

Public Document Pack



To: Councillor McRae, Convener; Councillor Henrickson, Vice Convener; and Councillors Bonsell, Clark, Copland, Cormie, Cross, Greig, McLeod, Radley, Stewart, Thomson and Watson.

Town House,
ABERDEEN 29 September 2022

PUBLIC PROTECTION COMMITTEE

The Members of the **PUBLIC PROTECTION COMMITTEE** are requested to meet in **Council Chamber - Town House** on **WEDNESDAY, 5 OCTOBER 2022 at 10.00 am.** This is a hybrid meeting and Members may also attend remotely.

The meeting will be webcast and a live stream can be viewed on the Council's website. <https://aberdeen.public-i.tv/core/portal/home>

VIKKI CUTHBERT
INTERIM CHIEF OFFICER - GOVERNANCE

BUSINESS

NOTIFICATION OF URGENT BUSINESS

1.1 None at the time of issuing the agenda

DETERMINATION OF EXEMPT BUSINESS

2.1 None at the time of issuing the agenda

DECLARATIONS OF INTEREST

3.1 Members are requested to intimate any declarations of interest

DEPUTATIONS

- 4.1 Deputations

MINUTE OF PREVIOUS MEETING

- 5.1 Minute of Previous Meeting of 28 June 2022 (Pages 3 - 8)

COMMITTEE PLANNER

- 6.1 Committee Planner (Pages 9 - 10)

NOTICES OF MOTION

- 7.1 No notices of motion have been received

POLICE AND FIRE RESCUE SERVICE

- 8.1 2021-22 Performance Report POL/22/220 (Pages 11 - 32)

- 8.2 Police Scotland - Thematic Report : Mental Health & Wellbeing Support POL/22/221 (Pages 33 - 42)

- 8.3 Scottish Fire and Rescue Service Six Monthly Performance Report - SFR/22/224 (Pages 43 - 72)

- 8.4 Scottish Fire and Rescue Service - Thematic Report: Staffing in Aberdeen City - SFR/22/225 (Pages 73 - 82)

- 8.5 HM Fire Service Inspectorate - Service Delivery Area Inspection Outline - SFR/22/228 (Pages 83 - 90)

PROTECTIVE SERVICES

- 9.1 Protective Services: Food Regulatory Service Plan 2022/2023 - OPE/22/154 (Pages 91 - 122)

- 9.2 Protective Services Occupational Health and Safety Intervention Plan 2022/23 - OPE/22/211 (Pages 123 - 140)

Website Address: www.aberdeencity.gov.uk

Should you require any further information about this agenda, please contact Emma Robertson, tel 01224 522499 or email emmrobertson@aberdeencity.gov.uk

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PUBLIC PROTECTION COMMITTEE

ABERDEEN, 28 June 2022. Minute of Meeting of the PUBLIC PROTECTION COMMITTEE. Present:- Councillor McRae, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bonsell, Clark, Copland, Cormie, Cross, Graham, Greig, McLeod, Radley, Stewart and Thomson.

Apologies:- Kate Stephen (Police Scotland)

The agenda and reports associated with this minute can be found [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

URGENT BUSINESS

1. There was no urgent business.

EXEMPT BUSINESS

2. There was no exempt business.

DECLARATIONS OF INTEREST

3. There were no declarations of interest or transparency statements.

MINUTE OF PREVIOUS MEETING OF 23 FEBRUARY 2022

4. The Committee had before it the minute of its previous meeting of 23 February 2022, for approval.

The Committee resolved:-

to approve the minute as an accurate record.

COMMITTEE PLANNER

5. The Committee had before it the Committee Business Planner prepared by the Chief Officer – Governance.

PUBLIC PROTECTION COMMITTEE

28 June 2022

The Committee resolved:-

- (i) to note that the Chief Officer – Governance would circulate information after the meeting regarding the Police Scotland - Thematic Report: Mental Health & Wellbeing Support; and
- (ii) to otherwise note the content of the Planner.

NOTICES OF MOTION

6. There were no notices of motion.

REFERRALS FROM COUNCIL, COMMITTEES OR SUB COMMITTEES

7. There were no referrals.

POLICE SCOTLAND - THEMATIC REPORT - POL/22/132

8. The Committee had before it the Police Scotland Thematic Report on Road Safety in North East Scotland which had been authored by Ian Wallace, Coordinator, Road Safety North East Scotland (RSNES) and Chief Superintendent Kate Stephen, North East Division, Police Scotland.

