



**Minutes of the ALEHM meeting held on the 21<sup>st</sup> March 2018  
Venue- Walbrook Wharf, City of London**

**Speakers:** Jon Buttolph, Andrew Bradley, Jason Coward, Carly Hegarty, Paul Callow, Barnaby Brown, Paul Hobbs

**Attendees:** See attached attendance list

**Apologies:** Jan Hart, Jan Hart, Abi Courtney, Nilesh Ladd,

5/01	<p><b>Welcome and Apologies</b></p> <p>Steve Miller chaired the meeting, welcomed members and introduced the speakers.</p> <p>Apologies as listed above were notified to the secretary.</p>
5/02	<p><b>Jon Buttolph CIEH</b></p> <p><b>An update on environmental health qualification, Portfolio of Professional Practice and apprenticeships</b></p> <p>3 year strategy introduced in 2016.</p> <p>1 year of preparing, 4 pillars, one for membership and one on professional development. For years, membership had been declining, a large proportion of members had free membership. Now all members must pay, and all trainers must be members. As a result membership is now going up.</p> <p>Degree course was reviewed in 2015 but changes were delayed as the educational landscape was changing with support for higher level apprenticeships.</p> <p>The PPP Process was not suitable for students, employers or CIEH so it needed to change. The review of current arrangements led to 10 aims, all built around charter status. Charter status needs periodic revalidation and a means of removing people from the profession. PPP was too onerous.</p> <p>In future there will be several pathways to qualification and the CIEH is currently building these.</p> <p>A degree apprenticeship for EH is in progress. 10 employers from LA and the private sector lead it and the CIEH is supporting it. It will take 3 years to qualify and has received the green light from the institute of apprenticeships and is supported by the Trailblazers group. It will be developed this year and should be submitted for approval at the end of 2018 and launched in 2019. Apprenticeships will study with universities and at the end of 3 years, they will be assessed, and the CIEH want to manage this.</p> <p>There is also a broader regulatory compliance office set at a lower level which is slightly more advanced than the degree apprenticeships and also a degree apprenticeship for PH practitioners.</p> <p>There is also support for applied qualifications eg Higher Certificate in Food Control, and they plan to build a chartered apprenticeship too. Students can switch between pathways. All existing routes today are still operational.</p> <p>A survey was used, outlining potential personas, to check if they matched stakeholder expectations.</p>

	<p>As a result there are new radical options. Launched today, they are abolishing EHERB and replacing it with an EH practitioner programme, a new curriculum and students enrol on chartered programme lasting 2 years to replace the PPP and lead to registration as a CEHP</p> <p>The PPP has an extended timeline to allow current students to complete it, and there will be a transition period which will end in June 2020.</p> <p>Everyone who is chartered will need to do a bi-annual validation to demonstrate competence.</p> <p>The team are working with universities to update the curriculum.</p> <p><b>Questions,</b></p> <p>Regulatory compliance apprenticeship is at the same stage as the degree apprenticeship but because it is less complex, it is likely to be complete before the degree one. Check institute of apprenticeships web site.</p> <p>What will the 2 year practical programme look like and how does food competency fit in with this?</p> <p>2 years of what isn't covered at university, some of the PPP and also soft skills like leadership and ethics.</p> <p>Food, one module of the chartered programme will be the HCFC food, but students can focus on different the things they need to do the job they want to do. This is under development and requires FSA approval.</p> <p>Advise existing students, to complete the PPP as it can be done in 1 year. New scheme will be launched in Sept so first group will finish in Sept 2020.</p> <p>Assessment is by professional interview and there may be another overarching assessment. For professionals who are not currently chartered, they need to go through existing criteria to meet the requirements, and the CIEH will be pushing for the chartered status as the industry standard but this will not be applied until membership numbers allow it. This will also will depend on employer support.</p> <p>Is there focus on housing? Too many areas in the curriculum to fit into a 2 year course, so universities tend to specialise in certain areas, and they do intend to address this problem and provide training to meet employer needs.</p> <p>Membership, the old pathway for eh was through Las but opportunities are much wider now. Professional standards to be established and pathways to achieve these, which leads to a competence framework,</p> <p>Membership to be based on qualifications and experience. Affiliate membership open to anyone, Associate is a low level (level 3 or some experience) followed by member, fellow and chartered member.</p>
5/03	<p><b>Andrew Bradley</b></p> <p><b>Outgoing Chair health and safety Liaison Group</b></p> <p><b>Summary of London wide health and safety projects in 2017/18 which have found high levels of legal non-compliance</b></p> <p>The H&amp;S group structure remains the same although more focused to meet needs. The overarching strategic liaison group meets to steer H&amp;S policy in London, with HSE, and sector leads with Alehm, The all-borough meetings and the technical quadrant meetings continue to support the front line health and safety activity.</p> <p>Liaison group has new chairs, Robin Ramen at Wandsworth and Andrew Willis at K&amp;C now</p>

