</p>
<p>Provide high quality sport, leisure and recreational services, together with attractive parks and open spaces to meet the needs and</p>	<p>Develop and implement a new Leisure Strategy, which will enhance the current needs and also embrace the forthcoming challenges with RPA, leading to an overall strategic and integrated service delivery</p> <p>Continue to deliver a comprehensive, creative and wide ranging community needs driven Capital Programme, providing additional and innovative leisure facilities with a</p>

<p>influence the lifestyle and wellbeing of our citizens, both today and for the future</p>	<p>view to maintaining Coleraine as a regional hub for sporting excellence in the Province Design and deliver a comprehensive balanced sports, leisure and lifestyle activities programme to cater for the needs of Borough residents and visitors alike and to work in partnership with any potential stakeholders and external funding bodies in provision of same Review and develop a new Events Strategy</p>
<p>Provide a quality Building Control Service for the benefit of the Borough</p>	<p>Ensure the provision of a well designed, safe, accessible and energy efficient built environment</p>
<p>Enhance the development and use of our Museums, Arts and Cultural Services by all</p>	<p>Produce a Museums, Arts and Cultural Strategy to develop and shape the future needs and provision both within the lifetime of Coleraine Borough Council and the new proposed Causeway Council Continue to develop community engagement and participation in all aspects of Council's Arts Programme Enhance and encourage community engagement with local heritage and Museums Services through the Causeway Museums Strategic Development Plan 2009 – 2011 and Outreach Learning and Access Programme Further develop and encourage Council's twinning link with La Roche Sur Yon and Zomba</p>

(iv) Providing Civic Leadership

Success Indicators:

- ❖ increased percentage electorate turnout
- ❖ increased level of accountability and transparency in policies, practices and decision making process
- ❖ improved standards of service delivery
- ❖ value for money services
- ❖ increased public engagement and participation
- ❖ increased website "hits" percentage of well informed and satisfied residents

OBJECTIVE	ACTION
Develop a shared vision for the future development of the Borough	Pilot and manage a Community Planning Programme that focuses on shared agendas, shared outcomes and harnesses community expertise Agree common goals and lobby key decision makers in the NI Assembly for appropriate resources to ensure the growth and stability of the area Identify and establish working relationships with the new bodies emerging from the Review of Public Administration Continue to contribute to and influence the Draft Northern Area Plan, the Northern Ireland Transportation Plan, the Regional Development Strategy and the Regional Waste Management Strategy
Ensure good governance and management of Council business and the delivery of services	Develop the capacity of Council members to effectively contribute to the decision making process in the spirit of genuine transparency and accountability Develop internal systems for identifying and managing operational and financial risks Develop the capacity of Council in the areas of absence management and performance management Implement a programme of continuous improvement in the delivery of services and business practice Achieve excellence in service delivery Successfully implement Council's corporate Health and Safety Policy in promoting the health, safety and welfare of its employees and those availing of Council services and facilities Ensure that the corporate risk to external litigation is effectively managed through a comprehensive risk assessment scheme
Take on board the views and needs of	Fully implement the requirements of Section 75 Act Engage with citizens and service users to understand their views on current levels of service delivery and need

customers and stakeholders in delivery of Council services	Provide continuous training and guidance for staff and members on Council's statutory duties under Section 75 Act
Carry out all Council's duties in an efficient, effective and cohesive manner	Introduce a system of departmental planning and review to achieve best practice Develop effective ICT systems for the effective and timely delivery of services Facilitate internal cross departmental cooperation and collaboration in relation to discharge of all Council functions
Provide leadership in the coordination of an integrated response to emergencies and contingencies	Maintain adequate facilities and services to provide a multi-agency silver control response Maintain and practically test the Council Emergency Plan in ensuring an integrated multi-agency response Take the lead in the recovery phase of any emergency or civil contingency within the Borough
Use communications to enhance public perception of Council	Prepare and implement a Communications Strategy for Coleraine Borough Council to enhance the profile of the Council and of the Borough of Coleraine Maintain a PR service across Council, proactively promoting Council activities and services, ensuring timely response to media interest Run an annual citizenship programme for schools that informs young people of Coleraine Borough Council's role and that of local government

(v) Protecting Our Environment

Success Indicators:

- ❖ the Borough's heritage is protected
- ❖ area is maintained as a safe, clean and sustainable place in which to live, work and visit
- ❖ improved waste management services
- ❖ energy conservation, sustainability, coastal and countryside management and pollution control
- ❖ alternative energy sources are developed and implemented shared responsibility for effecting new and innovative solutions to prevent environmental damage to the area

OBJECTIVE	ACTIONS
Provide leadership on environmental and sustainable development issues	<p>Develop and implement a written Sustainable Development Strategy to include Environmental Management Systems, Waste Reduction, Energy Conservation and Promoting/Communicating sustainable development issues</p> <p>Promote the Borough's natural resources through education and the implementation and expansion of Council's Biodiversity Plan</p> <p>Continue to identify any areas of contaminated land within the Borough in compiling a comprehensive database</p>
Develop and promote the management of waste within Council and the Borough	<p>Ensure Council meets its European and National waste targets through the implementation of the NWRWM Plan and in association with the NW Regions Group</p> <p>Actively promote waste management and recycling through public education and PR campaigns</p>
Ensure that land use planning contributes to the sustainable protection of our natural environment, the health of our community and the economic prosperity of the Borough	<p>Provide civic leadership in the consideration of all planning policies presented to Council to achieve a balanced and sustainable Borough</p> <p>Provide specialist advice to the Planning Service on all relevant applications</p> <p>Prepare for the transfer of local development control functions and associated activities to Council in 2011</p>
Protect, enhance and promote opportunities for greater enjoyment of our natural environment	<p>Continue to enhance the Borough's natural environment for the betterment of its citizens and visitors to the area, preserving the area's natural and built heritage</p> <p>Deliver environmental improvements in the Borough that are complementary to the development and promotion of the Causeway Coast and Glens Coastal Route</p> <p>Develop and manage a sustainable Coastal Management Strategy in conjunction with other stakeholders incorporating present and future needs</p> <p>Maintain attractive, clean streetscapes and neighbourhoods through efficient use of cleansing services</p>
Develop and implement the Council's Air Quality Strategy and Action Plan for the Borough	<p>Continue to monitor and review air quality throughout the Borough in accordance with Council's Air Quality Management Strategy</p>

(vi) Planning For The Future

Success indicators:

- ❖ Coleraine makes a significant contribution to the transformation process
- ❖ Coleraine Borough Council is successfully integrated into the new structure
- ❖ sufficient allocation of resources for the transition and transformation process are allocated by the NI Assembly stakeholders are kept informed and involved in decisions

OBJECTIVE	ACTIONS
Establish Coleraine's contribution to the transformation process	Participate fully in the various bodies set up to implement the local government reform programme from transition to transformation stage Contribute to the development of action plans for the transfer of functions to the new Local Authority Develop action plans for the Coleraine area that maximise opportunities emerging from the RPA
Prepare staff, elected members and public for the implementation of the new administrative structures	Facilitate an appropriate training and development programme to prepare staff and members for the new administration Increase staff, members' and public awareness of the change process through the development and promotion of a comprehensive communication programme
Ensure Value for Money and efficiencies in advance of the convergence of Councils	Develop plans in cooperation with partner Councils and transferring agencies, to take advantage of efficiencies arising from joint purchasing and technological opportunities
Modernise the way we do business using ICT where possible	Apply the NILGA Regional ICT Strategy to the proposed new authority Consolidate and develop Council's GIS database to ensure the efficient and effective management of Council land and property assets Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices
Develop a Change Management Strategy	Develop members' leadership capacity Initiate the harmonisation, streamlining and integration of Council procedures

In the lead up to the transformation, we will actively work with all key stakeholders and Government departments to facilitate a smooth transition to the new authority. We will fully participate in the implementation of the new administrative structures and will, throughout the process, have our citizens' interests and wellbeing at heart, ensuring that we are best placed to maximise benefit from the proposed new Council.

Successful integration of the transferring functions will require significant capacity building for existing staff and elected representatives. It will involve considerable changes to existing systems, procedures and service delivery and require a cohesive, coordinated approach by all of the organisations involved to effect a smooth and effortless transformation to the new authority.

Our main objective in the process will be to advocate Coleraine's contribution to the transition and transformation process. To this end, we will develop our staff, elected members, existing systems and procedures in collaboration with all our partners to develop more innovative and efficient systems and ensure the successful implementation and integration of same.

Similarly, we will continue to lobby and influence the Northern Ireland Assembly to ensure the sufficient allocation of resources for the new structure.

The corporate objectives' themes, objectives and actions, as highlighted in the preceding section, impact directly upon the services provided by the Department. The challenge we as a Department face is to plan and deliver our services in a manner which will assist the Council meeting these goals, but also takes account of changing emphasis for local Government as a whole, which demands new approaches from all organisations involved in the delivery of public services.

For some time now Coleraine Borough Council has been applying the principles of "best value", this must now be combined with the Governments' emerging "Public Health Agenda". This re-emphasises the need to work in a co-ordinated and holistic manner so that our services and the services of other organisations are tailored to meet the health needs of the population in the most effective way.

This requires us to work in much closer partnership with other organisations, from Government Departments to local businesses, schools, colleges, Health Trusts and community groups. This can be illustrated by the example of the "Investing for Health Strategy" which outlines a positive role for District Councils and their Environmental Health Departments.

This plan targets our services to complement the Council's mission and strategy and addresses the changes and challenges that we face in the forthcoming year.

DEPARTMENTAL MISSION STATEMENT

“The Department’s mission is to protect and improve the health, safety and welfare of local residents, visitors and people who work in the Borough by the provision of good value, high quality services.”

Promoting the community’s well-being

- *The Department must be ever more proactive in a wide range of developmental and educational initiatives aimed at improving the quality of life for the community. These initiatives include:*

Health Promotion including N.I. Tenant’s Action Project, Food Poisoning Prevention, Home Accident Prevention Strategy 2005 - 2008, Investing for Health Strategy 2003 - 2008, Fuel Poverty Strategy 2006 – 2009, and the HELANI Strategic Plan 2005-2008 and a number of CRUN projects, (Coleraine Rural and Urban Network).

The initiatives require close partnership working with other public sector and voluntary bodies and the private sector.

- *The Department must respond to strategic direction from the Food Standards Agency.*
- *The Department must develop its relationship with industry to promote the Home Authority principle for compliance with food safety and consumer safety legislation, and promote company liaison within these sectors.*

Service Delivery

- *The Department must not only develop and promote the community’s awareness and expectations about health and consumer issues; it must be able to respond to that increased expectation with a rising quality of service.*
- *The Department must develop capacity to support tenant’s rights in the growing private sector housing market.*
- *The effectiveness and efficiency of the Department’s advisory and enforcement services will be developed through risk based targeting to set priorities and through an emphasis on systems audits for inspections.*
- *Work routines must be responsive to increasing public demands for ‘out of hours’ services and duelling of field tasks must be developed to maximise efficiency, both within the Department and with other Council Departments.*
- *Efficiencies must be achieved through greater use of ICT support systems.*

- *The Department must promote healthy lifestyles for Council staff, with an initial emphasis on stress management.*

BACKGROUND

The Borough of Coleraine is situated on the North Coast of Northern Ireland, an area world famous for its exceptional beauty and picturesque scenery. The Borough comprises a unique mix of coastal and rural countryside on the one hand and a thriving vibrant industrial environment on the other. The area has a resident population in excess of 56,000 distributed across its main town of Coleraine and the smaller surrounding towns of Castlerock, Downhill, Garvagh, Kilrea, Portballintrae, Portrush and Portstewart. The area is the 2nd most visited area in Northern Ireland after Belfast and is the most popular tourist destination in Northern Ireland, with the coastal towns of Portrush and Portstewart listed as two of Northern Ireland's busiest holiday resorts.

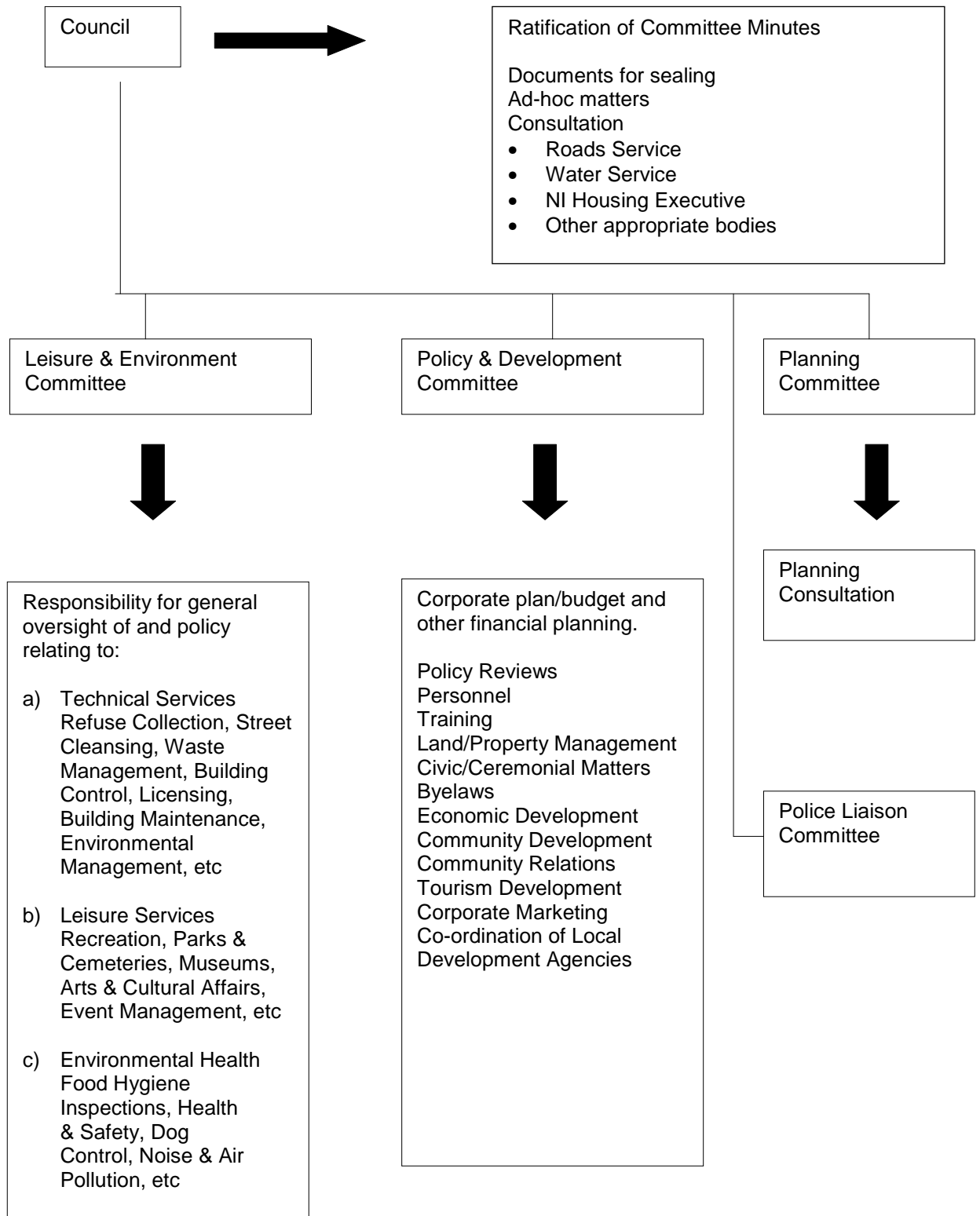
Coleraine Borough Council is responsible for providing a range of key services aimed at improving quality of life for all its citizens and for future generations. Following the Review of Public Administration in 2011, the new Council will be responsible for additional responsibilities such as planning, regeneration, housing, community planning and aspects of local roads.

Unemployment in Coleraine is 4.7% (February 2009). In terms of multiple deprivations, Coleraine has 5 areas that rank in the worst 25% across the whole of Northern Ireland. 33% of the population is under the age of 25 and 16% is aged 65 or over. Given these factors, we must support and assist local businesses, protect local jobs and advocate Coleraine's position in future inward investment opportunities. We must target areas of deprivation and sections of the community who feel marginalised and isolated and we must tailor our services to cater for the needs of young people and those in retirement.

Environmental protection is an issue close to everyone's heart and never has it been more controversial and emotive than now. This plan clearly demonstrates that we take our environmental responsibilities very seriously and the protection and enhancement of the very precious natural environment that we are fortunate enough to enjoy in the Borough is uppermost in everything that we do.

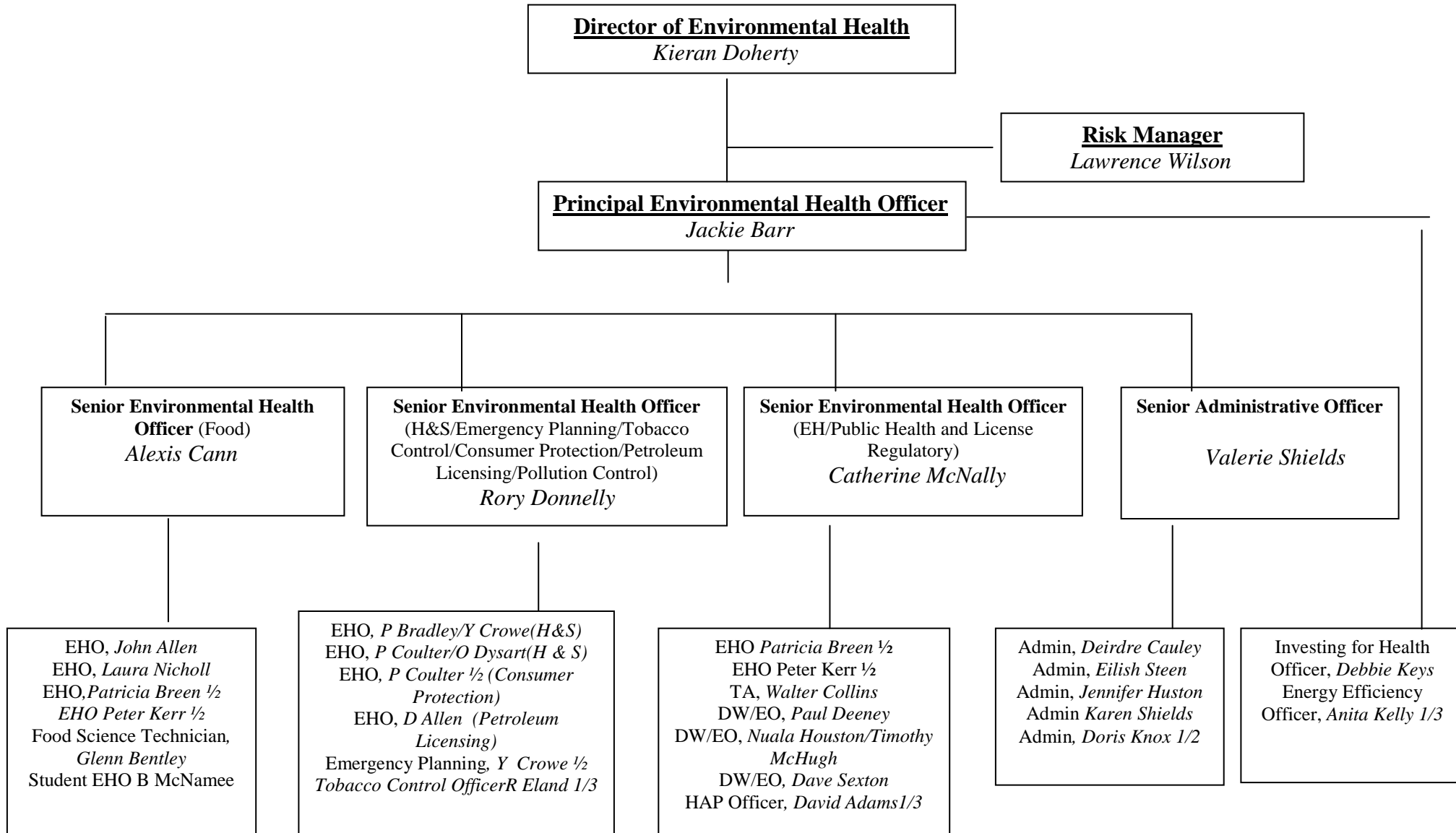
The Director of Environmental Health reports environmental health service issues to Council via the Leisure & Environment Committee on a monthly basis.