Kate Stephen, Chief Superintendent – Police Scotland, spoke to the report and took questions from Members.

The report recommended:

That the Committee discuss, comment on and endorse the report.

The Committee resolved:-

- (i) to note that the Chief Superintendent would update Committee regarding differences between rural and urban road safety statistics through the Roads Policing section of the 2021-22 Performance Report, which was due to be presented to Committee on 12 October 2022;
- (ii) to note that the Chief Superintendent would update Committee regarding specific drug driving campaigns through the Roads Policing section of the 2021-22 Performance Report, which was due to be presented to Committee on 12 October 2022; and
- (iii) to otherwise endorse the report.

PUBLIC PROTECTION COMMITTEE

28 June 2022

SCOTTISH FIRE AND RESCUE SERVICE ANNUAL SCRUTINY REPORT - SFR/11/125

9. The Committee had before it the Scottish Fire and Rescue Service Annual Performance Report 2021-22.

Andy Dick, Group Commander – SFRS, spoke to the report and responded to questions from Members.

The Committee resolved:-

- (i) to note the work carried out in respect of reducing deliberate fires and unwanted fire alarm signals;
- (ii) to agree that the 2022/23 Performance Report would use a four-year average in order to give a comparison outwith the covid period; and
- (iii) to otherwise note the performance data provided in Appendix A in relation to the SFRS 2021/22 Performance Report.

SCOTTISH FIRE AND RESCUE SERVICE THEMATIC REPORT: INSPECTIONS SFR/22/126

10. The Committee had before it the Scottish Fire and Rescue Service Thematic Report on Inspections.

Andy Dick, Group Commander – SFRS, spoke to the report and took questions from Members.

The Committee resolved:-

to note the information provided in the report in relation to prevention and protection through Inspections.

SCOTTISH FIRE AND RESCUE SERVICE DRAFT STRATEGIC PLAN - SFR/22/141

11. The Committee had before it the Scottish Fire and Rescue Service Scottish Fire and Rescue Service Draft Strategic Plan 2022-2025.

Andy Dick, Group Commander – SFRS, spoke to the report and took questions from Members.

The Committee resolved:-

- (i) to note that the Group Commander would present a thematic report in respect of tracking and monitoring of initiatives to Committee on 12 December 2022; and
- (ii) to otherwise note the content of the draft Strategic Plan 2022-25.

PUBLIC PROTECTION COMMITTEE

28 June 2022

ADULT SUPPORT AND PROTECTION - INSPECTION REPORT - HSCP/22/145

12. The Committee had before it a report sharing the findings of the recent Joint Inspection of Adult Support and Protection (ASP) in Aberdeen which was published by the Care Inspectorate on 21 June 2022.

Campbell Thomson, Chair of the Adult Protection Committee, spoke to the report outlining the next steps and responded to questions from members.

The report recommended:

that the Committee note the findings of the recent Joint Inspection of Adult Support and Protection in Aberdeen and next steps.

The Committee resolved:-

- (i) to note the findings of the recent Joint Inspection of Adult Support and Protection in Aberdeen;
- (ii) to note the next step of reviewing the Improvement Plan was to be submitted to the Care Inspectorate by 3 August 2022; and
- (iii) to note that progress in relation to the areas identified for improvement would be overseen by the Care Inspectorate Link Inspector, who was a member of the Adult Protection Committee.

UKAS ANNUAL AUDIT OF SCIENTIFIC SERVICES OPE/22/140

13. The Committee had before it a report on the implementation of the approved recommendations of the United Kingdom Accreditation Service (UKAS) assessment of the Aberdeen Scientific Services Laboratory (ASSL).

Laura Cruickshank, Laboratory Manager spoke to the report.

The report recommended:

that the Committee:-

- (a) note the work being undertaken to implement and develop the recommendations of the 2022 UKAS re-assessment report, following a remote assessment carried out between 16 and 30 March 2022; and
- (b) endorse the continuation of accreditation as a license to operate.

The Committee resolved:-

to approve the recommendations.

PUBLIC PROTECTION COMMITTEE

28 June 2022

BUILDING STANDARDS ACTIVITY REPORT - COM/22/127

14. The Committee had before it the six-monthly Building Standards Activity Report which provided assurance and an overview of Council responsibilities in relation to securing dangerous buildings and protecting public safety, as well as activity on unauthorised building work and unauthorised occupation of buildings.