	<p>chairing.</p> <p>Current priorities list 10 items from the HSE list from 67/3 but these are not necessarily what Las feel is a local priority. The projects allow the group to gather relevant intelligence which can be used by London authorities to prioritise and focus local work.</p> <p>When talking to the EH managers they found there was no bespoke H&amp;S teams any longer and officers are enforcing H&amp;S alongside other areas of work, especially food. This is leading to a dilution of skill, and managers are under pressure to develop training programmes to meet needs. To assist the group developed projects set up to minimise the amount of work required by individual authorities.</p> <p>3 scoping projects.</p> <p><b>Bandsaw safety</b></p> <p>Carbon monoxide from solid fuel ovens</p> <p>Work related transport.</p> <p>Scoping project carried out first to see if worthwhile to expand, with a need to demonstrate a material breach. Anything over 50% non-compliance is a material breach.</p> <p>The system was based on RDNA GRIP. They broke the project into discreet packages, Everything for the project was ready to use out of the box.</p> <p>Each participating borough to visit 10-15 premises. Look to establish the breach rate and if all ok, close it down and move on to something else. If warning letters and notices are required, then this demonstrates a breach rate and if more than 50% it justifies proceeding with the project.</p> <p>Band saws.</p> <p>Baseline evidence identified lack of training, poor guarding and using them for non-frozen food. The project leads produced a project plan and provided all the information for officers to follow.</p> <p>Rolled out last August, all documentation was in word to be customised with a very simple feed back form.</p> <p>August to December time scale.</p> <p>15% showed no cause for concern but further action needed in 84% of visits. The project provides evidence to encourage other boroughs to take up the project, and provide a wide base of evidence for action.</p> <p>Carbon monoxide,</p> <p>Not quite so many interventions, 36, material breach rate was 89% almost all had something wrong. Charcoal ovens, kebab shops, shops not a problem but many below residential property and the gas seeps into upstairs areas after the business has closed.</p> <p>Findings included no detectors, or not commercially rated detectors.</p> <p>Boroughs have asked for more project work, so workplace transport is now underway. This involves more complex issues.</p> <p>Health and safety training day on 3<sup>rd</sup> May when workplace transport is to go ahead.</p> <p>Also useful for raising risk and accessing more funding.</p>
5/04	<p><b>Jason Coward</b>  <b>Modernising Communications Project Manager</b>  <b>Food Standards Agency The FSA's new Smarter Communication Platform</b></p>

In 2015, Jason joined the FSA as a LA partner support officer and was asked to improve communication arrangement with LAs. Wales is bi-lingual and Welsh always appears first, meaning those looking for the English version had to scroll down find what they wanted and there was a blanket approach to communication, with everything going to everyone.

The FSA have worked with RH Global (RIAMS) to develop a platform to upload all information whilst enabling people to specify their areas of interest, and then just receive that information. The documentation can be split to which ever language you want to use. They then moved to NI and found that this system helped support the NI reorganisation. They now need to roll it out in England.

The system has modernised how the FSA shares information with LAs and stakeholders and is focused on the delivery of official controls.

There are 2 types of information.

Official, and Official (Sensitive). Sensitive information is restricted and only available to LAs. Official information will be available to everyone who joins the platform and this will remove the need for FOI requests.

In future the FSA web site will focus on providing information for business and consumers as the inclusion of LA information has been confusing so it needed to be held elsewhere. Information written for LAs that was held on food.gov will go and be relocated on the new platform. The Smarter Communication will also have a community section to provide more interactive communication.

The FSA's Smarter Communication project started in Sept 2017, the test platform was piloted with a LA user group consisting of 20 England volunteer LAs. In January the system was deployed to all 354 LAs and the FSA discontinued traditional emails on 2<sup>nd</sup> March. Therefore all will have to join the system or use generic email to check communications. 3 areas are covered.

- Communication: where users state what they are interested in and receive direct communication.
- Content side, specifically for LAs and organised under high level headings (this is the information for LAs previously hosted on the FSA's food.gov website).
- Communities area where FSA can create groups, and have discussion. Provides an additional benefit for LA liaison. It would kick in after the usual liaison group review route has been exhausted. Still looking at how this will work. The directory also allows enforcers to track down colleagues to discuss issues. Individuals can add their email contact details.

LA officers can still register directly <https://fsa.riams.org/>

Deployment arrangements require each LA to identify a senior user to check, add in or take off their local users. All communications will be sent to a LA generic email address, but sensitive documents can only be viewed when the user logs in. Anyone can access the system.