Council Structure



April 2009

Environmental Health Department Staff Structure



SERVICE DELIVERY POINTS

The service is available during normal working hours for the most part; however an increasing demand is being realised for the service out-of-hours. This trend is creating its own challenges in providing the necessary resource. The officers can be accessed by direct dial telephone lines, mobile phone and direct access emails. Officers are available at reasonable times at the Council offices at:

*Coleraine Borough Council
"Cloonavin"
66 Portstewart Road
Coleraine
Co. Londonderry
BT52 1EY*

*Telephone No. 028 7034 7171
Fax No. 028 7034 7195
email eh@colerainebc.gov.uk*

An emergency contact telephone number for the Environmental Health Department has been published in the NI Telephone Directory for public use (07850 570 763). In addition to this however an informal call-out system for the investigation of food poisoning incidents has been set up. The contact details for the officers concerned have been given to the Communicable Disease Control Centre and the Department of Public Health Medicine.

Specific call-out arrangements are made as and when necessary to facilitate complaint investigations e.g. noise disturbance etc.

Enforcement Policy

Coleraine Borough Council has a generic enforcement policy across all other core functions of the Environmental Health Department. All of these policies are based on the Enforcement Concordat produced by the Better Regulation Unit of the Cabinet Office, and Crown Prosecution Service guidelines for prosecutors. Businesses and the general public are given the opportunity of consulting our policy at any reasonable time. The Council's enforcement policies have now been included on the Council website. These are regularly reviewed and updated.

Resources

The Environmental Health Department achieves its objectives largely by way of services delivered through a wide range of staff competencies. Staff costs therefore constitute the largest part of the Department's budget.

Financial Allocation

The table below indicates the financial allocation to the core Environmental Health disciplines in one block with dog control and corporate health and safety identified as separate cost centres.

The direct costs are those incurred directly by the Department while the indirect costs are those associated with all the support services and overheads.

	Direct Expenditure (£)	Direct Income (£)	Direct Net Cost (£)
Environmental Health	941,876	86,420	855,456
Dog Control	183,011	42,600	140,411
Corporate Health & Safety	58,727		58,727
Emergency Planning	52,598	9,000	43,598
TOTAL	1,236,212	138,000	1,098,192

Allocation of Budget per Core Function

Core Function	Percentage	Budget (£)
Food	35%	299,409
Health & Safety	25%	213,864
Pollution Control	10%	85,545
Consumer Protection	5%	42,774
Public Health	10%	85,545
Investing for Health	10%	85,545
Licensing	5%	42,774
TOTAL	100%	855,456

Staff Development Plan

All staff within the Department are encouraged to identify training needs in conjunction with the Director of Environmental Health Services and the Senior Environmental Health Officer on an annual basis. These needs are recorded and prioritised within an annual plan.

In addition training needs may arise outside the annual review due to changing workloads, staff movement and legislation.

Such additional training needs will be accommodated within a Group Training Plan, the NI Training Officers' Plan and/or in-house training.

All training courses and programmes are assessed both by the officer and management to ensure the training objectives have been met and implemented.

Group Officers will continue to monitor on a planned basis and carry out follow up checks to ensure compliance with any action plans.

At present 3 members of staff are undertaking third level vocational courses reflecting the Council's commitment to developing the full potential of its entire staff and the motivation of staff to develop within their own job role.

Quality Assessment

The Department's services are designed to meet customer needs, and are provided with reference to Council and Committee policies. The policies are translated into objectives expressed in the form of Annual Corporate and Departmental Targets. The activities of the Department are then based on these objectives and constitute the service specification that it aims to meet.

Internal Assessment

The Environmental Health Department recognises that in today's climate customer satisfaction is dependant upon the supply of high quality services. All members of staff within the Department are encouraged to take responsibility for the work they carry out and to take a pride in the principle of "Doing it right first time every time".

To this end the support of the senior officers within the Department is critical. The Council has adopted a formal internal monitoring procedure (CBC/GV/PRO/003) for the monitoring of enforcement activities across all core functions. This procedure assists the senior environmental health officers in ensuring a quality and consistent level of service from all officers through the monitoring of written/computerised records, correspondence, risk assessments

and accompanied visits. Additionally the Department has adopted a “citi stat” approach where Senior Environmental Health Officers on a quarterly basis present to the management team, a brief overlook on the output of their sections, and any new initiatives they propose for the forthcoming months.

External Assessment

The functions within the Environmental Health Department are increasingly being subjected to external monitoring.

It is anticipated that Northern Group Systems will audit the following areas of work during the incoming year:

- Food Safety
- Health & Safety
- Consumer Protection
- Industrial Pollution Control
- Radiation Monitoring

These audits will take an in-depth look at the systems and procedures employed in addition to the quality and volume of work undertaken. Action plans will be drawn up to address the issues raised from each of the audits to include remedial actions and deadlines where appropriate.

Service Delivery Complaints

Council’s Service Delivery Complaints procedure has been widely publicised and leaflets explaining the procedure and how to make a complaint about any of the Council’s services, including any of the Environmental Health functions, are readily available.

Review

This Department will continue to review performance against monthly inspection and sampling programmes etc. Although this is currently carried out on an informal basis this will be formalised, with results, discrepancies, variations etc. being discussed at a quarterly Environmental Health Service Management team meeting. Performance in regard to the food service will also be reviewed quarterly in association with the Food Standards Agency returns.

During the period of this plan an ongoing performance review will take place. This review will be presented to the Leisure and Environment Committee in May/June 2009 and will form the basis of the 2009/2010 plan.

The review will focus on:

- compliance with targets,
- variance from targets and the reasons for this,
- key issues during the period of the plan
- possible changes/improvements to the service

Identification of Variation from Environmental Health Plan

Should any review indicate that a major variance from the planned work programmes is likely to occur, or is occurring the reasons for the shortfall will be investigated.

NGS and the FSA will be consulted and a report if necessary brought to Council. That report will outline the reasons for the variance and seek Council approval for alteration of planned work, redirection and existing Departmental resources or request for provision of additional resources.

Areas of Improvement

Any shortfall, whether on quantity or quality, identified by the review of this plan will be documented and remedial measures outlined in an improvement plan.

Performance Indicators

Previous Environmental Health plans included a number of performance indicators under each core function.

The Chief Environmental Health Officers Group for Northern Ireland has produced food safety and health and safety performance matrices. It is hoped that these matrices should assist with the development and maintenance of consistency of enforcement across all Councils.

There are 3 recommended Performance Indicators for Environmental Health as from 2005/6; each one representing an overall score calculated using matrices.

- Departmental management;
- Performance; and
- Quality controls and review.

Performance is measured for parameters such as development and implementation of enforcement policies, for management of inspection programmes and of complaint responses. Departments' policies and actions in developing joint working with others and consulting with customers is also to be measured. Performance in up to twelve different parameters is expressed as a

percentage of achievement against the best standard, providing a detailed profile allowing comparison with other Councils and facilitating development plans. At present the matrices are developed for food safety and health and safety enforcement. In the future other core functions may be included.

The matrix is completed internally and subsequently audited and verified by Northern Group Systems on an annual basis.

This exercise is completed annually in June. Below are the results from 2008/2009 period. It is hoped that this year's indicators will be similar to that presented last year.

Food Service			
	Management	Performance	Review
Score	95	91	86
Grade	A	A	A
2006/2007	A	A	A
Score	94	88	78

Health & Safety Services			
	Management	Performance	Review
Score	86	83	79
Grade	A	A	A
2006/2007	A	A	A
Score	84	89	76

Grade	
A	Above mean by >1 standard deviation
B	Above mean within 1 standard deviation
C	Below mean within 1 standard deviation
D	Below mean by 1 standard deviation

It should be noted that it is the grades not the numerical scores that are important, not all criteria are scored out of 100.

This year's results will be forwarded to DOE Local Government Division for publishing on an annual basis.

CORE FUNCTIONS

FOOD SAFETY

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Supporting Health and Leisure- Planning for the Future
Objectives	<ul style="list-style-type: none">- Improve the health and wellbeing of our citizens- Provide a quality Environmental Health service that delivers legislative requirements across a range of disciplines- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community- Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan- Provide a quality assured enforcement service that is focused on the promotion of best practice compliance monitoring and self regulation- Promote the concept of safe food and a safe place to work as part of a healthy lifestyle through a balance of enforcement and education- Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices- Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine

Environmental Health Department Aims and Objectives

Aims and Objectives of the Food Safety Service Section of the Environmental Health Department

(i) Departmental Aims

To protect consumers of food by ensuring that all food manufactured, prepared or supplied within the district:

- complies with the food safety requirements and is of the nature, substance and quality demanded; and
- is of an acceptable quality and composition and is accurately labelled, presented and advertised.

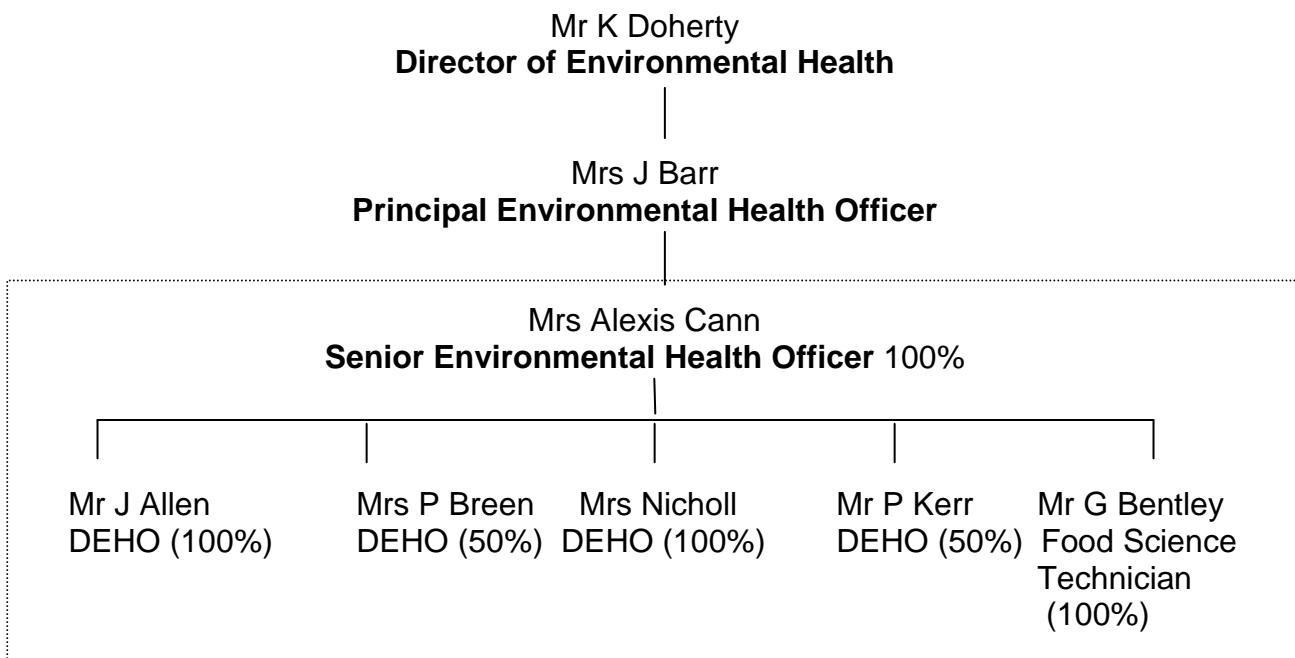
To protect and promote the health of the public through health education, consumer awareness and participation in multi-disciplinary health promotion initiatives.

(ii) Departmental Objectives

- To carry out interventions in food hygiene premises, as per the recommended frequencies based on risk assessments, assess food handling practices, identify hazards and take appropriate action to remedy problems identified.
- To carry out interventions in food standards premises, as per recommended frequencies based on risk assessment, to ensure that legal requirements are met in relation to the quality, composition, labelling and advertising of food.
- To carry out a proactive and reactive food sampling programme for microbiological examination.
- To undertake a proactive and reactive food sampling programme for chemical analysis.
- To investigate complaints relating to food, food premises and practices.
- To investigate all incidences of food borne illnesses as notified by NHSSB or members of the public.
- To respond to all food alerts in accordance with Code of Practice issued under the Food Safety (NI) Order 1991.
- To undertake all home authority responsibilities with respect to food produced within the Borough.
- To provide advice as necessary on Food Safety related issues.
- To undertake health promotion/education activities.

Food Safety Departmental Structure

The departmental budget for the Food Safety Section is £299,409



This equates to a full time equivalent (FTE) of 5 officers

Contact Arrangements

Officer	Post	Direct Line Tel. No.	E – Mail Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	PEHO	028 7034 7155	jackie.barr@colerainebc.gov.uk
A Cann	SEHO	028 7034 7156	alexis.cann@colerainebc.gov.uk
J Allen	EHO	028 7034 7158	john.allen@colerainebc.gov.uk
P Breen	EHO	028 7034 7161	patricia.breen@colerainebc.gov.uk
L Nicholl	EHO	028 7034 7162	laura.stevenson@colerainebc.gov.uk
P Kerr	EHO	028 7034 7157	peter.kerr@colerainebc.gov.uk
G Bentley	Food Science Technician	028 7034 7199	glenn.bentley@colerainebc.gov.uk

Emergency Out of Hours Contact Number – 07850 570763

Scope Of The Food Service

The Department is responsible for the enforcement of the Food Hygiene Regulations (NI) 2006 and Official Feed and Food Control (Regulations) (NI) 2006 and European Communities Act 1972 and Food Safety (N.I.) Order 1991, approved Codes of Practice and ancillary legislation made thereunder. This will be achieved by the following:

- Inspections and other interventions
- Response work
- Sampling
- Performance Management
- Health Promotion

Note

The Food Law Code of Practice (Northern Ireland) was revised by the Food Standards Agency in August 2008. The new Code allows local authorities greater flexibilities in the way that it delivers its food service plan, and defines what types of interventions can be used and the circumstances in which they should be applied. Interventions are key to improving compliance with food law by food business operators. The range of possible interventions allows authorised officers to use their professional judgement to apply a proportionate level of regulatory and enforcement activities to each food business. Interventions will be applied in a risk based manner to allow those premises that currently or may present the greatest risk to public health to receive more intensive regulation.

Interventions can be 'official controls' as defined at Community level at Article 2 (1) of Regulation 882/2004 and include monitoring, surveillance, verification, audit, inspection, sampling and analysis. Interventions can also be other activities such as visits delivering targeted education and advice, or information and intelligence gathering.

It is this Department's aim to use the full range of interventions available under this Code to utilise the team's resources to the full, delivering the most effective interventions where they are most needed.

Liaison With Other Organisations

The food Department within the Environmental Health Department of Coleraine Borough Council is linked to other Council Departments as per Organisational Structure. These internal liaisons are augmented by direct contact with other external agencies and other Councils particularly those within the Northern Group area.

Each District Council within the Northern Group area participates, at chief officer level, in the Northern Chief Environmental Health Officer's Forum together with representatives from Northern Group Systems (Environmental Health). This Forum ensures a consistent approach to the food function across the 10 District Councils comprising the Northern Group area. The Forum has a Food Sub Group, comprising food specialist representatives from each of the 10 District Councils and Principal EHO (Food), Senior EHO (Food) from Northern Group Systems.

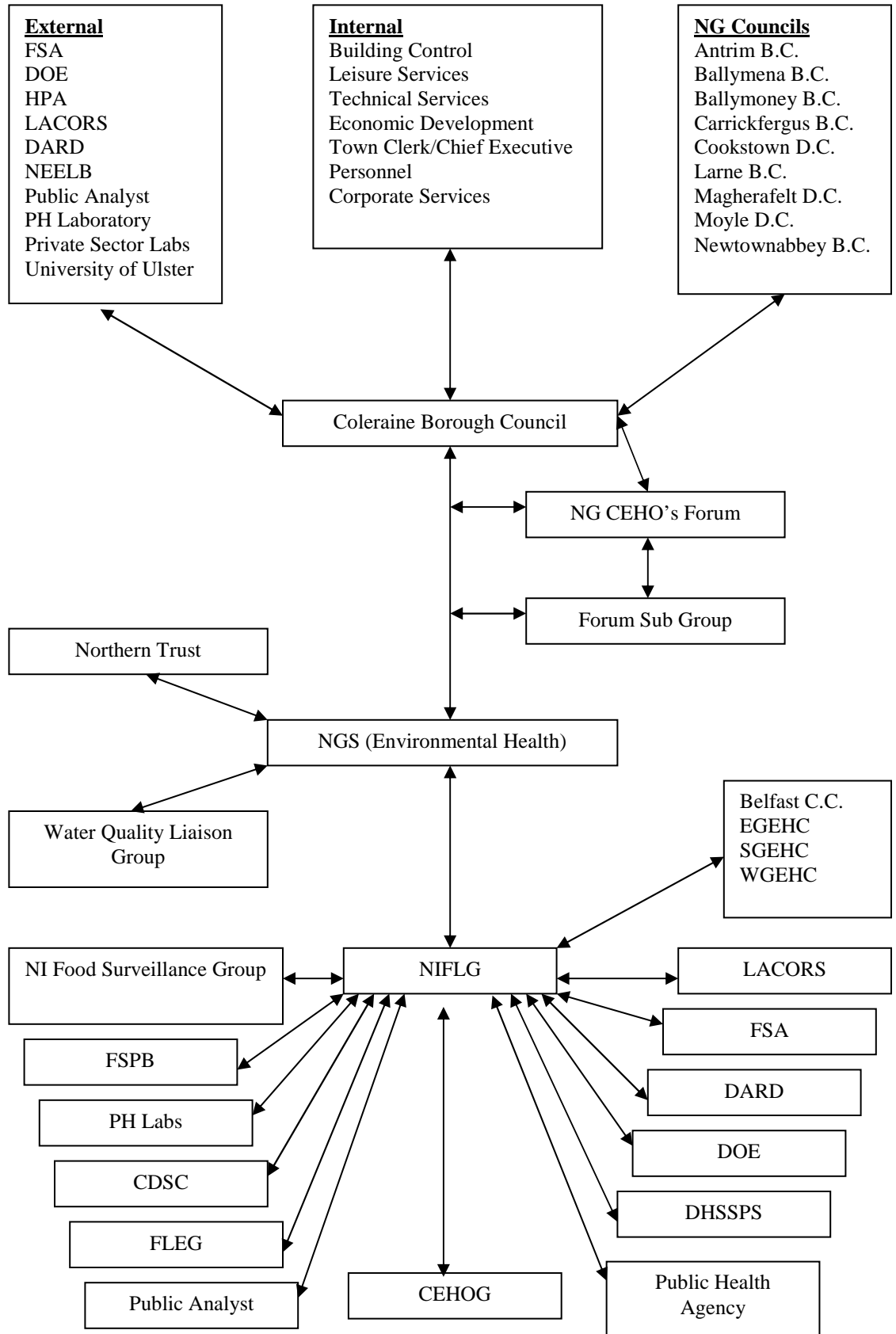
Specialist support to the District Councils in the food function is available from Northern Group Systems through the Principal EHO (Food) and Senior EHO (Food).