Gordon Spence, Building Standards Manager, spoke to the report and responded to questions from Members.

The report recommended:

that the Committee:-

- (a) note and endorse the contents of the report and associated appendix; and
- (b) agree to receive a further Building Standards Activity Report at the meeting of the Public Protection Committee on 12 December 2022.

The Committee resolved:-

to approve the recommendations.

DATE OF NEXT MEETING - 12 OCTOBER 2022 AT 10:00AM

15. The Committee had before it the date of the next meeting.

The Committee resolved:-

to note the date of the next meeting.

- **COUNCILLOR CIARAN MCRAE, Convener.**

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	A	B	C	D	E	F	G	H	I
1	PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	12 October 2022								
4	2021-22 Performance Report POL/22/220	To present the Police Scotland Performance Report covering April 2021 - March 2022 for Committee scrutiny		Kate Stephen	Police Scotland	Police Scotland	5.6		
5	Police Scotland - Thematic Report : Mental Health & Wellbeing Support POL/22/221	To provide information to the Committee on the approach to mental health matters for all staff, in particular front line Officers in regard to the recognition and treatment of Post-Traumatic Stress Disorder. Following contact with Fraser Bell and new Commander Kate Stephen, agreed on 23/02/22 to defer to PPC October 2022.		Kate Stephen	Police Scotland	Police Scotland	5.7		
6	Scottish Fire and Rescue Service Six Monthly Performance Report	To present the most recent 6 monthly Performance Report		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.6		
7	SFRS - Thematic Reports SFRS: Staffing in Aberdeen City	Regular SFRS updates, as suggested by Members		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.7		
8	HM Fire Service Inspectorate - Review of Inspection Arrangements across Local Authority Areas - for information	Following consideration on 23 February 2022 of a letter from HM Fire Service Inspectorate regarding a review of Inspection Arrangements, Committee agreed to instruct the Local Senior Officer, SFRS to provide an update to a future Committee	Added 23/02/22 after PPC.	Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.7		
9	Protective Services: Food Regulatory Service Plan 2022/2023 - OPE/22/154	To seek approval of the annual Service Plan which details the intended activity of the Service based on the resources allocated.	Added 14/07/22	Andrea Carson	Operations and Protective Services	Operations	3.1		
10	Protective Services Occupational Health and Safety Intervention Plan 2022/23 - OPE/22/211	To seek approval of the Protective Services' proposals for delivering the occupational safety and health regulatory service for 2022/2023.	Added 05/09/22	Andrew Gilchrist	Operations and Protective Services	Operations	3.1		
11	Fire detection systems in Council housing stock	Following presentation of the SFRS Thematic Report: Home Safety Checks at its meeting on 23 February 2022, the Committee requested that officers bring a progress report on the installation of the new fire detection systems to Council housing stock to Committee on 12 October 2022	Added 23/02/22 after PPC.	Graham Williamson	Operations and Protective Services	Operations	5.7	R	Being issued as a Service Update