The Resource contains information specifically of interest to LAs (eg audits). If the information is likely to be of interest to a shared audience then look for it at [food.gov.uk](http://food.gov.uk)

	<p>You can access information through folders or by using the search bar. Complete settings notifications to identify your interests. These have been broken down to how LAs indicated they needed the information but can still be changed or updated as necessary.</p> <p>Daily digest (can be weekly) to obtain regular update, and you only need a password to obtain sensitive information.</p> <p>Notifications have been colour coded. Red for alerts, purple for time critical priority communications and green for digests.</p> <p><b>Support information</b>  Technical queries  RHE Global Technical Support  01174 033584  <a href="mailto:support@rheglobal.com">support@rheglobal.com</a></p> <p>Non-technical queries  <a href="mailto:Jason.coward@food.gov.uk">Jason.coward@food.gov.uk</a></p> <p>Feedback facility is available on the landing page for enhancement or improvement. LAs are encouraged to provide feedback.</p> <p><b>Food standards delivery survey.</b>  The ROF team are examining the food standards activities within local authorities. A survey was launched on 13<sup>th</sup> March and closing 6<sup>th</sup> April. Please complete.  A non-survey version of the questionnaire is available and JA will circulate.  UKFSS being looked at, communication expected shortly, to update LAs. NFHFG is looking at this too. Mike Bluff is attending LFCG next week (lead at FSA)</p>
5/05	<p><b>Carly Hegarty &amp; Paul Callow</b>  <b>Northgate Public Services</b>  <b>Demonstrating Offline Food Hygiene Inspections via Mobile Working.</b>  Demonstrating Offline Food Hygiene Inspections via Mobile Working.  Northgate supplies 65 LAs with their IT systems, and the company has been involved in EH since 1989. Councils using the Task based mobile include North Devon, North Norfolk, West Suffolk, Liverpool, Birmingham City Council .</p> <p><b>Agile working / mobile working - 3 forms</b>  <b>Browser</b> - The user connects to the internet and has the same system as the back office. Using NPS ASSURE the screens are responsive and shrink and grow dependant on the device. Pro's - out of the box, only needs connection to internet Con's - needs connection to internet, not many solutions in the market and not suit for infield work  <b>Form based mobile</b> - Uses the browser and stores the information locally on the device and so if signal is lost the data is retained until synchronised. Pro's - out of the box, does not need connection to internet Con's – Need to know what records need editing prior to loss of internet connection, not optimised for infield working  <b>Task Based Mobile (TBM)</b> - To overcome this Northgate have worked with an organisation and they set challenges to achieve.</p>

	<ul style="list-style-type: none"> <li>· Improve the work life balance of officer</li> <li>· Allow a consistent approach, inspection &amp; ng systems need consistency,</li> <li>· Streamline current processes to do more inspections</li> <li>· Improving the quality of the premises.</li> </ul> <p>Aims to achieve benefits for LA, officer and customer.  Technology is now sufficiently developed to move forward.  When installed TBM it is synchronised with back office, so all visit and inspection history is downloaded and available on the device. Every time connection is made with the back office the device and back office are synchronised.  The system includes</p> <ul style="list-style-type: none"> <li>· Inspection check list which can be fully customised to suit the local authority.</li> <li>· Photos can be included in the records.</li> <li>· Report and sent to business.</li> <li>· GPS shows where you are in relation to the premise.</li> <li>· Phrase library set up, for each language.</li> <li>· Users can type and some use stylus and can also dictate into text.</li> <li>· Follow the standard form and can write extra notes.</li> <li>· Have the ability to include a risk rating for anything you need including HMOs and food.</li> <li>· Supporting guidance for assessing the rating is included.</li> <li>· 2 standard letter options available, one stating well done and one which needs improvement.</li> <li>· Synch is very quick.</li> </ul> <p>The business gets sent a link to their report so officers can check if they have accessed it.  Can be used to improve lone worker safety as identifies where officers are but can also be operated without a SIM card.  North Devon council improved productivity of routine inspections by 70%. With other cost savings, travel time, postage as everything is sent by email with no administration costs.  Other benefits are that business prefers an illustrated report and provides evidence of conditions found. Officers can send information to other interested people to get work actioned more quickly.  Stand alone or joins into systems, but has been designed to work with Northgate. Could be made to work with other IT systems.  <b>Cost</b> - The device can be bought separately and can be anything except IOS systems. Northgate use Samsung £150 each. System £1000/unit/year, but officers can share devices.  Photos taken for evidence are encrypted together with information recorded on the device including where and when the photo was taken.</p>
5/06	<p><b>Barnaby Brown and Paul Hobbs</b>  <b>Sussex Better Business For All Partnership</b>  <b>Better Business for All</b>  <b>What it's all about and ... how it works in Practice</b></p> <p>BBFA brings together business and regulators.  <a href="#">Better Business for All and Growth document</a></p> <p>Horsham has many small businesses, and its corporate objective was to support local businesses along with a need to comply with the Regulator Code.</p>

Over recent years the council has moved towards a penny pinching culture, salami slicing services and stopped many non-statutory activity, including supporting local businesses. With BBFA, how to help businesses became the priority. They pulled together representatives from across the regulatory and business spectrum who were able to facilitate change. The group includes business reps and LEP representatives. Regulators often believe business puts regulation high on the agenda but they have found it is a fairly low priority, below making money, tax and services.