Province-wide all District Councils and Groups participate in the Chief Environmental Health Officers Group which formed a sub-group, the Northern Ireland Food Liaison Group (NIFLG). The NIFLG comprises Principal Officers (Food) from the 4 groups, Head of Consumer Protection (Belfast City Council) and a representative from the District Councils. The NIFLG interacts with various Government Departments and Agencies to ensure a consistent approach to the food function province-wide. It is also an integral part of LACORS with representation on both LACORS food hygiene and food standards committees. This approach ensures consistency across the UK. Other UK wide consistency is evident when e.g. FSA (NI), CDSC (NI), representatives from Public Health Laboratory, etc address this group on common issues within the food function.

An example of an all Ireland approach is where the Food Safety Promotion Board addresses communicable disease control on an all Ireland basis involving, amongst others, the Northern Trust, NGS and District Councils.

Finally there is access for Council to UK and all Ireland implementation of food legislation through CEHOG, NIFLG and NGS. This flow of information is both from and to District Councils via NGS, NIFLG and CEHOG.

A schematic illustration of the above liaison is shown on the next page.



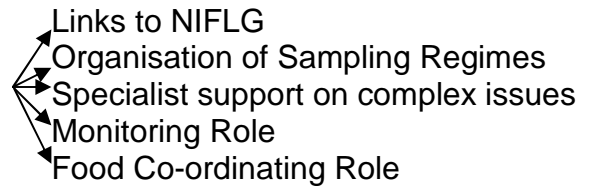
Liaison with Other Organisations Chart – Key to Abbreviations

CDSC	Communicable Disease Surveillance Centre
CEHOG	Chief Environmental Health Officers Group
DARD	Department of Agriculture and Rural Development
DHSSPS	Department of Health, Social Services and Personal Services
DOE	Department of the Environment
EGEHC	Eastern Group Environmental Health Committee
FSA	Food Standards Agency
FSPB	Food Safety Promotion Board
PHA	Public Health Agency
FLEG	Food Law Enforcement Group
LACORS	Local Authorities Co-ordinators of Regulatory Services
NEELB	North Eastern Education and Library Board
NIFLG	Northern Ireland Food Liaison Group
NGS	Northern Group Systems (Environmental Health)
PH Labs	Public Health Laboratory
SGEHC	Southern Group Environmental Health Committee
WGEHC	Western Group Environmental Health Committee

Specialist Services

The Council avails of the following services:

NORTHERN GROUP SYSTEMS



- Public Analyst
- Public Health Laboratory
- Virology Laboratory at R.V.H.
- Antrim Area Hospital Laboratory
- Causeway Laboratory
- Department of Agriculture and Rural Development
- Public Analyst
- Private Laboratories
- Northern Trust and Consultant in Communicable Disease Control
- North Eastern Education and Library Board
- Food Standards Agency
- Department of Environment
- Department of Health & Social Services
- Public Health Agency

Access to specialist advice is also available from the following:

- Collindale
- Campden & Chorleywood
- LACORS Local Authority Co-ordinators of Regulatory Services
- Health Promotion Agency
- Legal representatives
- University of Ulster

Other Departments within the Council may also be used as and when required.

Demands On The Food Service

Coleraine Borough Council has 772 food premises currently open (at 1 April 2009) for which the authority has food enforcement responsibility. However 3 of these premises fall within the remit of the Environmental Health Department for Food Standards purposes only.

Food Premises Categories

These premises fall into the following usage categories:

<i>MAFF Code</i>	<i>No. of Premises</i>	<i>% of Premises</i>
A – Producers	6	<1
B – Slaughterhouses	0	0
C - Manufacturers/Processors	26	3
D - Packers	0	0
E - Importers/Exporters	0	0
F - Distributors (including wholesalers and transporters)	13	2
G - Retailers	198	26
H - Restaurants and Other Caterers	498	64
I - Materials and Articles Manufacturers and Suppliers	0	0
J – Manufacturers Retail Sales	17	2
Unrated	14	2
Total	772	100%

Service Delivery

Food Premises Inspections

The Council intends to continue to carry out food hygiene and food standard inspections for the compliance with the Food Hygiene Regulations (NI) 2006, Official Feed and Food Control (Regulations) (NI) 2006, European Communities

Act 1972 and Food Safety (N.I.) Order 1991 at a minimum frequency as determined by the risk assessment scoring schemes contained in the Code of Practice and other centrally issued re-scheduled inspection programmes. In addition the Council intends to continue to inspect, approve and register relevant premises.

The Council intends to continue to carry out food hygiene and food standards activities in accordance with the following approved policies:

- Home Authorities Principle
- Coleraine Borough Council adopted enforcement policies
- Enforcement Concordat

During the year 2009/2010 the planned number of food hygiene and food standards inspections is as follows:

Food Hygiene Programmed Inspections

Risk Category	Number of Premises	Inspections 2008/2009	Time per visit (hrs)	Total Inspection Time (hrs)
A	3	6	6	36
B	77	77	4	308
C	372	286	3	858
D	129	57	2.5	142.5
E	165	41	2	82
Unrated	14	14	3	42
Product Specific	9			
Total	769			

Food Standards Programmed Inspections

Risk Category	Number of Premises	Inspections 2008/2009	Time per visit (hrs)	Total Inspection Time (hrs)
A	8	8	5	40
B	128	87	3	261
C	619	89	2	178
Unrated	14	14	3	42
Total	772			

Inspection of Premises

Premises are inspected wherever possible during their normal hours of operation. In some instances this may be in the evenings or at weekends, such as takeaways and nightclubs. Visits will also be made on occasions to premises at

these 'out of hours' times where their operation is significantly different to their operation during normal Council hours of work. Premises should be inspected within 28 days of the day it was due for inspection, wherever this is possible. Inspection reports will be retained on the premises file for at least 6 years, or until the next primary inspection, whichever is the longer. The Council may seek additional specialist services from Northern Group System (NGS) for specialist or complex processes to ensure competent inspections are carried out. Other expertise to assist with such activities may be obtained from outside agencies as outlined in the Organisational Chart.

Revisits

Revisits to premises to check compliance will not normally be carried out. They will only be undertaken where the initial inspection has revealed significant contraventions of legislation or risk to health.

Alternative Enforcement Strategies

Certain low risk premises will be subject to an alternative enforcement strategy, where information and a questionnaire are sent out in place of an inspection visit. The questionnaire will attempt to establish what activities are being carried out by the business, including any changes, and their current level of compliance, and will be sent out at least once every 3 years for Food Hygiene and 5 years for Food Standards. The information received will result in the premises being risk rated as a desk top exercise or visited if it appears likely that the premises are no longer low risk. If a response to a questionnaire is not received the premises will be inspected. Premises' risk rating will be reviewed when any other information about the premises comes to light, such as through a complaint, information from the business, or sampling results etc.

By way of verification that these premises are still Category E premises for Food Hygiene and Category C for Food Standards, 10% of the food establishments that are due for Alternative Enforcement Strategy will be made subject to another intervention.

Childminders

The Department has been working on information supplied by the Early Years Team to get all childminders registered as food establishments as was required by the change in registration legislation in 2006. The childminders were also asked to complete a questionnaire which was then used as the basis on which to carry out a desk top risk assessment. It is not the intention of the Department to inspect these establishments unless additional resources become available. Similar questionnaires will be sent out at a minimum frequency of once every 5 years as per the Alternative Enforcement Strategy.

Product Specific Legislation

There are currently 9 premises approved by the Council under product specific legislation, namely 5 meat products premises and 4 dairy product premises. These establishments will now be inspected as per the risk rating contained in Annex 5 of the August 2008 revision of the Food Law Code of Practice. Previously these premises were subject to inspection at set frequencies.

Home Authority Premises

The Council acts as home authority for approximately 17 businesses. The Council intends to fully implement the approved Home Authority principle, policy and procedure. All premises are published on the LACORS website and revised when necessary.

Food Sampling

The Council intends to continue to fully implement the approved chemical and microbiological sampling policies and programmes in accordance with the NIFLG document – Food Sampling Policies and Associated Guidance (February 2001). The Council intends to continue to fully implement its enforcement policy and enforcement concordat where sample results are not considered to be satisfactory. The Public Health Laboratory at Belfast City Hospital will carry out examination of food samples procured from within the Council area.

Eurofins Public Analysts are currently appointed by the Council to carry out analysis of food samples procured from within the Council area.

Work is ongoing on the Food Surveillance System database and it was rolled out to all District Councils during the 2006/2007 year. This is an information source across the whole island of Ireland for all food samples submitted for examination and analysis. The Department is able to add to and access this information from their ICT system and it provides an overview of food safety across Ireland, and possibly the UK in the future.

Microbiological Sampling Programme

A microbiological sampling programme is generally drawn up on the basis of 8 samples taken per year per thousand of the population of the Council. Due to difficulties at the Public Health Laboratory the number of samples which are permitted to be sent for examination has been reduced on a province wide basis. At the current levels, 276 samples will be taken for microbiological examination during the forthcoming year, with the programme returning to normal levels as soon as possible. The Department will take part in various national and regional microbiological surveys as requested by NIFLG, FSA and LACORS.

Chemical Sampling Programme

The sampling programme is based on target levels of 2.5 samples per thousand of the population. In this Borough we propose to take 140 samples of foods in the forthcoming year.

This year we envisage taking samples as part of province and national surveys for example, sodium levels in bakery products, fat content of minced beef, speciation of minced beef, and preservative and sodium levels in local bacons and hams.

Food Complaints

The Council intends to continue to fully implement the approved food complaints policy and procedure. The likely demand on the service is based on trends in the past 2 years, when 125 and 82 complaints were received annually.

Service Standards for Food Complaint Investigation

Urgent complaints will be responded to within one working day. All other complaints will be responded to within 3 working days. All complainants will be informed of action taken or progress, either verbally or in writing within 5 days of the conclusion of the investigation.

Food Safety Incidents

The Council will continue to respond to any incidents where food or its labelling fails to meet food law requirements, in line with the Code of Practice issued under the Food Safety (NI) Order 1991 and The Food Hygiene Regulations (NI) 2006. It will also respond to any food alerts that are issued from the Food Standards Agency and/or Northern Group Systems, as specified in the Code of Practice, and as directed by the alert.

During the year 2008/2009 we received 61 food alerts from the FSA which is comparable with the previous year.

Voluntary Surrender/Unsound Food

Last year the Department responded to 5 requests from the trade which is rather lower than previous years. We could therefore expect a number between this and approximately 20 this year.

Control and Investigation of Reports and Outbreaks and Food Related Infectious Disease

The Council will continue to investigate all outbreaks and food related infectious disease in accordance with the Northern Trust, NGS (Environmental Health) and Northern Chief Officers Forum procedures in outbreak control and sporadic food borne illness.

Equally the volume of work anticipated in the investigation of unconfirmed and referred food poisoning incidents is difficult to predict. None of the investigations undertaken positively linked food businesses to the allegations made. However this work is very important and places significant demand on the resources available.

Last year the Department responded to 46 alleged food poisoning notifications. This is significantly more than the figure of 18 last year.

Advice to Business & Promotional Initiatives

Training

The Department runs several CIEH Level 2 and Level 3 courses in food hygiene/HACCP every year. These courses continue to be well subscribed from businesses and organisations both from within and outside the Borough. We aim to provide the following courses in the year, subject to demand:

Course	Number of Courses
CIEH Level 2 Award in FS Catering	6
CIEH Level 2 Award in Healthier Food & Special Diets	2 2
CIEH Level 3 Award in Supervising	1
CIEH Level 3 Award in Implementing FS Management	2
General Food Hygiene Talks	6

Food Allergy Training

During 2008/2009 3 Allergy Awareness training events were held in the Borough for caterers. This programme proved to be very successful and it is anticipated that it may be repeated subject to demand. It may also be adapted and offered to our retail businesses.

Nutrition Programmes

Causeway Kids Cuisine

The department was successful in obtaining a grant from the Food Standards Agency to set up and deliver a nutrition initiative based on children's meals. The Causeway Kids Cuisine project will work in partnership with the owners, managers & chefs of 30 local restaurants in Coleraine Borough Council to provide and actively promote healthier children's meals within the local community which will contribute to a reduction in levels of obesity in the area.

We will examine the current children's menu and recommend changes which will reduce the levels of fat (particularly saturated fat) and salt in line with the FSA's salt and saturated fat campaigns. Each participating business must deliver at least 5 recommendations over a 12 week period to provide healthier meals through the selection of ingredients, and cooking methods.

This project aims to contribute to a reduction in childhood obesity levels in the Borough by helping to reduce fats & salt levels & to provide healthier options. It also aims to educate children about healthy foods through fun & innovative ways. The healthy eating messages will target local residents and the tourist population visiting the borough.

We also hope to deliver further CIEH Level 2 Award in Healthier Food & Special Diets courses to these participating restaurants and other establishments.

NGS project – Healthier Takeaways

The 10 councils in the Northern Group area have also been successful in obtaining a grant from the Food Standards Agency for a project to make fish and chip takeaway meals healthier.

The partnership councils will work with owners/managers of 140 local fish and chip shops to examine their current menus and make recommendations for small but significant changes to their takeaway meals to reduce the levels of fat (particularly saturated fat and trans fat) and salt in line with the FSA's salt and saturated fat campaigns. Each participating business must deliver at least five recommendations drawn up by the EHOs over a minimum 8 week pilot whilst actively promoting healthier menu options and providing information/advice on healthier lifestyle choices to customers by displaying notices.

This project aims to contribute to a reduction in obesity levels in the Northern Group area by helping to reduce fats and salt in popular takeaway meals and giving customers a choice of healthier meal options. By focusing this project on fish & chip shops we will be targeting one of Northern Ireland's most popular

takeaway businesses and challenging the current eating habits of their customers.

Cook It Project

Cook It! is a nutrition programme that aims to support people who want to enhance their cooking skills and who are interested in healthier eating, particularly where cost is a consideration. It is run in the Borough by Northern Trust and the Public Health Agency for Northern Ireland. The Department has become involved in this project by providing food safety training for the tutors who run the programme and by providing training to the community groups as part of the Cook It! sessions.

Scores on the Doors

The Scores on the Doors scheme is designed to provide consumers with an easy to understand food hygiene rating scheme for businesses through a website and by stickers displayed in the business premises. The Food Standards Agency has been consulting stakeholders on the most appropriate type of scheme and has concluded that a six-tier scheme should be established in England, Wales and Northern Ireland.

It is anticipated that the scheme will cover catering and retail so that restaurants, cafes, takeaways, sandwich shops and other places that consumers are eating food prepared outside of the home are covered as well as the many retailers that now also sell 'takeaway' food. It has not yet been established what the scheme will look like, such as what the symbols and descriptors will be like.

It is anticipated however that there will be a mechanism for businesses to request re-inspections or revisits in order for scores to be amended, which will have significant resource implications for the department.

Whilst this department is keen to progress this initiative it is felt that we should await the outcome of this consultation in order to be consistent with the recommendations of the Food Standards Agency and in line with other District Councils to provide a scheme which has maximum impact.

Whilst consistency of scoring between officers has always been of great importance, with the introduction of the Scores on the Doors scheme this will become even more of a focus. Consistency exercises have been held within the department and also with our colleagues within the Northern Group area, and further exercises will be held before the introduction of the scheme, particularly in light of the issues raised in the recent Pennington Report. All scores will be

subject to scrutiny by the Senior EHO before publishing to ensure the scheme is rolled out in a fair and consistent manner.

Other Promotional Initiatives

Throughout the year the following limited promotional activities will continue to be undertaken:

- Food Safety Week (Food Link)
- Christmas Promotions (Turkey Leaflets)
- Council Newsletters
- Promotional Literature on Guidance on good practice
- Press Releases
- Exhibitions

The effectiveness of the promotions will be assessed using, for example, the evaluation methodology available for Food Safety Week, response levels to competitions and follow-up surveys of representative samples of those involved.

Events in the Borough

The following events have a significant impact on the demands of the service in the forthcoming year due to officer time providing advice and carrying out inspections:-

- North West 200
- Raft Race
- East Strand Concert
- River Fest
- Air Show
- Golfing Competitions
- Food Safety Week
- Food Exhibitions

Health and Safety

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Supporting Health and Leisure- Planning for the Future
Objectives	<ul style="list-style-type: none">- Improve the health and wellbeing of our citizens- Provide a quality Environmental Health service that delivers legislative requirements across a range of disciplines- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community- Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan- Provide a quality assured enforcement service that is focused on the promotion of best practice compliance monitoring and self regulation- Promote the concept of a safe place to work as part of a healthy lifestyle through a balance of enforcement and education- Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices- Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine

Health & Safety Service – Aims and Objectives

The Health and Safety Service aims and objectives have been set by considering:-

- Corporate strategic objectives
- The HELANI Strategic Plan 2005 – 2009
- The Health and Safety Commissions (HSC) Strategy for Workplace Health and Safety in Great Britain to 2010 and beyond
- Investing for Health Strategy
- Local needs and priorities

This plan supports the HELANI strategy which directs enforcing authorities to focus resources on high risk areas where we can have the greatest impact and to ensure there is an appropriate balance in the tools that we use to secure compliance, i.e. promotion, provision of information and advice and enforcement.