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
12	Chief Social Work Officer Annual Report	To present the Chief Social Work Officer annual report.		Graeme Simpson	Integrated Children's and Family Services	Operations	1.6	T	Graeme Simpson advised on 14 September 2022 that the report would have to be considered initially by ACEGPP on 4 October 2022. This would not allow sufficient time for full consultation prior to PPC and therefore requested the report be deferred. Proposed to transfer to Education and Children's Services Committee on 8 November 2022.
13	Public Protection Business with effect from 14 October 2022 has been provisionally reallocated to other committees								
14	Resilience Annual Report			Vikki Cuthbert	Governance	Governance	2.1, 2.3, 2.5		Transferred to Communities, Housing and Public Protection Committee
15	Building Standards Activity Report	At its meeting on 10 October 2019, the Committee agreed to six monthly assurance reporting	Added 7/12/21 after PPC.	Gordon Spence	Place	Governance	4.1		Transferred to Communities, Housing and Public Protection Committee
16	National Hub for Reviewing and Learning from the Deaths of Children and Young People	At its meeting on 7 December 2021, the Committee instructed the Chief Social Work Officer to provide the Committee with the National Hub's Annual Report when it is published in approximately 12 months from December 2021 - Mr Simpson to liaise with the Clerk re appropriate timing when Annual Report is ready.	Added 7/12/21 after PPC.	Graeme Simpson	Integrated Children's and Family Services	Operations	1.1		Transferred to Education and Children's Services Committee
17	National Guidance for Child Protection in Scotland 2021 and National Guidance for Child Protection Committees undertaking Learning Reviews 2021	At its meeting on 7 December 2021, the Committee instructed the Chief Social Work Officer to provide an update within next year's CPC Annual Report on progress made implementing the updated National Guidance for Child Protection	Added 7/12/21 after PPC.	Graeme Simpson	Integrated Children's and Family Services	Operations	1.1		Transferred to Education and Children's Services Committee
18	Secure Care - Children's Rights	At its meeting on 7 December 2021, the Committee agreed to an update report at the end of 2022 on the use of Secure Care and compliance with the Secure Care regulations. .	Added 7/12/21 after PPC.	Graeme Simpson	Integrated Children's and Family Services	Operations	1.1		Transferred to Education and Children's Services Committee
19	SFRS - Thematic Report: Tracking and Monitoring Initiatives	Members agreed at PPC on 28 June 2022 to note that the Group Commander would present a thematic report in respect of tracking and monitoring of initiatives to Committee on 12 December 2022.		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.7		Transferred to Communities, Housing and Public Protection Committee
20	Police Scotland - Thematic Reports	Topics to be agreed with PS and Convener following meeting which is to be arranged for early September 2022.					5.7		Transferred to Communities, Housing and Public Protection Committee

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	5 October 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Police Scotland Performance Report April 2021 - March 2022 (Appendix A)
REPORT NUMBER	POL/22/220
DIRECTOR	
CHIEF OFFICER	
REPORT AUTHOR	Chief Superintendent Kate Stephen, North East Division, Police Scotland
TERMS OF REFERENCE	5.6

1. PURPOSE OF REPORT

- 1.1 To present the Police Scotland Performance Report covering April 2021 - March 2022 for Committee scrutiny.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Discuss, comment on, and endorse the report.

3. CURRENT SITUATION

- 3.1 The report, attached as **Appendix A** provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April 2021 - March 2022.
- 3.2 Much of the content of the report reflects on the collaborative methods in which Police Scotland operate across the City. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.
- 3.3 The report covers a wide range of police activity including corporate governance; recorded crime; detection rates; and operations. The report provides both 5 year and year on year comparisons to allow the Committee to evaluate trends in performance.

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4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks			
Compliance	No significant risks			
Operational	No significant risks			
Financial	No significant risks			
Reputational	No significant risks			
Environment / Climate	No significant risks			

8. OUTCOMES

<u>Aberdeen City Local Outcome Improvement Plan</u>	
Prosperous People Stretch Outcomes	Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that ' <i>Aberdeen is a place where all people can prosper</i> ' and towards the achievement of the LOIP theme which aims to make people more resilient and protect them from harm; where every child, irrespective of their circumstances, is supported to grow, develop and reach their full potential; and where all people in Aberdeen are entitled to live within our community in a manner in which they feel safe and protected from harm, supported when necessary and fully included in the life of the city.
Prosperous Place Stretch Outcomes	Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that ' <i>Aberdeen is a place where all people can prosper</i> ' and towards the achievement of the LOIP theme which aims to support individuals and communities to live in healthy, sustainable ways.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 Not applicable

11. APPENDICES

11.1 Not applicable

12. REPORT AUTHOR CONTACT DETAILS

Name	Kate Stephen
Title	Chief Superintendent, North East Division, Police Scotland
Email Address	
Tel	



POLICE
SCOTLAND
Keeping people safe

Public Protection Committee

North East Division
Aberdeen City

April 2021 – March 2022

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Contents

- Introduction
- Staffing
- Complaints About the Police
- Anti-Social Behaviour, Violence and Disorder
- Acquisitive Crime
- Road Safety and Road Crime
- Protecting People at Risk of Harm
- Serious Organised Crime
- Counter Terrorism and Domestic Extremism
- Miscellaneous

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Introduction

I am pleased to present the latest Public Protection Committee report on behalf of Police Scotland, North East Division providing a detailed account of Police Performance in Aberdeen City in support of agreed local and national priorities, between April 2021 and March 2022.

The reporting period detailed within reflects on an exceptional time for Policing, the communities of Aberdeen and society as a whole. As we continued to tackle the COVID-19 pandemic and move toward recovery, Police, like many of our partners, required to evolve to new and innovative ways of working.