One hurdle has been buy in from some Sussex LAs.

There is money, so LAs can charge businesses for services once you identify what services they need.

BEIS will support your group and provide a BBFA ambassador, to guide and support.

Money is available with grant funding to do agreed projects.

There are 10 easy steps:

- BBFA toolkit, plus video on U-tube. The scheme goes hand in hand with primary authority and local industry strategy
- To start with the group looked at all the failures and intelligence they had available at businesses; the biggest failure was in food standards and safety, particularly allergens which identified a business need, although this is not necessarily what businesses feel they want. Small businesses see EH and TS the most, but they can't tell them apart. Fire service they recognise as a separate body. Need to explain everyone's role.
- Once you meet together you can start to see cross overs. Get local Chambers of Commerce, because they can organise events and obtain speakers for you. Growth hubs provide the business navigators, who can help to tell businesses about who they need.
- Ambassador who is the BBFA champion.
- Try to engage Planners as all businesses want to know about this.
- Refine your objectives, using a 'show and tell' style discussion to identify synergies and spot low hanging fruit. Tell businesses what we do. Chamber of Commerce will put on the event.
- Agree the Governance structure. Keep simple and action based. Members should be those working on the ground.
- Use the resources you have. Businesses are interested in re-risk rating food businesses with low scores and providing a business companion to help them understand the legislation.
- Civica contacted all the businesses using their email addresses.
- Find ways to communicate effectively, use databases, get people to events, use press releases.
- Used survey monkey to identify needs, kept it simple with 5 questions. Tell us what keeps you awake at night. Do this regularly, as priorities change first Brexit and now GDPR. <https://www.surveymonkey.co.uk/r/BMR8H78>
- At BBFA meeting the libraries and growth hubs found they were using the same COBRA database (business navigation tool) and saw that there were efficiencies and savings in using one licence
- Ran a due diligence course for allergens cost £35.
- Joint primary authority for Giggling Squid, and Craft Bakers Association.

	<ul style="list-style-type: none"> <li>• LGA productivity experts grant provided £7000 to appoint a consultant for a one stop shop on regulatory advice.</li> </ul> <p>This provides much greater job satisfaction, from achieving business growth. By providing resources, drive and a will to make it happen. Don't be afraid to charge business as this creates perceived value. Aim at the poor performers.</p> <p>Primary Authority can be used as a mentoring service for small businesses.</p> <p>Contact Information</p> <ul style="list-style-type: none"> <li>• <b><u>Sussex Better Business for All</u></b></li> <li>• <b><u>Regulators and business representatives working together to bring you regulation that works</u></b></li> <li>• <b><u>We held our first BBFA EXPO on 18th September 2017 -</u></b> <a href="http://www.sussexchamberofcommerce.co.uk/business-support/better-business-for-all">http://www.sussexchamberofcommerce.co.uk/business-support/better-business-for-all</a></li> <li>• <b><u>The BBFA EXPO will take place on Tuesday 17th April 2018 at the Hydro Hotel in Eastbourne</u></b></li> <li>• <b><u>Video</u></b> <a href="https://www.youtube.com/watch?v=KNUBNO0fe_U&amp;list=PLkN3Aanzeh8n9UM9KnEoDwz-EQ7IG8fQS">https://www.youtube.com/watch?v=KNUBNO0fe_U&amp;list=PLkN3Aanzeh8n9UM9KnEoDwz-EQ7IG8fQS</a></li> <li>• <b><u>Tell us what you think. Please complete the 30-second survey</u></b> <a href="https://www.surveymonkey.co.uk/r/BMR8H78">https://www.surveymonkey.co.uk/r/BMR8H78</a></li> </ul>
5/07	<p>Secretary's report</p> <p>Newsletter sent regularly providing updates on what is going on, sign up on the web site.</p> <p>Minutes and presentations are on the Alehm community of Khub</p> <p>Training courses continuing, please check the members training page of the web site. <a href="https://alehm.org.uk/members/training/">https://alehm.org.uk/members/training/</a></p> <p>Public health consultation will be circulated and Alehm will be responding.</p> <p>Alehm is raising its own invoices from April so will need approved supplier status in LAs.</p> <p>Please work with Kath to support this.</p>

The meeting ended at 1.00 pm.

Signed as a correct record of the meeting

Steve Miller (Meeting Chair) \_\_\_\_\_ Date \_\_\_\_\_