Departmental Aims

To secure the health, safety and welfare of persons at work and the health and safety of other persons affected by work activities in premises for which Coleraine Borough Council is the enforcement authority.

Departmental Objectives

Key objectives which lead towards fulfilling this aim are:-

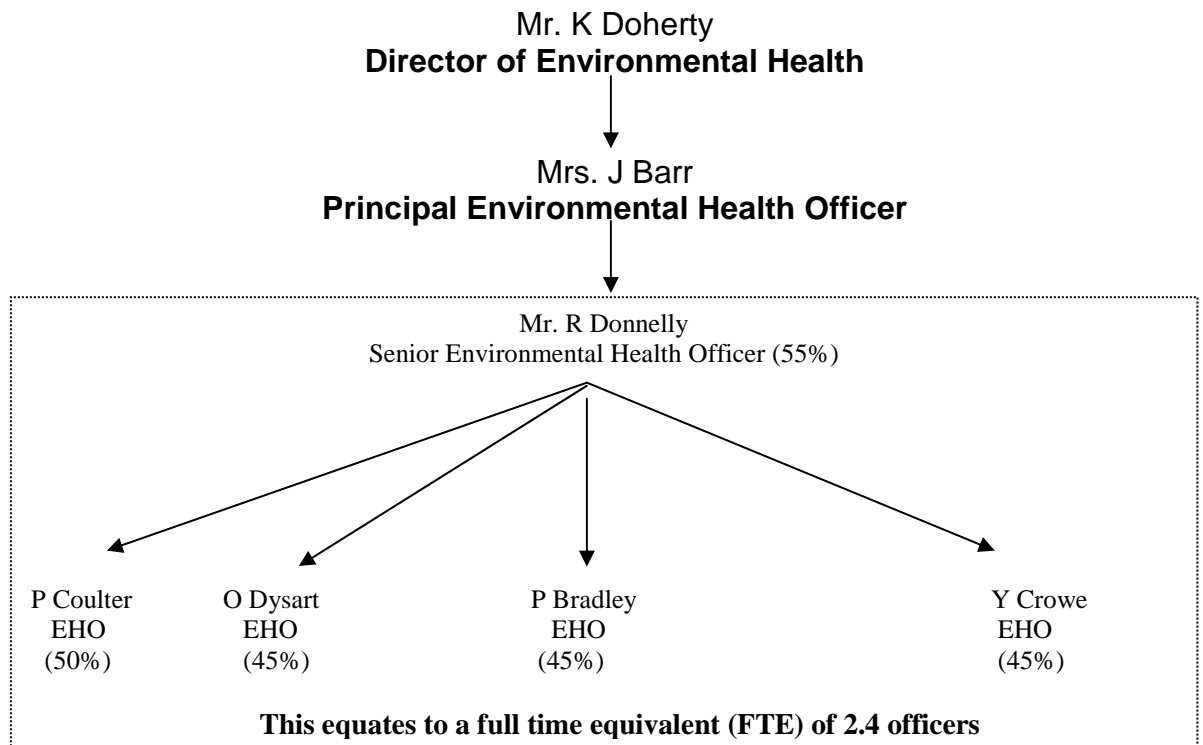
- To maintain and continually update a register of all premises where the service enforces health and safety legislation.
- To implement a programme of visits to the highest hazard/risk premises whilst utilising other intervention methods for lower risk premises. This will be done in a systematic and transparent way using a risk based scoring system and a focus on priority issues (as identified areas of high risk).
- To investigate reportable accidents or dangerous occurrences at workplaces on a priority basis.
- To respond to service requests relating to unsafe or unhealthy workplaces on a priority basis.
- To raise awareness of occupational health and safety issues by promoting a partnership approach between the public, private and voluntary sectors and the general public.
- Within the workplace setting, to initiate and contribute to initiatives tackling **local** health and safety issues.
- To fully participate in **regional** enforcement initiatives having regard to identified HELANI priorities for the incoming year.
- To develop support initiatives for small to medium sized businesses providing information and assistance on health and safety legislation.
- To carry out all other functions in relation to health and safety law enforcement, promptly and efficiently and in accordance with the Council's enforcement policy and relevant mandatory guidance.

- To effectively manage the resources of the health and safety unit to provide a cost effective high quality service.
- Follow the spirit of the Lead Authority partnership principle with respect to premises whose head office is located in the Borough.
- Co-ordinate and monitor the health, safety and welfare of major events in conjunction with other Departments of the Council and relevant statutory bodies.

Resources

The departmental budget for the Health and Safety Section is £213,864.

Reporting Structure



Contact Information

<i>Officer</i>	Post	Tel. No.	E Mail Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	Principal EH	028 7034 7155	jackie.barr@colerainebc.gov.uk
R Donnelly	Senior EHO	028 7034 7154	rory.donnelly@colerainebc.gov.uk
Peter Coulter	District EHO	028 7034 7159	peter.coulter@colerainebc.gov.uk
O Dysart	District EHO	028 7034 7191	olive.dysart@colerainebc.gov.uk
P Bradley	District EHO	028 7034 7197	pamela.bradley@colerainebc.gov.uk
Y Crowe	District EHO	028 7034 7190	yvonne.crowe@colerainebc.gov.uk

Emergency Out of Hours Contact Number – 07850 570763

An emergency telephone number for the Environmental Health Services Department is provided in the telephone directory for public use. Specific after hours arrangements are made as necessary for supervision of events etc.

Service Delivery

From 1 April 2005, Coleraine Borough Council has adopted (HELA) Local Authority Circular (LAC) 67/1 (rev 3).

This required a shift in focus of local authority health and safety enforcement to reflect the new approach to develop more effective interventions. Priority is given to partnership projects, special interventions and the planning and implementation of a regular programme of visits to the highest hazard/risk premises, focusing on a topic based inspection approach.

This topic based inspection approach is about focusing resources where they are likely to have the greatest impact and undertaking proactive interventions which concentrate on those key topic areas (priorities) which have been identified as contributing the highest rates of accidents/incidents and ill-health across all enforcing authorities.

In accordance with LAC 67/1 Coleraine Borough Council will continue to look at developing and implementing initiative based interventions and partnership activities during 2009/2010 at both a local and regional level, to help it to address the strategic themes of the HELANI Strategy.

The Scope of the Health and Safety Service

The enforcement of health and safety legislation is split between the Health and Safety Executive for N.I. (HSENI) and Local Authorities. Premises with manufacturing, agriculture and construction as the main activity are the

responsibility of HSENI, whilst commercial and recreational premises fall to Local Authorities for health and safety enforcement.

The Department will discharge its health and safety function using a series of interventions. These include:-

- Planned premises inspections
- Planned special interventions, surveys or enforcement initiatives
- Reactive work (i.e. investigation of accidents and complaints at places of work, providing advice and guidance etc.)
- Visits to new premises
- Revisits
- Service promotion
- Health and safety education and awareness campaigns

Routine health and safety premises inspections are generally carried out independently of other work of the Department, however where there is merit in combining visits with, for example, visits by food officers, this will be arranged through liaison with the Senior Food Safety Officer.

The health and safety enforcement service will plan local initiatives based on trends, patterns or needs identified in the course of routine enforcement work, and/or as a result of consultation with businesses. It is anticipated that these initiatives will compliment, and to some extent, replace conventional inspection methods, particularly in the case of small to medium sized businesses. The use of such alternative methods of activity is encouraged by HELANI as an effective use of resources.

The service is represented on the Northern Group's Chief Officers' Health, Safety and Licensing Sub Group which meets quarterly. This allows the service to ensure consistency and effectiveness of enforcement practice as well as maintaining established links with HSENI and other local authority enforcement officers.

The health and safety service operates from the Council Offices between 9.00 am and 5.00 pm, Monday to Friday. Evening and weekend inspections are carried out as determined by the risk based inspection programme and premises opening hours.

Demands on the Health and Safety Service

Coleraine Borough Council has 1108 health and safety premises currently open (as at 1April 2009) for which the Authority has health and safety responsibility. The profile of these premises shows a high proportion of retail and catering premises, with a limited number of residential homes and childcare establishments.

Premises profile per Activity: -

HSWO Category	Number of Premises	Percentage of Premises
Retail shops	393	35
Wholesale/Warehouses etc.	40	3.5
Offices	122	11
Catering Services	292	26
Hotels/Short Stay Accommodation	106	9.5
Residential Homes and Childcare	31	3
Leisure/Cultural Services	60	5.5
Consumer Services	63	5.5
Other	1	1
Total	1108	100%

Health & Safety Intervention Programme 2009 - 2010

Health and Safety Planned Inspections

An inspection rating system is applied to all premises inspected to both prioritise and determine the frequency of planned inspections in accordance with LAC 67/1 (rev 3).

The table below highlights the health and safety planned inspection programme for the forthcoming year: -

Category of Risk	Category of Premises	Visit Frequency
Highest hazard/risk	A	Not less than once per year
Intermediate hazard/risk	B1	Not less than once per 18 months
	B2	Not less than once per 2 years
	B3	Visit or Other interventions (review 3 yrs)
	B4	Visit or Other interventions (review 5 yrs)
Lowest hazard risk	C	Visit or Other interventions (review 5 years)

(a) Lower Risk Premises

The planned programme will continue to be generated and will include C, B4 and B3 rated inspections. Some of these premises will not be subject to routine inspection and other intervention strategies will instead be applied.

Coleraine Borough Council however intends to continue to assign a percentage of these premises for inspection to use them to train inexperienced officers or students and to review desktop risk scores. These visits will be recorded as inspections. The current risk profile within the Borough will be subject to investigation during the year and the verification of risk scores may result in a disproportionate amount of resource being devoted to these premises groups in the short term.

(b) High Risk Premises

The health and safety team will undertake to inspect 100% of the due premises within bands A, B1 and B2. Priority will be given to the highest risk first and premises will receive a full audit of the management system with a focus, as appropriate, on the priority areas, namely:

- Stress
- Musculo-skeletal disorders
- Workplace transport
- Slips, trips
- Falls from height
- Asbestos
- Vulnerable workers

The premises risk rating will be updated after each inspection visit.

Other Intervention Strategies

Alternative intervention strategies are to be developed and applied to some of the lower risk category premises, i.e. C, B4 and B3 rated premises, which become due for inspection during the year.

Such strategies could include surveys/questionnaires or review of accident/complaint data. Alternatively, duty holders could be invited to attend health and safety training/seminars in association with the Council or asked to sign up to a business start/support programme or other small business initiative. Opportunities to conduct joint enforcement visits with food/consumer protection will also be considered.

All interventions will be recorded (but not as inspections) and premises will, where possible, be re-rated to ensure that they are not 'lost' from the inspection database.

*Note. The implementation of this approach will be kept under close review and if deemed to be unworkable or unsuccessful, it will our intention to revert to the previous system of inspection i.e. **all** premises subject to planned inspection according to risk category.*

Visits to New or Previously Unregistered Premises

Additional inspection will always arise during the year by virtue of new business start-ups, major alterations/refurbishments and requests for inspection. This equates to approximately 22 inspections per annum. A risk rating will be applied to premises once a visit has been made.

Revisits

Revisits to premises to check compliance will not normally be carried out. They will only be undertaken where the initial inspection has not been concluded or where a visit is necessary to gather evidence, take enforcement action or check compliance with enforcement notices.

Planned Special Interventions, Surveys or Enforcement Initiatives

The health and safety service intends to participate fully in regional initiatives planned for the 2009/2010 year and which are being co-ordinated by the local authority health and safety liaison group. These will include special interventions in relation to the following areas:

- Woodworking Machinery
- Noise at work
- Young Workers/Migrant Workers
- Gas safety
- Coleraine Football Club
- Aghadowey Race Track
- Risk Assessment

On a group level, Coleraine Borough Council also intends to participate in enforcement initiatives or other planned interventions which are identified for action by the Health, Safety and Licensing Subgroup.

NB: Initiatives can include premises requiring inspection within the planned inspection programme.

Advice to Business and Provision of Training

The health and safety team operates under an educative role as well as an enforcement role and encourages businesses to contact officers to seek assistance. Officers deal with specific requests for advice from premises within the area and advice is also provided as an integral part of the inspection process and the investigation of complaints and accidents. Officers are able to provide businesses with a wide range of targeted leaflets offering health, safety and welfare advice. Topical guidance booklets are also produced in-house and distributed to businesses. Examples include 'Safety and Churches' and "Controlling Legionella in Residential Accommodation".

The service provides health and safety training courses for local businesses and undertakes monthly training for Coleraine Enterprise Agency for business start-ups. Details of courses run by other organisations, including local colleges are also provided during inspection on request.

The Department intends to continue providing training courses for local businesses as demand dictates, and will support the HELANI strategy by participating in regional and national events that are relevant to local authority enforced businesses. A risk assessment made easy training course for those operating catering premises will be provided in May 2009

Lead Authority Partnership Scheme/Home Authority

Coleraine Borough Council recognises the benefits of HELA's lead Authority Partnership Scheme (LAPS) which encourages local authorities to form partnerships with businesses whose head office or main business base is located within the Borough, with a view to promoting consistency of local authority enforcement among organisations with multiple premises in different areas.

Coleraine Borough Council currently acts as home authority for 6 health and safety premises.

The health and safety enforcement service also has regard to the HELA Lead Authority Partnership Scheme when carrying out day to day enforcement duties and ensures that appropriate contact, and if necessary, liaison is established with relevant Lead Authority at any early stage.

Partnership Working and the Engagement of Stakeholders

Coleraine Borough Council's health and safety team is fully committed to a process of engagement with stakeholders in order to maximise effective use of resources and achievement of desired outcomes.

To date the team have partnered with a number of other enforcement agencies in order to improve channels of communication, to avoid duplication of effort and ease burden on business. A brief description of each partnership is listed below, all of which continue to 'run' from year to year as they have proved themselves to be successful: -

- ***Northern Ireland Fire Brigade***

This is a joint enforcement approach to safety issues in the retail sector during the run up to the Christmas trading period. Health and safety officers team up with Fire Brigade personnel to carry out a series of spot checks throughout the Borough to monitor fire safety and health and safety standards.

The combined approach avoids unnecessary duplication of enforcement and promotes greater understanding of roles between enforcement authorities.

- ***HSENI***

The health and safety team intend to maintain and build on the partnership between Coleraine Borough Council and HSENI by proactively sharing information and making contributions for mutual benefit.

- ***Local Events***

The Department will continue to engage with organisations and individuals responsible for local events and attractions such as, North West 200, Portrush Air Show and Northern Ireland Milk Cup by working in partnership with them and all the involved statutory agencies from the planning stage. This should minimise the burden on local event organisers to ensure compliance with statutory obligations from a variety of sources.

Service Targets for the Health and Safety Section

The health and safety team will ensure that all accidents are considered in accordance with the N.C.E.H.O.F. Incident Investigation Procedure, which targets resources into the more serious incidents, including death, major injury, those involving activities outlined in the HELANI Strategic Plan and those affecting young persons.

Complaints will be investigated in accordance with the N.C.E.H.O.F. Complaint Investigation Procedure. Health and safety matters which are not the

responsibility of the Council are referred to the HSENI or the relevant local authority, as appropriate.

For investigated Health and Safety complaints the following response times will be implemented. Other factors such as the past history of the premises/company and the number of similar complaints received will also be considered in any decision.

Nature of Complaint	Response
Serious/High risk e.g. unguarded	Immediate (within 24 hrs)
Dangerous machinery	Formal investigation visit
Less serious/Medium risk e.g. Lack of Personal Protective Equipment	Visit within 7 working days. Follow up monitoring as necessary. Advice/Literature
Minor/Low risk e.g. comfort factors	Follow up monitoring at next scheduled Inspection

Last year the Department investigated 23 accidents and it is anticipated that a similar number may be reported for investigation this current year.

For investigated Health and Safety accidents the following response times will be implemented. Other factors such as the past history of the premises/company and the number of similar accidents received will also be considered in any decision.

All Accidents	Within 5 working days
Major Accidents	Within 24 hours

CONSUMER PROTECTION

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Supporting Health and Leisure- Planning for the Future
Objectives	<ul style="list-style-type: none">- Improve the health and wellbeing of our citizens- Provide a quality Environmental Health service that delivers legislative requirements across a range of disciplines- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community- Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan- Provide a quality assured enforcement service that is focused on the promotion of best practice compliance monitoring and self regulation- Promote the concept of safe goods and a safe place to work as part of a healthy lifestyle through a balance of enforcement and education- Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices- Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine

Environmental Health Department Aims and Objectives

(i) Departmental Aims

- To protect the consumer against the risk of injury from all unsafe goods by ensuring that those which are manufactured, supplied and/or utilised within the Borough are safe, fit for use, of genuine quality and correctly labelled.

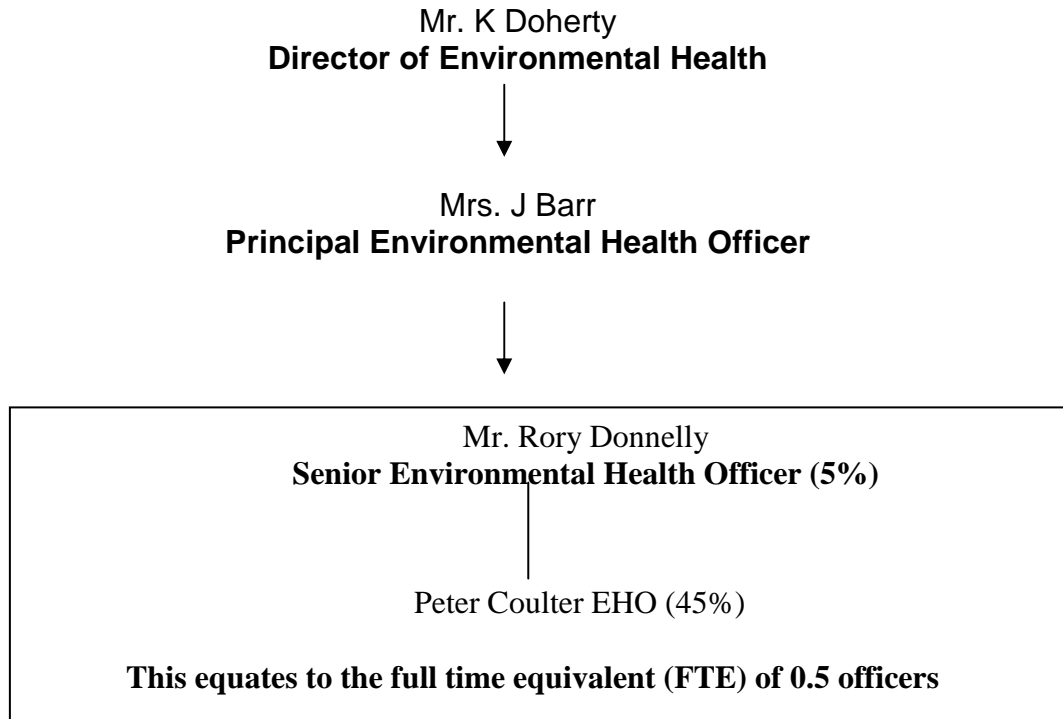
(ii) Departmental Objectives

- To implement and maintain a planned inspection programme for premises manufacturing, distributing or selling goods within the Borough. The frequency of inspection will be based on risk assessment.
- To investigate all complaints regarding the safety of consumer goods
- To respond to all hazard warnings regarding the safety of goods
- To provide advice on issues relating to the safety of goods
- To undertake special surveys as directed by Northern Group Systems, or as deemed necessary
- To effectively manage the consumer protection function ensuring appropriate targeting of resources and a balanced approach to achieving the supply of safe consumer goods within the Borough.