In line with previous reports, comparison against 5 Year Averages provides a more realistic picture as opposed to measuring against the figures recorded during periods of lockdown.

An increase in Serious and Common Assaults is considered to reflect the lifting of restrictions with the reopening of licensed premises and greater activity associated with the night time economy contributing to this increase. We continue to work with partners to prevent incidents of violence and understand the issues that lead to them, thereby allowing us to direct resources accordingly.

Cyber related criminality, notably Fraud and Extortion, continued to increase during this period. The complexities of such crime types cannot be overstated and locally we work toward delivery of the national Cyber Strategy and awareness raising to reduce such occurrences. Our Divisional Cyber-Enabled Crime Team (DCECT) continues to prove effective in investigative and preventative work to tackle this issue.

Tragically during the reporting period 2 people were killed in road traffic collisions, the slight rise from 1 the previous year reflecting increased overall road usage. We recognise the regular concerns expressed by the community around road safety matters and continue to proactively patrol and enforce legislation on our roads.

We remain focused on providing an effective, visible service and working closely with partners. I am grateful for the continued support of those statutory, third sector and voluntary partners who my Officers in Aberdeen City work ever closer with, to improve the lives of those resident within our communities.

Finally, I would like to acknowledge the Staff, Officers and Special Constables operating in Aberdeen City and to further offer my sincere thanks to all members of our community, businesses and partner organisations who have supported Officers in the collective effort to keep our communities safe. Officers have had to cope with unprecedented demands and have provided copious amounts of goodwill, flexibility and innovation, all while showing a determination above any expectations to continue to provide a high quality level of service, despite the exceptional circumstances in which they have found themselves. The wellbeing of personnel within North East Division and the national teams who support us is something I am passionate about and will continue to focus upon in the months and years ahead.

Regards



Kate Stephen
Chief Superintendent



Staffing

	Authorised Establishment	March 2022	Difference
Police Officers ¹	1092 FTE	1042.92 FTE	-49.08 FTE
	March 2021	March 2022	Difference
Police Staff ¹	121.28 FTE	119.46 FTE	-1.82 FTE

¹North East Division (Moray, Aberdeenshire, and Aberdeen City) Full Time Equivalent (FTE)

Officer numbers are lower during this period as a result of restricted recruitment due to the COVID-19 pandemic, a pause on both recruitment and training ahead of and during the COP26 climate change summit and increased retirements at short notice resulting from changes to pension arrangements.

Police Scotland has been recruiting nationally with some 300 new probationary Constables welcomed recently to commence training at the Police Scotland College, Tulliallan. 17 of these Officers are due to be posted to North East Division. This is in addition to the 82 probationers who have completed training and commenced operational policing this year within the Division.

Through our 'Strategic Workforce Plan', we are working to identify the Officer, Staff and skills profile needed to best serve our communities and to ensure policing provides value for money to the public purse. The plan provides an evidence-based approach to identifying policing requirements across the country with considerations such as changing population profiles and the needs of communities.

We recognise that funding arrangements set out in the Scottish Government's spending review, if progressed, will mean difficult decisions for policing in Scotland which may result in a smaller workforce. This is something we are monitoring closely.



Complaints about the Police

Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference	%Change 2022 v 2021
Overall Satisfaction of How Police Dealt With Your incident ²	N/A	67.1%	71.0%		-3.9%
Complaints Received About The Police	N/A	283	359	-76	-21.2%
Number of Complaints Per 10,000 Police Incidents	N/A	44.2	55.7	-11.5	-20.6%
On Duty Allegations Raised	N/A	365	483	-118	-24.4%
Off Duty Allegations Raised	N/A	1	1	0	0.0%
Quality of Service Allegations	N/A	117	139	-22	-15.8%
Total Allegations	N/A	483	623	-140	-22.5%

² North East Division (Aberdeen City, Aberdeenshire and Moray)

Despite the many significant challenges imposed upon policing in recent times, the number of Complaints About the Police have reduced during the reporting period, akin to pre-pandemic levels.

Overall satisfaction on how incidents have been dealt with has **decreased slightly** on the previous year to **67.1%**, which is in line with the national average. This indicator has a number of variables which may influence the feedback provided by those consulted. We continue to take opportunities to learn from complaints and focused analysis in this area highlighted a positive position in respect of initial contact and attitude of attending Officers with members of the public feeling reassured that their needs were understood.