Resources

The departmental budget for the Consumer Protection Section is £42,774.

Reporting Structure



Contact Arrangements

Officer	Post	Direct Line Tel No	E – Mail Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	PEHO	028 7034 7155	jackie.barr@colerainebc.gov.uk
R Donnelly	SEHO	028 7034 7154	rory.donnelly@colerainebc.gov.uk
P Coulter	DEHO	028 7034 7159	peter.coulter@colerainebc.gov.uk

Emergency Out of Hours Contact Number – 07850 570763

Scope of the Consumer Protection Service

The Environmental Health Department is responsible for the enforcement of the Consumer Protection Act 1987 and regulations made thereunder. The Department is also responsible for the enforcement of a range of consumer safety regulations which implement the safety provisions of various European Community Directives. This will be achieved by the following:

- ❑ Inspections
- ❑ Response work
- ❑ Sampling
- ❑ Promotional

Consumer Protection inspections to manufacturers and importers will be carried out independently. Where possible inspections of consumer products in retail premises will be combined with routine Health and Safety interventions.

Coleraine Borough Council has 554 commercial premises currently open for which the authority has consumer protection enforcement responsibility. They fall into the following categories:

Premises Type	Number of Premises
Manufacturers	40
Wholesalers	19
Retailers	453
Construction Products	40
Market	2
Total	554

Current Issues

Current issues likely to impact upon the demands of the service for the forthcoming year are:

- ❑ Review of the premises database regarding programmed inspection and risk assessment
- ❑ Product Specific Surveys
- ❑ Home Safety Promotional Activities
- ❑ Complaint Investigation
- ❑ Reacting to Hazard Warnings for Consumer Products on sale within the Borough

Consumer Protection Enforcement/Service Delivery

The Council intends to continue to carry out consumer protection inspections for compliance with the Consumer Protection Act 1987 and associated legislation at a minimum frequency as determined by the risk scoring system contained in the Northern Group Chief Officers Forum documented procedure No. 9 – Premises Risk Assessment.

Our aim is to balance proactive, reactive and promotional elements and to work in accordance with our enforcement policy and external guidance.

We continue our commitment to the maintenance of an accurate and up-to-date premises database and to the provision of fully trained and competent staff to undertake consumer safety work.

The Council intends to continue to carry out Consumer Protection activities in accordance with the following approved policies:

- ❑ Home Authority Principle
- ❑ Coleraine Borough Council Enforcement Policy
- ❑ Enforcement Concordat

Consumer Protection and Programmed Inspections

(Position at 1 April 2009)

During the year 2009/2010 the planned inspections are as follows:

<u>Risk Category</u>	<u>Number of Premises</u>
Medium	140
Total	140

Consumer Protection Complaints

The Council intends to continue to fully implement the Northern Group Chief Officers Forum approved complaints investigation procedure. The likely demand on the service is based on trends over the past 2 years, as detailed below.

<u>Number of Complaints</u>	<u>Total Time (Hrs)</u>
7	60

Service Standards

Urgent complaints will be responded to within one working day. All other complaints will be responded to within 3 working days. All complainants will be informed of action taken or progress either verbally or in writing within 5 days and on conclusion of the investigation.

Consumer Protection Sampling

The Council intends to continue to fully implement the approved sampling procedure. Such sampling includes:

- Product specific surveys
- National survey samples
- Test purchases of suspect consumer goods
- Test purchases of goods subject to complaint

The likely demand on the service in this respect is based on trends over the past two years, as detailed below.

<u>Targeted Sampling Activity</u>	<u>Total Time (Hrs)</u>
15	100

Service Standards

All samples will be taken in accordance with the relevant guidance note. Retailers/Wholesalers will be informed of all samples being collected and of the results in writing.

Hazard Warnings

The Council intends to continue to fully implement the Northern Group Chief Officers Forum approved Hazard Warning Procedure upon receipt and issuing of all hazard warnings. The likely demand on the service is based on trends over the last 2 years, as detailed below. In addition officers will continue to monitor "Rapex Alerts" from the Department of Trade and Industry, in particular those relating to local businesses and take cognisance of them during inspection.

Number of Hazard Warnings	Total Time (Hrs)
10	45

Service Standards

All hazard warnings will be assessed and acted upon accordingly in conjunction with the advice of a senior officer.

POLLUTION CONTROL

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Supporting Health and Leisure- Protecting our Environment- Planning for the Future
Objectives	<ul style="list-style-type: none">- Improve the health and wellbeing of our citizens- Provide a quality Environmental Health service that delivers legislative requirements across a range of disciplines- Provide leadership on environmental and sustainable development issues- Ensure that land use planning contributes to the sustainable protection of our natural environment, the health of our community and the economic prosperity of the Borough- Develop and implement the Council's Air Quality Strategy and Action Plan for the Borough- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community- Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan- Provide a quality assured enforcement service that is focused on the promotion of best practice compliance monitoring and self regulation- Develop and implement a written Sustainable Development Strategy to include Environmental Management Systems, Waste Reduction, Energy Conservation and Promoting/Communicating sustainable development issues- Continue to identify any areas of contaminated land within the Borough in compiling a comprehensive database- Provide specialist advice to the Planning Service on all relevant applications- Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices- Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine

Environmental Health Department Aims and Objectives

(i) Departmental Aims

To safeguard the public against the effects of environmental pollution whether in water, air, land or noise

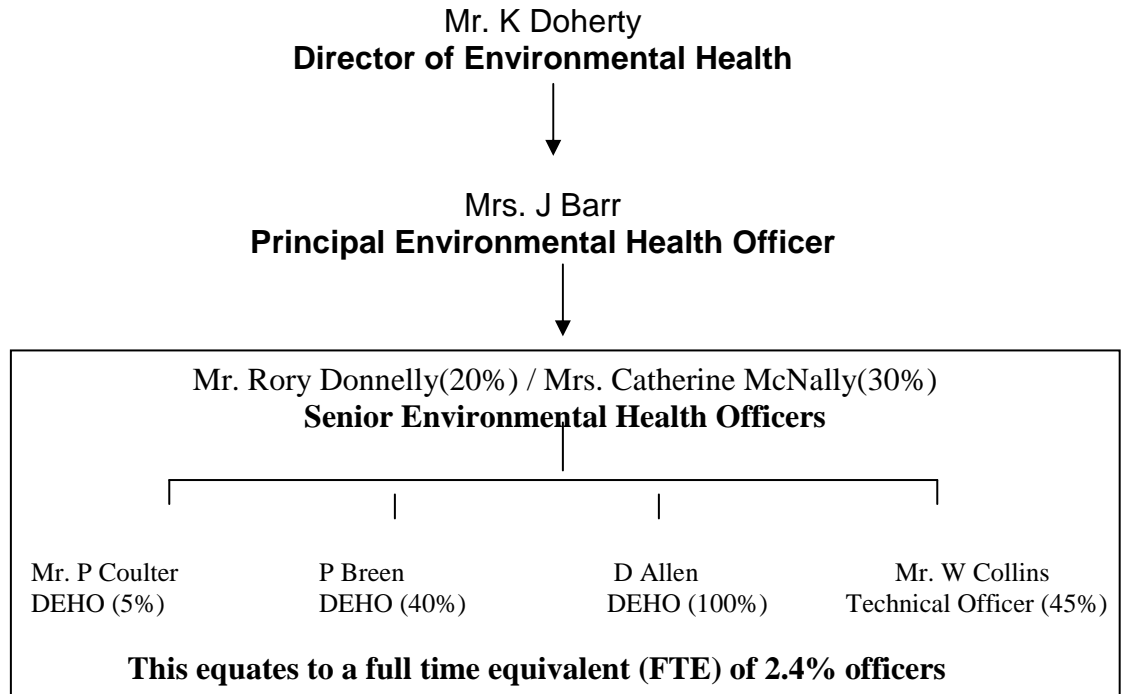
(ii) Departmental Objectives

- To monitor the air quality in the Borough by assessing levels of NO_x and radiation.
- To authorise and monitor all part C processes which will operate under the Integrated Pollution Prevention and Control Regulations (NI) 2003 (IPPC).
- To investigate all complaints from commercial, industrial and domestic premises.
- To survey the Borough and make a list of all lands identified as being contaminated.
- To make informed consultation responses back to planning service on redevelopment of brownfield sites in respect of contaminated land issues.
- To provide advice on all environmental protection matters to all sections of the community.
- To promote sustainable development and energy efficiency both within Council and in the Community.
- To process all applications and enforce licensing provisions with regard to The Petroleum (Consolidation) Act (NI) 1929

Resources

The departmental budget for the Pollution Control Service is £85,545.

Reporting Structure



The Dog Warden team will assist as required with barking dog complaints.

Contact Arrangements

Officer	Post	Direct Line Tel No.	E – Mail Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	PEHO	028 7034 7155	jackie.barr@colerainebc.gov.uk
R Donnelly	SEHO	028 7034 7154	ror.donnelly@colerainebc.gov.uk
C McNally	SEHO	028 7034 7170	catherine.mcnally@colerainebc.gov.uk
P Coulter	EHO	028 7034 7159	peter.coulter@colerainebc.gov.uk
D.Allen	EHO	028 7034 7113	David.allen@colerainebc.gov.uk
P Breen	EHO	028 7034 7161	walter.collins@colerainebc.gov.uk
W Collins	Technical Officer	028 7034 7160	patricia.breen@colerainebc.gov.uk
<u>Emergency Out of Hours Contact Number – 07850 570763</u>			

Scope of the Pollution Control Service

The Environmental Protection sector covers a broad spectrum of legislation and duties, such as:

- ❑ Air Quality Monitoring
- ❑ Industrial Pollution Control
- ❑ Radiation and Radio Activity Monitoring
- ❑ Pollution Control Complaints
- ❑ Noise Complaints (including barking dog complaints)
- ❑ Contaminated Land
- ❑ Petroleum Licensing

Demands on Pollution Control Service

Noise Nuisance

There are an increasing number of noise complaints received by the Department; the majority are attributed to domestic type noise. This group encompasses animal (barking dogs) and party/television type noise. In fact, barking dogs are the most common domestic noise complaint received.

Category of Source	Complaints Predicted
Industrial	8
Commercial and Leisure	22
Domestic	160
Construction	20
Transport	8
Noise in Street	15
Dog Barking	270
Total	503

The Department has a RION Sound Level Meter which can be left in complainant's homes to record noise levels at night. The sound level meter assists the Department in screening complaints. However complainants are required to keep monitoring forms which record date, time and duration of noisy incidents.

Additional resources to the dog warden service permit more educational type work. The additional dog warden provides information, instruction and training on how to deal with nuisance barking. The officer also gives advice on canine behaviour and responsible dog ownership

The Department will continue to work in partnership with the University of Ulster, Coleraine Students Union and accommodation office to target party noise. A noise information stand will be provided at Fresher's Week at the start of the autumn and Spring University term times.

Noise Complaints

During office hours all complaints of noise are referred directly to Coleraine Borough Council, Environmental Health Department, 028 7034 7171.

There are a number of noisy activities which the public are increasingly concerned about, in particular noisy parties and barking dogs.

Noisy activities from a house or commercial premises is dealt with under the Pollution Control and Local Government (NI) Order 1978. Complainants are now asked to clarify their wishes regarding anonymity in the noise investigating process. A standard form has been drawn up and is now issued with a covering letter to all new complainants. In addition noise record sheets are sent with the letter so that the complainant can document the date, time and duration of the noisy activity that they are exposed to.

Outside office hours the emergency phone (tel 07850570763) can be contacted to log the noisy activity. If a response is required the complainant is advised to contact PSNI at new contact no 0845 600 8000 or the existing telephone number 028 7034 4122. Resources permitting, PSNI will visit the complainant and/or the source of the noise on request.

On arrival Police speak with occupants etc and ascertain sufficient details such as names, addresses, observations and subsequent actions and also try to have the problem resolved.

If there are subsequent issues at that location then the Council may take a prosecution. The Council will also inform the Northern Ireland Housing Executive and the University Authorities where appropriate

This is especially useful if students are involved as the University can use internal discipline to prevent recurrence.

Issues raised during the month will be discussed at the Joint Enforcement meeting and actioned by whichever group is appropriate. Where necessary information can be shared where a problem is highlighted which may be best dealt with using Anti Social Behaviour legislation.

Service Standards for Pollution Control

Complaints

- All urgent complaints will be responded to within 1 working day.
- All other complaints will be responded to within 3 working days.
- All complainants will be informed either verbally or in writing of progress/action within 5 working days and on completion of the investigation.

Petroleum Licensing

With effect from 1st January 2009 the Environmental Health Department has taken responsibility for ensuring that all premises storing petroleum are licensed in accordance with the Petroleum (Consolidation) Act (NI) 1929. Petrol and other motor fuels are inherently hazardous. The safety of people and protection of the environment are major concerns. There is a potential for accidents at all sites where petroleum fuel is stored and dispensed. If released into the environment, it is injurious to aquatic life and presents a risk to the environment, particularly to potable water supplies.

There are currently 27 licensed petroleum premises in the Coleraine Borough Council area. In the period 2009/2010 the department intend to inspect each of these premises to ensure compliance with their current license conditions. Annual licenses for the 2010/2011 will be reviewed and issued by 31st March 2010. The department intend to organise generic training for the operators of such premises on issues such as risk assessment. Where possible officers will combine Petroleum License visits with other regulatory functions for example Industrial Pollution Control and work in partnership with other regulatory bodies to reduce the regulatory burden on the operators of such premises.

Air Quality Management

Council has now a statutory obligation under The Environment (NI) Order 2002 to carry out periodic reviews of air quality in their areas to assess the present and likely future air quality against air quality objectives prescribed by the proposed Air Quality Regulations (NI) 2003.

During 2009/2010 this authority will produce a progress report on air quality in the Borough to confirm if the air quality will continue to meet all the published standards.

We will continue to operate 30 no. NO₂ tubes strategically placed at busy kerb site locations throughout the Borough to ensure that monitored pollutants remain within the national standards.

This work continues to be part funded and audited by the DOE and will be reported annually to Council and the DOE. During 2009/2010 this work will be audited by the DOE Air Quality division.

Industrial Pollution Control

Coleraine Borough Council permits 27 premises, 15 petroleum and 12 non petrol. During the year 2009/2010 the planned inspections are as follows:

Type of Premises	Inspection Frequency	Number of Premises	Number of Planned Inspections
High risk processes	4 months	1	3
Medium risk processes	6 months	3	6
Low risk processes	12 months	6	6
Petrol Stations	12 months	15	15
Dry cleaners	12 months	2	2
Total		<u>27</u>	<u>32</u>

All necessary inspections are scheduled by dedicated computer software. Inspection programmes are determined by risk assessment. It is further anticipated that additional visits may be necessary for variations to existing permits and for new premises which will require permitting.

Continued inspections will be undertaken on all authorised processes as per guidance and the frequency agreed.

The remaining processes will require to be upgraded and where necessary meet full compliance standards.

Service Standards for Industrial Pollution Control

- All applications for permitting under IPC will be acknowledged within 5 working days.
- Applicants will be informed in writing of any further requirements in the application process.
- Permits will be issued within 6 months of a valid application.

Contaminated Land

The Department will be required to review implementation issues arising from the proposed contaminated land regime and make the necessary resources available to undertake this necessary work. Officers will work with other colleagues to identify and produce necessary fact sheets, procedures and guidance to support officers in their consultation role to Planning Service.

Radiation Monitoring

A radiation monitoring probe and automatic weather station are situated on the main Cloonavin building. The weather station supports the radiation monitoring probe which is provided as part of the Local Authority Radiation Network (LARNET) partnership. This radiation station will be maintained and all information gathered therefrom will be forwarded to a central control room automatically. In addition periodic mini 680 readings are taken as necessary. Environmental samples will also be taken as part of the National Radiological Monitoring Programme.

Health Promotion

The following health promotion activities will continue to be undertaken:

- Noise Action Day
- Other Initiatives in Investing for Health as per the NHSSB, Investing For Health Strategy
- Support participation in environmental protection, educational and promotional initiatives.

Sustainable Development

The Department aim to maintain linkages with the Investing for Health subgroup and contribute to initiatives on issues such as fuel poverty, green transport plans etc. We will continue to review implications arising from the proposed Northern Ireland Sustainable Development Strategy and examine the potential for contributing towards its objectives.

PUBLIC HEALTH

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Supporting Health and Leisure- Protecting our Environment- Planning for the Future
Objectives	<ul style="list-style-type: none">- Improve the health and wellbeing of our citizens- Provide a quality Environmental Health service that delivers legislative requirements across a range of disciplines- Provide leadership on environmental and sustainable development issues- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community- Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan- Provide a quality assured enforcement service that is focused on the promotion of best practice compliance monitoring and self regulation- Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices- Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine

Environmental Health Department Aims and Objectives

(i) Departmental Aims

- To make a practical contribution to the improvement of the general health of the public.
- To inspect the Borough to protect its inhabitants against public health nuisances.
- To fulfil the Department's obligations in relation to the private rented housing sector.

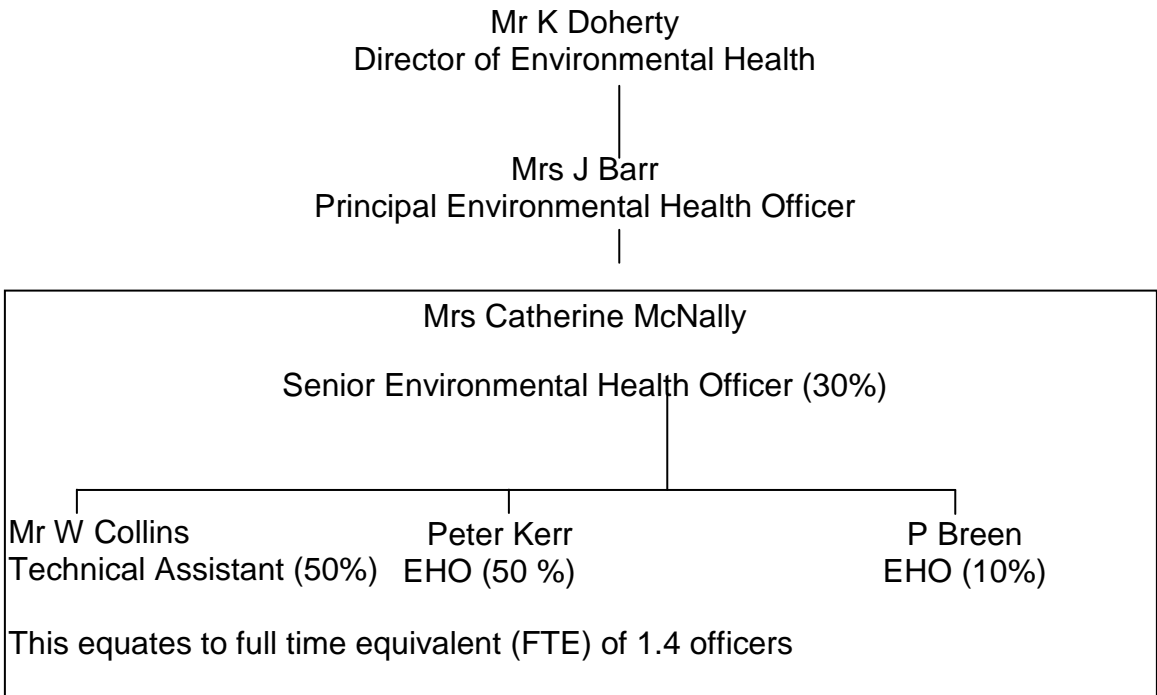
(ii) **Departmental Objectives**

- To investigate all complaints from commercial, industrial and domestic premises.
- To respond to consultations from the Department of Environment Planning Service in accordance with the Service Level Agreement.
- To investigate all Public Health Nuisances arising in the Borough.
- To provide advice on all environmental protection matters to all sections of the community.
- To promote sustainable development both within Council and in our Community.

Resources

The Departmental budget for the Public Health section is £85,545.

Reporting Structure



Contact Arrangements

Officer	Post	Direct Line Tel. No.	E – Mail Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	PEHO	028 7034 7155	jackie.barr@colerainebc.gov.uk
C McNally	SEHO	028 7034 7170	catherine.mcnally@colerainebc.gov.uk
P Breen	EHO	028 7034 7161	patricia.breen@colerainebc.gov.uk
P Kerr	EHO	028 7034 7157	peter.kerr@colerainebc.gov.uk
W Collins	Technical Assistant	028 7034 7160	walter.collins@colerainebc.gov.uk

Emergency Out of Hours Contact Number – 07850 570763

Scope of the Public Health Service

The Public Health Service covers a broad spectrum of legislation and duties. Many of these activities are traditional public health issues however the public health agenda has expanded considerably over recent years. The issues affecting public health known as “The new determinants of health” involve taking on board new issues and learning new skills.

Examples of these areas of work include:

Traditional Public Health Roles

- Public Health Nuisances
- Housing Regulations
- Rent Order Issues
 - Private Tenancies
 - Controlled tenancies
 - Disrepair
 - Harassment
 - Illegal Eviction
- Planning Consultations
- Recreational Water Quality Monitoring

Much of the work in this area is reactive by nature and cannot therefore be categorised as far as other environmental health services. Based on trends from previous years the following activities are envisaged:

Activity	Number of Tasks predicted
Public and Private Water Samples	140
Recreational Waters	180
Planning Consultations	600
Complaint Investigations	750
Rent Order Inspections (Private Tenancies)	30
Property Certificates	250

Service Standards for Public Health Work

Complaints

- Urgent complaints will be responded to within 1 working day.
- All other complaints will be responded to within 3 working days.
- Complainants will be informed either verbally or in writing of action and/or action taken within 5 days and on conclusion of the investigation.

THE NEW DETERMINANTS OF HEALTH

Anti Social Behaviour Order (ASBO)

The Anti-Social Behaviour (NI) Order 2004 commenced in August 2005. The purpose of an Anti-Social Behaviour Order (ASBO) is to protect the public from the behaviour of those individuals whose antisocial activities disrupt the lives of the wider community.

ASBO's are an important addition to the range of statutory responses already available to tackle anti social behaviour. In April 2007 Coleraine Borough Council, Northern Ireland Housing Executive and PSNI signed an Information Sharing Protocol to facilitate the sharing/disclosure of personal/sensitive data where appropriate. In addition it was agreed that a Joint Enforcement Team should be set up to co-ordinate the Joint Initiatives with representatives from PSNI, CBC, Community Safety and DPP Manager. It was agreed that this group would meet bi-monthly and discuss future operations.

The joint initiatives carried out between PSNI Coleraine, Coleraine Borough Council and other agencies are as follows:

- (i) Licensing Enforcement/ Entertainment Licensing.
- (ii) On Street Drinking/ Underage Drinking
- (iii) Noise Complaints.
- (iv) Skateboarding/Cycling Designated Areas.
- (v) Street Trading.
- (vi) Dangerous Dogs – Pit Bull Type Dogs
- (vii) Litter

The Private Tenancies (NI) Order 2006

The Private Tenancies Order which came into operation on 1 April 2007 places new duties on landlords and new demands on District Councils.

The legislation is recognition of the growing private rented sector and sets out to ensure that older housing stock typically used for the private rented market is maintained to a satisfactory standard. From 1 April 2007 every dwelling constructed before 1945 and which is being offered for rent must be inspected by the District Council.

These inspections assess the dwelling against a fitness standard which, if met, results in a certificate being issued by the Council to that effect. A certificate of fitness lasts until the dwelling is inspected again, either at the request of the landlord or the tenant at any time. Should the dwelling fail to meet the standard no certificate is issued and the property will be notified to the Rent Officer when the rent will be fixed to a nominal rate until such time as the house is upgraded to meet the fitness standard.

Information from recent house conditions surveys indicate that the Coleraine Borough area would have the third highest level of pre 1945 housing stock in Northern Ireland. It is anticipated that this legislation will generate 00 inspections annually.

Bonfires

The Environmental Health and Technical Services department of the Council will continue to work with other statutory agencies namely PSNI, NIFRS, NIHE, DPP and Community Safety Partnership and Community and Voluntary Groups to promote the concept of safety around bonfires throughout the year to ensure their adverse impact on the environment is minimized and that the local community around the various sites can become involved in the management of them. It is hoped to educate school children, young adults and community leaders on bonfire safety and avail of any funding that may become available to assist in the promotion of the safety message.

LICENSING AND REGULATORY SERVICES

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Supporting Health and Leisure- Protecting our Environment- Planning for the Future
Objectives	<ul style="list-style-type: none">- Improve the health and wellbeing of our citizens- Provide a quality Environmental Health service that delivers legislative requirements across a range of disciplines- Provide leadership on environmental and sustainable development issues- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community- Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan- Provide a quality assured enforcement service that is focused on the promotion of best practice compliance monitoring and self regulation- Develop a strategy which will balance the rights of dog owners with those of the general public in terms of a quiet, clean and safe Borough- Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices- Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine

Environmental Health Department Aims and Objectives

(i) Departmental Aim

To secure public safety in premises and protect the public from infringements of legislation in relation to specified activities and sale of goods.

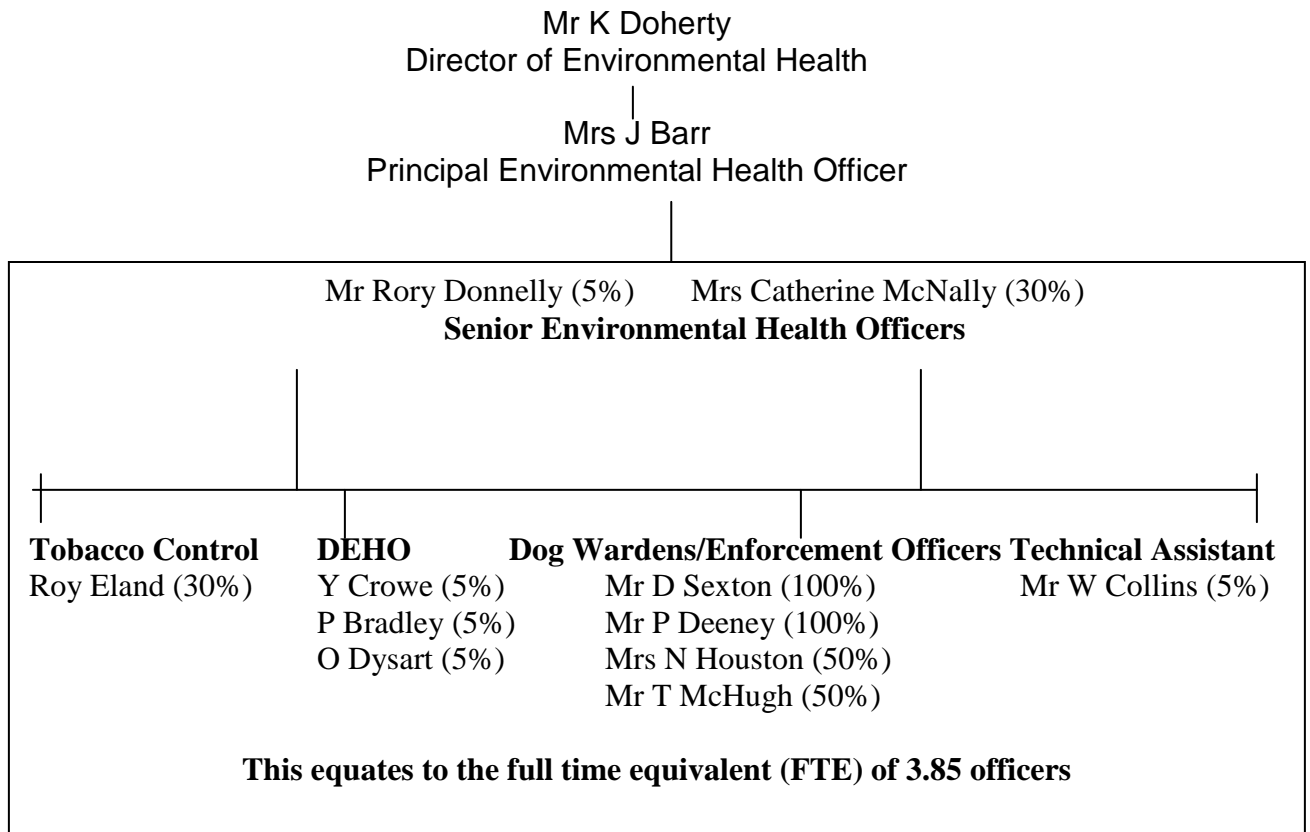
(ii) Departmental Objectives

- To provide a dog control service which meets the demands of the public, particularly the provision of a comprehensive out-of-hours service, yet provide value for money.
- To enforce the provisions of The Dogs (NI) Order 1983 as amended.
- To effect the implementation of Council bye-laws.
- To effect the implementation of Council bye-laws with regard to cosmetic piercing, semi-permanent skin-colouring tattooing, acupuncture and electrolysis.
- To register and issue relevant documentation in respect of Betting, Gaming and Lotteries;
- To enforcement the site licensing conditions with regard to caravan sites;
- To enforcement the provisions of the Children and Young Persons Protection from Tobacco Order.
- To ensure smoke free environments in all workplaces in the Coleraine Borough Council area
- To address the conflict between public expectation and social trend with regard to drinking in public places.
- To promote the night time economy with particular reference to safer dancing throughout the Borough.
- Process fireworks applications for displays and monitor events as deemed necessary.
- To process premises with regard to Manufacture & Storage of Explosives Regulations (NI) 2005.

Resources

The departmental cost of Licensing and Regulatory Services is £183,185. The dog control activity takes up the vast majority of the time and expenditure in relation to this service.

Reporting Structure



Contact Arrangements

Officer	Post	Direct Line Tel. No.	E – Mail Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	PEHO	028 7034 7155	jackie.barr@colerainebc.gov.uk
C McNally	SEHO	028 7034 7170	catherine.mcnally@colerainebc.gov.uk
Nuala Houston	Dog Warden	028 7034 7180	nuala.houston@colerainebc.gov.uk
Paul Deeney	Dog Warden	028 7034 7181	paul.deeney@colerainebc.gov.uk
Dave Sexton	Dog Warden	028 7034 7192	dave.sexton@colerainebc.gov.uk
Timothy McHugh	Dog Warden	028 7034 7180	timothy.mchugh@colerainebc.gov.uk
W Collins	Technical Asst	028 7034 7160	walter.collins@colerainebc.gov.uk
D Cauley	Clerical	028 7034 7177	deirdre.cauley@colerainebc.gov.uk

Emergency Out of Hours Contact Number – 07850 570763

Scope of the Licensing and Regulatory Service

This service provides the mechanism by which licences are issued from the Environmental Health Department and various non-specific pieces of legislation are enforced.

In real terms the dog control activity accounts for 85% of all activity in this area. The regulation of Council bye-laws (mainly Drinking in Public Places) and caravan site inspections, Amusement Permits, Poisons, Betting, Gaming and Lotteries account for most of the remaining 15%.

Demands on the Licensing and Regulatory Service

As with some other elements of work within the Environmental Health Department the work of the dog control section can be subdivided into Planned Work and Reactionary Work.

Dog Control

This work revolves largely around the licensing of approximately 6,600 dogs each year and is delivered through the clerical officer. The dog warden is utilised to secure the licensing of those dogs for which the owners have failed to do so.

a) Planned Work

As resources permit during the summer month's patrols will take place on Council beaches to ensure compliance with approved Council bye-laws and blue flag requirements.

(b) Reactive Work

This work will focus largely on complaints received from the public. While this cannot be accurately predicted it is likely to be in the order of 1550. Complaints will result in various actions including:

- The giving of advice
- Collecting stray dogs
- Investigating attacks
- Instigation of legal proceedings in accordance with the Council's approved enforcement policy.

Last year the dog service dealt with the following workload and would envisage similar demands during 2009/2010.

Work Demands	Number
Dog Licences	6800
Strays	630
Fixed penalties	380
Prosecutions	10
Dogs Impounded (Strays/Unwanted)	630
- Sold	61
- Reclaimed	105
- Unclaimed	39
- Other	1

Dangerous Dogs

Dangerous dogs and illegal breeds continue to be a feature of the work carried out by the Dog Warden service.

Pit Bull Type

Members of the Dog Warden team have been trained in relation to the Defra guidance. An in-house template is used to screen Staffordshire cross and other breeds of dogs for Pit Bull type status. However expert advice from a vet is obtained after the screening of dogs. This raises concerns with the Dog Warden service.

Service Standards for Dog Control

All dog licence applications will be processed within 5 working days of application.

Complaints

- Urgent complaints will be responded to within 1 working day.
- All other complaints will be responded to within 3 working days.
- All complaints will be informed of action taken or progress, either verbally or in writing within 5 days of the conclusion of the investigation.

Proactive Work

Education Initiatives

An educational programme in line with the new curriculum is planned for summer and autumn 2009. The dog warden team will continue to forge links with local primary schools and community groups around the theme “responsible dog ownership. Talks for school children will target dog foul and health related issues. Community clinics are planned for Macosquin, Harpur’s Hill and Portballintrae where people will be encouraged to licence and microchip their dogs.

The dog warden team plan to work with The Dog’s Trust and Pet ID on annual initiatives such as “Poop Scoop Week” which will be held in June 2009, National Microchipping Month which is June 2009 and Dhu Varren Street Party which will be held in July 2009.

Streetwise (Primary 7)

The dog warden team will be attending Streetwise Event during 1 – 5 June 2009 where Primary 7 school children will be receiving information on responsible dog ownership, in particular noise nuisance from barking dogs.

Further Educational Initiatives

Further educational initiatives will continue to reinforce the “Bag it and Bin it” dog foul campaign which was launched in April 2009 and is ongoing.

Dog Fouling

Dog Wardens will patrol at the weekends and evenings over the summer months.

Two further weekends in July and August are planned for a zero tolerance approach to dog foul. CCTV cameras will be targeted at those areas that are repeatedly problematic.

Community Clinics

More engagement is planned with local groups to raise awareness of the problems associated with dog foul. The dog warden team want to encourage responsible dog ownership through Community clinics and will offer free micro chipping and advice.

Neutering

The dog warden team will continue to encourage neutering and will actively promote neutering vouchers on behalf of the Dogs Trust.

Council Bye-laws

The Local Government (Miscellaneous Provisions) (Northern Ireland) Order 1985 empowers Council to regulate ear piercing, tattooing, acupuncture and electrolysis by requiring registration and observance of Council bye-laws.

Article 31 of the Local Government (Northern Ireland) Order 2005 amends this 1985 Order, to include cosmetic piercing (piercing of the body including the ear) and semi permanent skin-colouring (the insertion of semi-permanent colouring into a person's skin) in the list of businesses which councils have powers to regulate.

These measures are intended to increase health protection. Cosmetic piercing and semi-permanent skin-colouring carry a potential risk of Blood Borne Virus transmission such as HIV, hepatitis B and C, if infection control procedures are not observed (e.g. the use of sterile equipment for each client). A decision taken by Coleraine Borough Council in March 2007 will now require businesses offering these services to register and observe byelaws relating to the cleanliness and hygiene of premises etc.

The new provisions will give councils specific powers relating to persons carrying on such businesses. Councils will be able to require persons:

- to register themselves and their premises; and
- to observe byelaws relating to the cleanliness and hygiene of premises, practitioners and equipment.

Bye-laws – Drinking in Public Places

The Department in partnership with PSNI will continue to proactively ensure that drinking in public places is tackled in a co-ordinated manner.

On Street Drinking

An agreement exists between the PSNI and Council in relation to on-street drinking. Currently the police detect the offence and the Council prosecute, however the bye-law can be detected by both agencies.

It is proposed to utilise joint enforcement in order to detect those individuals who continually abuse the system or those locations where on-street drinking takes

place. The Joint Enforcement Group will highlight which areas to be targeted and arrange dates for the enforcement.

Licensing/Entertainment Licensing

The primary responsibility for licensing remains with the PSNI. Council retain responsibility for Entertainment Licensing however with Police input.

There will be joint enforcement of each premises on a regular basis, at least one per year. This enforcement will involve the Licensing Officer, Coleraine Borough Council and other groups as necessary (such as Fire Authority,) carrying out inspections. This group will meet on a regular basis, usually once every two weeks, or as often as necessary.

Both police and Council will share intelligence in relation to licensed premises. Primarily this will be through contact between the Licensing Officer and Coleraine Council Enforcement officer

The Nightsafe Committee have produced a Code of Practice and it is an expressed condition for all premises to which Council issue an Entertainment Licence.

Other Initiatives

- *Nightsafe Coleraine*
- *Registered Door Supervisors' Registration*
- *Challenge 21*
- *Alcohol Awareness raising*
- *Taxi Forum*

Skateboarding/Cycling

Skateboarding is a relatively new phenomena but one which is causing problems especially in certain areas.

The byelaws in relation to Skateboarders states, 'No person shall rink, skate or ride on rollers, wheels or other mechanical contrivance on any public footway to the danger of other persons using the said footway'.

Although the byelaw covers all footways (which includes roads, footpaths, pedestrian areas etc) currently it should only be used in 'Designated Areas'. A designated area (much like on street drinking) is an area designated by Coleraine Borough Council, which will be clearly marked.

A Council Officer/Police Officer who detects someone skateboarding/riding etc in a designated zone will stop the person, warn them and note their details. Where the Council has received 3 proforma in relation to any individual they will send a warning letter to the individual/parents of individual. Once this letter has been sent, if the individual is caught again, the Council may consider prosecution.

This bye law will also apply to cyclists on the footpath or in the Pedestrian zone of Coleraine Town Centre as it gives a degree of proportionality.

Street Trading

A joint protocol exists between PSNI Coleraine and Coleraine Borough Council. Where Police find a trader in breach of Council Trading Laws, they can caution them.

If the trader is causing undue nuisance (i.e. burger bar late at night) and they refuse to cease trading, the van and all goods may be seized. In this instance, a Council Enforcement Officer should be informed as soon as possible and they will arrange storage of the goods pending proceedings.

Caravan Sites

Coleraine Borough Council currently has 14 private caravan sites licensed. Each site will be inspected at least twice between the week preceding Easter and the end of September to ensure compliance with the requirements of the Department of the Environment Model Licensing Conditions 1992.

It is proposed to inspect the 2 Council operated sites on the same basis (namely Juniper Hill and Carrick Dhu Caravan Parks).

Amusement Arcades

Coleraine Borough Council currently has 15 licensed amusement premises. The Department will ensure that every licence will be renewed in January 2010 and that business operators comply with the relevant legislative requirements of the Gaming, Betting and Lotteries Order.

Poisons

9 premises within Coleraine Borough Council are registered to sell poisons. Every premise will be inspected prior to the renewal of their annual poison's licence.

Lotteries

All applications for registration of societies for the purposes of conducting a lottery will be processed in conjunction with the PSNI.

Tobacco Control

As from 30th April 2007 all employers are required to ensure that their employees and members of the public visiting their workplaces are free from the effects of passive smoking. In effect this legislation prohibits smoking in all enclosed workplaces and public places including work vehicles. This legislation impacts on approximately premises operating within the Coleraine Borough Council locality and an estimated 2 million visitors to the Council area per annum.

Environmental Health Officers will undertake a number of monitoring visits to ensure compliance with the legislation. Where possible such visits will be based on risk and combined with other regulatory duties.

Minimum Age of Sale of Tobacco Products 18+

Children and Young Persons (Sale of Tobacco etc) Regulations (Northern Ireland) 2008

Smoking is the single greatest cause of preventable morbidity and mortality in the United Kingdom. The most recent data for Northern Ireland provided by the Health Development Agency estimates an average of 2,300 deaths, each year, are attributed to smoking i.e. 15% of all deaths annual in NI.

Preventing people from starting to use tobacco, particularly children, has been identified as a key policy aim by the Department of Health, Social Services and Public Safety. To achieve this, The Department has already instigated a range of measures such as public information campaigns, education programmes and

restrictions on the advertising and promotion of tobacco products. The Chief Medical Officer's annual report showed that almost 80% of adult smokers started smoking in their teens and that 11% of children aged 11 to 15 are already regular smokers.

With effect from 1 September 2008 it is now illegal to sell tobacco products to anyone aged under 18, a further key measure in reducing tobacco related illness and premature death.

Over the past number of years Council has actively participated in promotion and awareness raising initiatives regarding the health issues associated with smoking and the prohibition on the sale of cigarettes to young people including test purchase of cigarettes by children.

It is our intention to continue to educate and raise awareness of this issue among all retailers of tobacco products throughout the Borough. A programme of test purchases will be rolled out towards the end of the year with the clear message that illegal sales will result in formal proceedings.

Fireworks

There continues to be a significant number of private firework displays held in the Borough. The team intends to continue to work in partnership with the Northern Ireland Office to assess the safety of such displays to allow licences to be granted as appropriate.

The Manufacture and Storage of Explosives Regulations enacted in 2005 will require Officers from the Department to assess the appropriateness of some premises to store and supply fireworks to the public. The team intends to work closely with the Northern Ireland Office in this regard.

INVESTING FOR HEALTH

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Promoting Community Participation- Supporting Health and Leisure- Planning for the Future
Objectives	<ul style="list-style-type: none">- Improve the health and wellbeing of our citizens- Provide leadership on environmental and sustainable development issues- Support the development of our community through joint working with other agencies- Increase participation of people in their local community to effect change- Resource the local community- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Develop an integrated Health Improvement Strategy for the Borough of Coleraine- Proactively participate in any pilots aimed at testing service delivery at a local level through jointly appointed teams delivering a local tailored service- Deliver, in partnership with DHSSPS, the 2009-2011 Health Improvement Plan- Develop and implement a culture within Coleraine Borough Council that health improvement is an integral part of all Council services- Ensure that all powers and influence available to Council in relation to public health are utilised in a balanced and proactive manner particularly in advocating the needs of the most vulnerable in our community- Provide quality services on the basis of a comprehensive risk assessed model focusing on priority via the Environmental Health Plan- Facilitate delivery in partnership with DSD, statutory agencies and community stakeholders' action plans for the neighbourhood renewal and other relevant programmes- Develop relationships with the community and voluntary sector and other key community stakeholder groups. Reduce visible manifestations of sectarianism and racism- Develop the capacity of community and voluntary partners to improve community relations and cultural diversity in the Borough- Target grant programmes for the community and voluntary sector securing a resourced and sustainable community

	<ul style="list-style-type: none"> - Provide resources for the delivery of advice services - Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices - Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine
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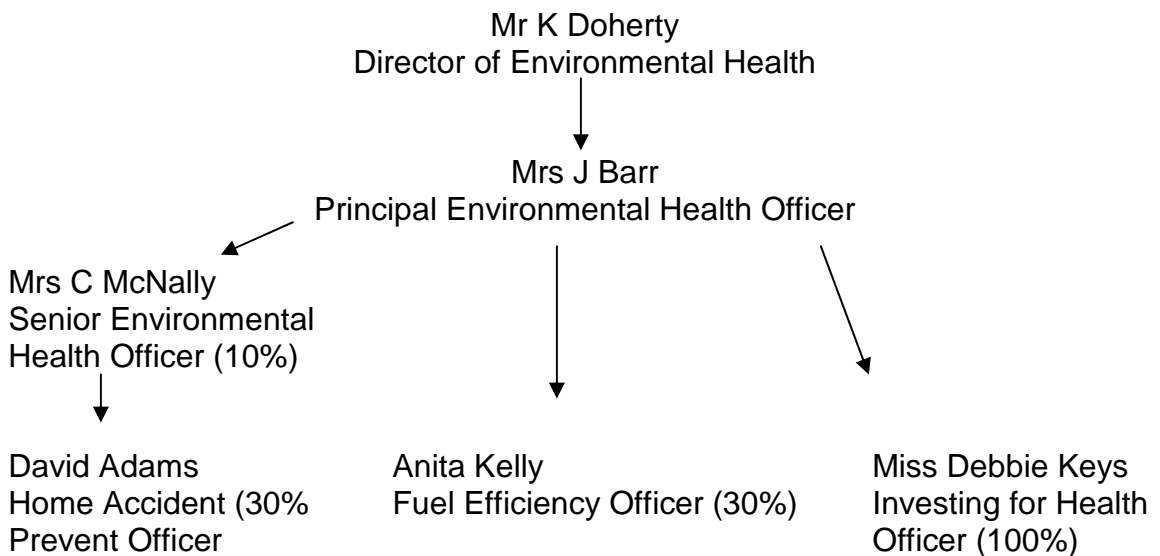
Environmental Health Department Aims and Objectives

- To make a practical contribution to the improvement of the general health and well being of the inhabitants and visitors to our Borough.
- To make health improvement and well being a corporate vision rather than a departmental work stream.

Resources

The departmental budget for the Investing For Health section is £85,545.

Reporting Structure



This equates to full time equivalent (FTE) of 1.7 officers

Contact Arrangements

Officer	Post	Direct Line Tel. No.	Email Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	PEHO	028 7034 7155	jackie.barr@colerainebc.gov.uk
Debbie Keys	Investing for Health Officer	028 7034 7094	debbie.keys@colerainebc.gov.uk
Emergency Out of Hours Contact Number – 07850 570763			

The Priority areas for 2009/2010 will focus on:-

- Health & well-being within Coleraine Borough Council
- Health & well-being support for 5 SME in the Borough
- Nutrition & Food Poverty Initiatives
- Road Safety Initiatives

In addition to this, seasonal activities will take place throughout the year including:-

- July 2009: Sun Safety Project (cancer prevention)
- October 2009: World Mental Health Day
- January 2010: Health Fair (focusing on diet & exercise)
- March 2010: No Smoking Day activities

However the enclosed Action Plan 2009/2010 is a template for other areas of work to be addressed throughout the year.

**INVESTING FOR HEALTH
ACTION PLAN
2009/2010**

OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS	EXPECTED OUTCOMES
<p>To work in partnership with local and interest group communities</p>	<p>Link with and support:-</p> <ul style="list-style-type: none"> ● Community Networks (C.R.U.N), Community & Voluntary groups i.e. CAB, Youth Groups, Age Concern, St.Vincent's de Paul, Dhu Varren, Focus on Family & Ballysally, Over 50+ Forum. ● IFH Partnership & IFH Support team ● Health Promotion Departments i.e. Oral Health, ● Northern Health & Social Care Trust ● New Public Health Agency ● Health & Safety Executive ● Food Standards Agency ● Obesity Sub group ● Suicide Prevention & Mental Health Promotion group ● NDACT ● Northern Councils IFH Sub-group ● Coleraine Borough Council internal depts. (Com. Safety, Com. Development, DPP, Sports Officer etc) ● Coleraine Council Fuel Poverty and Home Safety Officers ● HAZ ● Private sector i.e. NIE, Eaga, Energy Saving Trust ● Multi-cultural forum ● Chinese Workers Association ● Schools, Colleges 	<ul style="list-style-type: none"> ● Schools Nutritionist & Trusts Dieticians ● University ● Breastfeeding Advocate ● Smoking Cessation nurses ● Surestart ● Pharmacists ● PSNI/ FSNI ● NI Blood Transfusion ● DSD ● NIHE ● Neighbourhood renewal ● North East Commissioning Group <p>Timescale: ongoing</p>	<ul style="list-style-type: none"> ● Enhanced awareness of health and well being issues being addressed and programmes being delivered at a local level. ● Collaboration and Partnership working in delivery of programmes to meet IFH objectives. ● Development of best practice initiatives ● Avoidance of duplication of services

OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS	EXPECTED OUTCOMES
<p>To work in partnership with local and interest groups</p>	<ul style="list-style-type: none"> ● Attend, inform and support the Northern Council Investing for Health sub-group to share information, best practices and develop joint initiatives across the Northern Board. <ul style="list-style-type: none"> - 2009/2010 Joint project: Review catering facilities at Council Leisure centres - 2009/2010: Secretary Role to coordinate & disseminate information to IFH Sub-group member. ● Preparation of council IFH reports in advance of E.H monthly meetings ● Feed back information from Mental Health Promotion & NDACT sub-group meetings to other Northern Board Councils. 	<ul style="list-style-type: none"> ● Northern Council IFH Representatives ● Guest speakers attending the meetings also. ● NDACT & Promoting Mental Health Promotion sub-groups. <p>Timescales: April 09-31st March 2010.</p>	<ul style="list-style-type: none"> ● Information sharing- regarding activity within the Councils and within the Northern Board area ● Identifying and sharing good practice and publicising and promoting the achievements of councils addressing health and well being issues and health inequalities. ● Reviewing and monitoring progress against the NIFH partnerships Health Improvement Plan. ● Sign-posting and supporting other partners, & feeding into NDACT & Promotion Mental Health sub-group. ● Identifying training and development opportunities for officers engaged in health and well being activities. ● Identifying and delivering a number of small key initiatives across all ten councils.

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>'To enable people to make healthier choices'</p>	<ul style="list-style-type: none"> ● Deliver <u>Causeway Kids Cuisine</u> Project; which reviews current children's menus at restaurants in order to provide healthier options. -Provide advice & recommendations to the 30 businesses being targeted, as well as providing Nutritional training for staff. ● Attend Cook-it training and deliver Cook-It sessions to 2-4 groups per year. 	<p>Partners: Local Restaurants, FSA, Neelb dietician, Cook-it Coordination Team.</p> <p>Timescales: Ongoing April 09- March 2010</p>	<ul style="list-style-type: none"> ● Raise awareness with restaurateurs of the importance of providing healthy foods to children in local restaurants. ● Increased choice of healthy meal options for children in restaurants. ● Provide nutritional training and support restaurants as they introduce healthier options. ● Findings to be disseminated at the IFH Council sub-group & Obesity sub-group. ● Improved cooking skills & knowledge of healthy eating within local groups when preparing meals on a budget.

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
‘To enable people to make healthier choices’	<ul style="list-style-type: none"> ● Attendance at Obesity Sub-group meetings. ● Work in partnership to address/ deliver specific healthy eating & obesity prevention projects 	<p>Partners: Northern Councils, FSA, schools, university, community groups.</p> <p>Timescales: Ongoing</p>	<ul style="list-style-type: none"> ● Share information and best practice across Northern Councils. ● Work with partners to attain funding and develop various obesity prevention projects. ● Discuss local initiatives with potential to roll out across all Northern Councils collaboratively.
<p>‘To enable people to make healthier choices’</p> <p>“To promote mental health and emotional well being at individual and community level”</p>	<ul style="list-style-type: none"> ● Support Community & School based health and well-being agendas i.e. Age Concern, Coleraine Women’s Forum. ● Assist Community & Schools in the coordination of events working in partnership i.e. Hezlett Healthy Habits Week April 09 <ul style="list-style-type: none"> - 50+ Forum: Age Awareness Week: Sept 09 - Focus on Family: Health Events: June 09 ● Sign-post youth, community and voluntary groups to programmes re. healthy eating with dieticians etc. ● Highlight Health events <ul style="list-style-type: none"> - Walk to School Week May 09 - Men’s Health Week June 09 - World Breast feeding Week Aug 09 - Rural Health Week Oct 09 - World Mental Health Day Oct 09 - Energy Efficiency Week 09 - Road Safety Week November 09 	<p>Partners: Community groups, youth groups, Schools, children’s home</p> <p>Timescales: Ongoing</p> <p>Partners: FSA, Supermarkets, Schools, Communities, Shopping centres, CHSA, Dieticians, the Public</p> <p>Timescales: According to National Health days throughout</p>	<ul style="list-style-type: none"> ● Support local groups, schools & communities in arranging activities, to enhance health and wellbeing within the Borough, by increasing healthier choices. i.e. Healthy eating Enhanced education Training Health Events Care in the Sun projects ● Raise awareness of the specific health issues to staff and the wider community. ● Gauge interest with the Public re. health issues and support them in making positive lifestyle changes to benefit their health ● Advocate and support local groupings in pushing health and well being forward as a priority.

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>'To enable all people and young people in particular to develop the skills and attitudes that will give them the capacity to reach their full potential and make healthy choices'</p>	<ul style="list-style-type: none"> ● To deliver Level 2 Award in Food Safety Catering free of charge to communities. <p>Target groups through CRUN & community contacts.</p>	<p>Partners: Youth, community & voluntary organisations.</p> <p>Timescales: Ongoing</p>	<ul style="list-style-type: none"> ● To deliver 2-3 Free of charge Basic Food hygiene to youth and community groups to develop skills and capacity in making healthy and safer food choices. ● Sign post participants to other courses & enhance confidence, contribute to positive mental health and community capacity by attaining accredited qualification.
<p>'To improve our neighbourhoods and wider environments'</p>	<ul style="list-style-type: none"> ● To carry Eco-schools Assessments to carry out evaluations of schools based initiatives re. Recycling, environmental & health projects. 	<p>Partners: Eco-assessors Team</p> <p>Timescales: As & when required throughout 09/10.</p>	<ul style="list-style-type: none"> ● To carry out assessments of schools based projects to attain awards ● To support schools in developing successful projects also.
<p>'To improve our neighbourhoods and wider environments'</p>	<ul style="list-style-type: none"> ● Summer Safety project – Promoting Care in the Sun, cancer prevention, healthy eating & Leisure facilities based at beaches across the Borough. 	<p>Partners: Boots, Health Promotion Department, Dietician.</p> <p>Timescales: July 09 (2 week project)</p>	<ul style="list-style-type: none"> ● Raised awareness of safe sun exposure and cancer prevention. ● Increased awareness of healthy eating & promotion of leisure facilities (to encourage physical activity in the area also).

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>‘To offer everyone the opportunity to live and work in a healthy environment and to live in a decent, affordable home.’</p> <p>‘To promote mental health & emotional well being at individual & community level’</p> <p>‘To enable people to make healthier choices’</p>	<ul style="list-style-type: none"> ● Coleraine Council to be become a healthy workplace’ via ‘The Work Well Initiative’. ● Continue working with the Health and Well Being Subgroup to address staffs health and well being issues. ● Develop Health Action Plan based on survey results Sept 08. ● Arrange health events for staff & Councillors i.e. Health Fair Jan 2010 Men’s Health Week June 09 Set up a weight Loss Class Physical Activity sessions Promote mental health directory Review staff canteen provisions ● Develop a Health and Well Being Policy/Strategy. ● Attend quarterly ‘Working for Health Forums’ 	<p>Partners: Coleraine Council sub group, Health Promotion Depts., external organisations i.e. Action Cancer, UCF, Chest Heart and Stroke Association,</p> <p>Timescale: Ongoing</p>	<ul style="list-style-type: none"> ● To ensure that Coleraine Council promotes health and well being as a priority in meeting staffs needs. Policies, procedures and health issues to be addressed. ● Raise awareness of health and well being issues with staff at Coleraine Borough Council (i.e. healthy eating, mental health, physical activity, promotion of breast-feeding etc. ● Encourage staff to make healthier choices to enhance their physical, mental and emotional health, which in raises staff morale and reduces absenteeism

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>'To offer everyone the opportunity to live and work in a healthy environment and to live in a decent, affordable home.'</p> <p>'To promote mental health & emotional well being at individual & community level'</p> <p>'To enable people to make healthier choices'</p>	<ul style="list-style-type: none"> ● To support 5 local businesses in the Borough of Coleraine to set up and deliver 'The Work Well Initiative' to enhance health and well being at Coleraine Council. an 'online survey' re health issues and needs. To get support of best practice from Antrim Borough Council. <p>(Procedure as per previous page).</p>	<p>Partners: Local businesses, external organisations i.e. Action Cancer, UCF, Chest Heart and Stroke Association, Public Health Agency, other businesses in the borough.</p> <p>Timescale: Sept 09 & ongoing</p>	<ul style="list-style-type: none"> ● To assist 5 local businesses in Coleraine to sign up to 'The Work Well' initiative to enhance health and well being within the workplace. ● To support businesses in carrying out the organisational assessments, employee questionnaire, and developing an Action plan. ● To signpost and network with businesses to assist them in developing health and well being activities ● To assist in the monitoring and review of the programme

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>‘To enable people to make healthier choices’</p> <p>‘To improve our neighbourhoods and wider environments’</p> <p>‘To offer everyone the opportunity to live and work in a healthy environment and to live in a decent, affordable home.’</p>	<ul style="list-style-type: none"> ● Develop initiatives to support ‘No Smoking Day March 2010’ <p>Target the following:-</p> <ul style="list-style-type: none"> -Young People, Manual Workers, Communities, schools & Workplaces. - Work in partnership to coordinate smoking cessation sessions with workplaces & communities i.e. CBC, AVX, Focus on Family, Millburn Community Association etc. Work closely with Councils New Smoking Cessation Officer. - Shopping Centre & Leisure Centre Information Stands in partnership with the Trusts Smoking cessation specialist, local pharmacists & Action Cancer. Guidance on smoking cessation & carry out Blood Pressure & Lung capacity checks etc). -Schools art competition with Primary & Post-Primary schools. -Visit pubs across the Borough & refer them to local smoking cessation support sessions. 	<p>Partners: Councils Smoking Cessation Officer & Tobacco Controller, Shopping centres, Communities, schools, workplaces Trust Cessation nurses, schools, Action Cancer & UCF</p> <p>Timescales: March 2010.</p>	<ul style="list-style-type: none"> ● Raised awareness of the dangers surrounding smoking within shopping centres, schools, with manual workers, & migrant workers etc in a preventative health promotion approach. ● Aim to reduce the numbers of smokers in Coleraine Borough Council ● Promotion of local smoking cessation facilities to encourage people to stop smoking.

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>“To reduce accidental injuries and deaths in the home, workplace and roads”.</p> <p>‘To enable all people and young people in particular to develop the skills and attitudes that will give them the capacity to reach their full potential and make healthy choices’</p> <p>‘To improve our neighbourhoods and wider environments’</p>	<ul style="list-style-type: none"> ● Participation in Coleraine & District Road Safety Committee supporting local initiatives in the Borough i.e. Safe Cycling Competition, Drivers Skills challenge, Children’s Road Safety Quiz, Adult Road Safety Quiz. Promotion of Road Safety Week November 09. ● Support in the coordination of a Road Safety Roadshow working in partnership targeting young people to promote safer driving practices, reduce speeding & driving whilst using drugs and/or alcohol. 	<p>Partners: Road Safety Committee, Schools, Colleges, Techs, Youth groups, DOE, PSNI, Fire service,</p> <p>Timescale: Throughout the Year</p>	<ul style="list-style-type: none"> ● Raise awareness of the dangers surrounding speeding, and driving under the influence of alcohol &/or dugs especially amongst young male drivers (high risk group). ● Encourage safe driving practices for young people who are learning to drive or have passed their tests ● Reduced number of accidents & fatalities amongst inhabitants in Coleraine Borough Council

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>“To promote mental health and emotional well being at individual and community level”</p>	<ul style="list-style-type: none"> ● Mental Health - Attendance on the Northern Trust ‘Promoting Mental Health & Suicide Prevention Steering Group -Dissemination of mental health information and services available to the community and workplaces. -Promotion of ASIST training for those working with individuals or communities. - Increased awareness of ‘World Mental Health day (Oct 09) within the borough, providing information & a signposting service. 	<p>Partners: Promoting mental health and suicide prevention steering group, CAB, CRUN, Coleraine Borough Council.</p> <p>Timescales: Ongoing</p>	<ul style="list-style-type: none"> ● Dissemination of mental health support services for workplaces and schools. ● Dissemination of Mental Health Directories to 10 Northern Councils & CBC Staff. ● Enhanced mental health and emotional well being within the community. ● Reduced incidences in suicides in the community. ● Enhanced knowledge of mental health services available in the area.

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>To enable all people and young people in particular to develop the skills and attitudes that will give them the capacity to reach their full potential and make healthy choices'</p>	<ul style="list-style-type: none"> ● Promotion that all Council Facilities have joined the BFWHS (Breast Feeding welcome here scheme) in partnership with the Public Health Agency. ● Work in partnership with the Public Health Agency, carry out inspections of premises across CBC who are in the process of adopting the 'Breast-feeding welcome here scheme'. ● Promotion of the scheme with businesses across the borough to sign up the scheme. ● Work in partnership to highlight Breast feeding benefits <p>i.e. National Breastfeeding Awareness Week: May 09 (Celebration event at Council in partnership with the Trust & Public Health Agency)</p> <p>-World Breastfeeding Awareness Week: August 09</p>	<p>Partners: Northern Trust Breastfeeding Advocate, New Public Health Agency, Sure Start & HUNNI groups.</p> <p>Timescales: Throughout 2009</p>	<ul style="list-style-type: none"> ● Ensure Council facilities & local businesses promote breastfeeding joining the BFWHS. ● Outline the benefits of breastfeeding with the public, communities, & workplaces.

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>‘To reduce accidental injuries and deaths in the home, workplace and roads’.</p> <p>‘To enable all people and young people in particular to develop the skills and attitudes that will give them the capacity to reach their full potential and make healthy choices’</p>	<ul style="list-style-type: none"> ● Disseminate Home Accident prevention Information to groupings where appropriate. ● Support the coordination of Streetwise (Multi-disciplinary event to educate Primary 7 children on home safety, bus safety, fire safety etc. 	<p>Partners: Home Accident Prevention Officer, HAP sub-group, Fire Service, Schools, Ambulance Service etc.</p> <p>Timescale: Ongoing</p> <p>Streetwise: June 2009</p>	<ul style="list-style-type: none"> ● Raised awareness of home accidents and how they can be prevented in the home. ● Increased health and safety knowledge of P7 children from attending the Streetwise event.

IFH OBJECTIVE	INITIATIVES TO BE UNDERTAKEN	PARTNERS INVOLVED/ TIMESCALES	EXPECTED OUTCOMES
<p>“To offer everyone the opportunity to live and work in a healthy environment and to live in a decent, affordable home”</p>	<ul style="list-style-type: none"> ● To disseminate fuel poverty, energy efficiency, grant schemes and the Oil stamp scheme across the Borough. ● Dissemination of information to staff and communities re. Energy Efficiency Week Oct 09. 	<p>Partners: Fuel Poverty coordinator, Fuel Poverty Officer, NIE, NEA, Fuel poverty Subgroup, warmer homes group.</p> <p>Timescales: Ongoing</p>	<ul style="list-style-type: none"> ● Promote the Fuel Poverty ‘oil stamp’ scheme and other grant schemes available in tackling fuel poverty within the Coleraine Borough. ● Reduce the numbers of people living in Fuel poverty in the borough and assistance in distributing ‘message in a bottle’ scheme. ● Encourage energy efficiency within inhabitants in the Coleraine Borough.
<p>‘To enable all people to make healthy choices’</p> <p>“To promote mental health and emotional well being at individual and community level”</p>	<ul style="list-style-type: none"> ●.Promote Physical Activity in the Coleraine Borough including promoting use of council facilities 	<p>Partners: Leisure Services. Countryside Officer, Fitness First etc</p> <p>Timescale: April 2009- 31st March 2010</p>	<ul style="list-style-type: none"> ●.Promoting Physical activity in the borough ● To research the potential for free membership of leisure centre facilities to the elderly ●To research a partnership project with CHS & the hospital as a referral scheme for those with specific illnesses. ● Press releases to promote walking routes and cycle routes
<p>“To improve our neighbourhoods and wider environments’</p>	<ul style="list-style-type: none"> ● Representation on the NDACT steering groups to support and influence programmes and services. ● To support the Night Safe committee in implementing initiatives for Coleraine Council ● Representation on Public Health Agency’s Alcohol Coalition Group. 	<p>Partners: NDACT, Public Health Agency, PSNI, Retailers/ licensed premises, Safer Dancing Committee & Tobacco Control Enforcement Officer.</p> <p>Timescales: Ongoing</p>	<ul style="list-style-type: none"> ● Support NDACT & Public Health Agency regarding drugs and alcohol agendas in programme planning and initiatives. ● Disseminate information to communities.

Home Safety

Home Safety Check and Equipment Scheme – Be Wise, Be Safe at Home

The Home Safety Equipment scheme was launched to Health professionals, and voluntary and community groups. The project which is funded by the Northern Investing for Health Partnership provides home safety equipment to families with children under five and the elderly living in high social need areas in Coleraine. Advice and information on good home safety practice is offered after a check around the home to identify possible sources of accidents. Everyone visited receives a Home Safety pack with information. Partnership working with health visitors, social workers, occupational therapists and district nurses will ensure the success of the project.

Partnership working with the Causeway Trust, Falls Prevention Programme in Ballysally will make the check scheme available to these clients. In 2008/2009 we visited 162 families with young children and 95 visits to households with older people. In 2009/2010 we hope to visit a further 50 families in each of these groups.

We will continue to work with Focus on Family in Ballysally during their open day events. We will also attend a Pregnancy and Baby Fair at The Lodge Hotel, Coleraine in March 2010 which will be organised by Surestart to promote the Home Safety Equipment Scheme.

HAP Activities

Coleraine Home Accident Prevention Group will be launching this year's theme 'Poison Awareness' during HAP week in April.

At Halloween, the Department in conjunction with HAP Coleraine hope to give a short presentation targeted at Year 10 pupils. This presentation will demonstrate why fireworks should be treated with respect and explain why they are explosives not toys!

Home Accident Awareness Raising

Ongoing public awareness of home accident prevention, by regular articles in the media to highlight issues including safety in the home at Christmas, firework and summer safety and talks and presentations to all ages young and old, continues to be the most effective way to get the home safety message across. Various themes include falls and falls awareness, burns and scalds, carbon monoxide poisoning, fire safety and poisoning awareness will be promoted during 2009/2010.

Falls Prevention Week in June will be highlighted by a presentation to community groups in the Borough. The community groups to be targeted are Macosquin Friendship group, Coleraine Baptist Friendship group and Diamond Club, Garvagh. These groups will all receive shoe horns.

It is hoped to talk to childminders and age concern to raise the profile of our Home Safety Equipment Scheme.

Poison Awareness

Rospa's Safety theme for 2009/2010 is Poisoning Awareness. All local primary schools will receive a teacher's training pack in June 2009. The pack will contain information in line with the new curriculum and all schools will receive an invitation to design a poster to help promote the "poison awareness" message.

Hazard House

Hazard House, Home Safety Education and Resource Centre in Ballymoney will continue to be provided and used during the forthcoming year. Education messages for 2009/2010 will include summer safety and the introduction of Internet Safety for young people. It is anticipated that 500 visitors will visit the facility during 2009/2010.

Streetwise/Bee Safe

Streetwise/Bee Safe is an initiative designed to equip children with the knowledge and skills to stay safe and to cope effectively if they find themselves in a potentially dangerous situation.

A total of 624 children from 22 local Primary Schools (including Sandelford) will be attending Streetwise/Bee Safe in June 2009. This week-long event will build on the success of previous years with continued contributions from the Dog Warden team and the Home Safety officer.

There will be total of 16 scenarios for children to visit including the Translink Safety Bus.

CORPORATE DUTIES

Environmental Health Linkages to Corporate Plan Priority Areas, Objectives and Actions

Priority Area	<ul style="list-style-type: none">- Providing Civic Leadership- Planning for the Future
Objectives	<ul style="list-style-type: none">- Ensure good governance and management of Council business and the delivery of services- Carry out all Council's duties in an efficient, effective and cohesive manner- Provide leadership in the coordination of an integrated response to emergencies and contingencies- Modernise the way we do business using ICT where possible
Actions	<ul style="list-style-type: none">- Develop the capacity of Council members to effectively contribute to the decision making process in the spirit of genuine transparency and accountability- Successfully implement Council's corporate Health and Safety Policy in promoting the health, safety and welfare of its employees and those availing of Council services and facilities- Ensure that the corporate risk to external litigation is effectively managed through a comprehensive risk assessment scheme- Provide a modern integrated enquiry/complaint handling and investigation service for all issues affecting citizens within the Borough of Coleraine- Fully utilise the use of ICT including the web for engagement, information provision, service delivery and in day-to-day working practices

Environmental Health Department Aims and Objectives

(i) Departmental Aims

- To appraise the Environment & Leisure Committee of Coleraine Borough Council and Corporate Management Team of all environmental issues.
- To integrate Departmental policies with Council's strategic objectives.

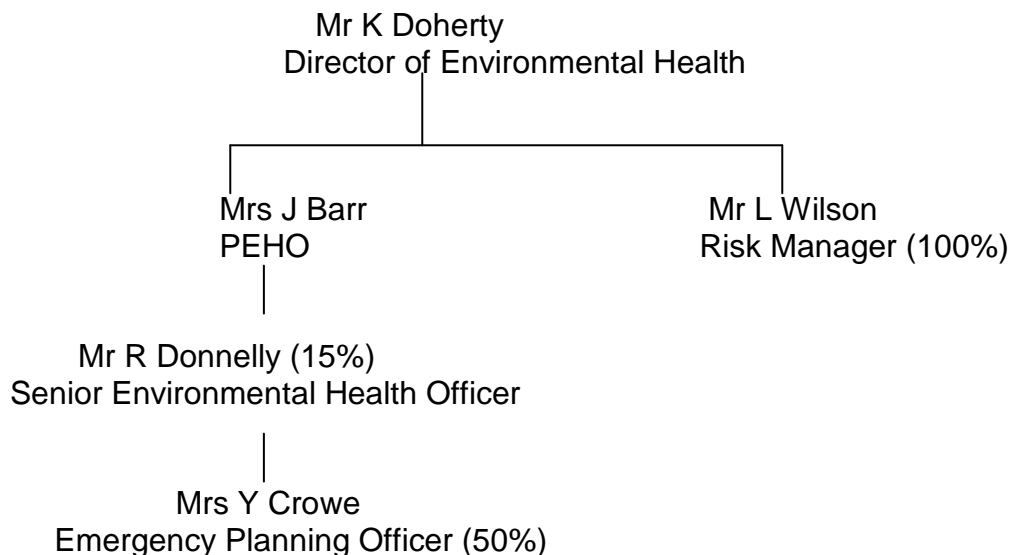
(ii) Departmental Objectives

- To provide reports to Coleraine Borough Council, its Committees and to meet the timescale set by Committee Services on all Environmental Health related issues.
- To participate in the Corporate Management Team and assist in corporate matters as necessary.
- Participation in Council Health and Safety Committee and Health and Wellbeing Committee.
- Develop and advise management on safe working practices with regard to Council's workforce, work activities and provision of services.
- Updating Council's safety policy and procedures to take account of introduction of new legislative requirements.
- Provision of Health & Safety Awareness training, particularly for middle management and the Service Departments.
- To implement the civil contingencies framework, through the development of the Council's Emergency Plan.
- To put the necessary arrangements in place, to enable Council to deliver its services during any emergency (business continuity).

Resources

The departmental budget for Corporate Duties is £102,325.

Reporting Arrangements



Contact Arrangements

Officer	Post	Direct Line Tel No.	E – Mail Address
K Doherty	Director	028 7034 7150	kieran.doherty@colerainebc.gov.uk
J Barr	PEHO	028 7034 7155	jackie.barr@colerainebc.gov.uk
L Wilson	Risk Manager	028 7034 7165	lawrence.wilson@colerainebc.gov.uk
R Donnelly	SEHO	028 7034 7154	rory.donnelly@colerainebc.gov.uk
Y Crowe	Emergency Planning Officer	028 7034 7197	yvonne.crowe@colerainebc.gov.uk

Emergency Out of Hours Contact Number – 07850 570763

Scope of the Corporate Duties Section

This section will include all works carried out which are not directly related to core Environmental Health duties.

(i) Corporate Management

Primarily time spent by the Director of Environmental Health and Principal Environmental Health Officer on general corporate Coleraine Borough Council matters.

(ii) Corporate Health and Safety

Primarily this is the work of the Council's Risk Manager. The role of this officer is to advise line managers on their health and safety responsibilities and how to ensure that services are managed to ensure that Coleraine Borough Council as a body corporate is not held negligent in its health and safety management. This includes the organisation's responsibility not only to its own employees but also to members of the public availing of Council's facilities and services.

The tendency of members of the public to instigate civil proceedings primarily for damages as a result of accidents either on Council property or while receiving a Council service is growing steadily.

This trend will require Council to provide system practices and procedures to demonstrate that it has not been negligent in the delivery of its services thus reducing the likelihood of successful claims. This work is carried out by the Risk Manager in partnership with all line managers within the organisation. It is the Department's proposal to set up an accident / incident panel to review all accident reports and claims made to the organisation.

During 2008/2009 significant progress was made in drawing up risk assessments for all areas of work in the organisation. It is hoped that the emphasis in 2009/2010 will be on the completion of all outstanding risk assessments with training and consolidation.

A corporate risk register will be drawn up in conjunction with all other Council Departments.

Emergency Planning

Emergency Planning within Council will ensure:

- (i) Provision of Council services during emergency response and recovery and the maintenance of other essential but non-emergency services throughout.
- (ii) Co-ordination of local emergency response and recovery, in accordance with the DOE Guidance Circular LG 30/00 and the Police Protocol.
- (iii) Provision of support, including, by agreement, staff, accommodation, equipment and expertise, to other organisations responding to an emergency situation.

During the 2009/2010 period the Department will continue to work in partnership with the Police and Health Trust to identify both Council and premises in the community which might be used to accommodate people during emergency situations. The Department has recognised that the Council's role in emergency planning cannot be seen in isolation since its main purpose is to support other responding organisations and bring a co-ordinated approach to the situation. The Department intends to continue building relationships between statutory, non statutory and voluntary organisations so that in the event of an emergency a rapid response can be employed. Within this period the department intends to co-operate with all drainage agencies and community groups to ensure a comprehensive multi agency Flooding Plan is devised, implemented and tested.

From April 2006 Councils have the legal authority to expend a response on emergency planning, civil contingency, and business continuity. There is also a legal obligation to conduct these activities for which grant aid may be available for Central Government. Officers from the department intend to work with all other Council departments to ensure a comprehensive business continuity plan for Coleraine Borough Council in the event of a pandemic influenza epidemic is implemented and tested.

The unpredictability and unique set of challenges presented by emergency incidents can impact on Council and its ability to respond to mitigate the effects of any major incident on the local community.

The innovative approach taken by Council to date will continue throughout this period with Council management co-ordination at the MCA premises, Gateside Road, Coleraine for events such as the North West 200 and the International Airshow with the other statutory agencies.

Five priority areas are:

- Pandemic influenza business continuity plan
- Multi agency flooding plan
- Identification and risk assessment of community rest centres
- Developing partnerships with community groups in relation to self help
- Identification, equipping a multi agency control and command facility.

It is anticipated that an emergency test exercise will take place in the April 2010 in relation to the NW200. It is proposed to implement any recommendations of this exercise to ensure Council can fulfil its civic duties.