The number of complaints received about the Police during the reported period has **decreased by 76** equating to a **21.2% reduction**. Similarly the number of 'On Duty' and 'Quality of Service' allegations, which primarily focus on Police powers and procedures, have decreased by **24.4%** and **15.8%** respectively.

The COVID-19 pandemic and associated restrictions were assessed as being a primary cause for an increase in Complaints About the Police during previous reporting periods. As we return to normality, the volume of complaints received continues to decrease and are now closer to pre-pandemic levels.

Whilst it is encouraging to see a significant drop in Complaints about the Police, for those that are received our Front Line Resolution process, which affords the complainer the opportunity to ask questions and receive an explanation regarding actions taken by the Police, remains the primary means by which Complaints are resolved. Where complaints are not resolved in this manner, they are subject of a robust investigation by the Professional Standards Department. Any learning points received at the conclusion of a Complaint About the Police are appropriately shared and briefed to Officers and Staff to prevent recurrence.



Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 5 Year Av	% Change 2022 v 5 Year Av
Common Assault - Recorded	2,847.6	3,153	2,506	+305.4	+10.7%
Common Assault - Detection Rate	70.6%	70.2%	76.1%		-0.4%
Robbery - Recorded	106.2	128	104	+21.8	+20.5%
Robbery - Detection Rate	82.3%	88.3%	84.6%		+6.0%
Serious Assault - Recorded	176.4	165	121	-11.4	-6.5%
Serious Assault - Detection Rate	91.5%	92.7%	94.2%		+1.2%
Vandalism - Recorded	1,815.0	1,941	1,675	+126.0	+6.9%
Vandalism - Detection Rate	26.1%	27.5%	32.2%		+1.4%
Fire Raising - Recorded	113.8	125	146	+11.2	+9.8%
Reports of Street Drinking	81.2	50	19	-31.2	-38.4%
Drunkenness and Disorderly Conduct	169.8	102	32	-67.8	-39.9%
Racially Aggravated Harassment / Conduct	89.0	111	84	+22.0	+24.7%
Racially Aggravated Harassment / Conduct - Detection Rate	89.2%	89.2%	97.6%		0.0%
Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 2021	% Change 2022 v 2021
Group 1 Crimes - Recorded ³	N/A	630	480	+150	+31.3%
Group 1 Crimes - Detection Rate	N/A	70.2%	80.2%		-10.0%
Hate Crime - Recorded	N/A	364	304	+60	+19.7%
Hate Crime - Detection Rate	N/A	67.6%	78.3%		-10.7%

³ Crimes of Violence include Murder, Attempted Murder, Culpable Homicide, Cruelty, Neglect and Un-natural Treatment of Children and Adults, Abduction, Robbery, Assault with intent to Rob, Serious Assault, Threats and Extortion and Coercive or Controlling Behaviour (w hich was added in 2019).

Group 1 Crime is a term used to encapsulate all forms of serious non-sexual Violent Crime and incorporates a range of diverse offences. During the reporting period there has been an **increase of 31.3%** in Group 1 crimes accompanied by a decrease in the **overall detection rate by 10%**. This rise continues to be driven by increases in online Threats and Extortion (often with a sexual element). Such crimes, where the perpetrators can be based anywhere in the world are complex and as such, this

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contributes to the drop in detection rates for this crime type. The Divisional Cyber-Enabled Crime Team (DCECT) continue to have responsibility for all Investigative and Preventative strategies in this area of criminality.

This reporting period saw an escalation of socialising in public places, licensed premises and the return of the night time economy which has impacted on crime trends across Scotland. This was not unexpected as restrictions were lifted and we are seeing a return to levels of criminality more closely resembling business as usual.

Looking at the figures in more depth, Common Assault has **risen 10.7%** against the 5 Year Average with **detection rate of 70.2%**, which is only very slightly below the 5 Year Average.

Recorded Robbery has increased against the 5 Year Average with a **strong detection rate of 88.3%, 6% above** the 5 Year Average. These high detection rates are as a result of internal partnerships between local policing and CID, coupled with a robust investigative process.

Serious Assaults **decreased by 6.5%** and detection rates are also **1.2% above** the 5 Year Average which is an indication of the robust and professional standard of investigation, and the focused efforts of our teams.

Preventative and proactive measures have been implemented across our communities developed through the Divisional North East Violence Prevention Board to effectively understand, manage and direct our resources to where there is an identified need.

Across the City we have an established approach to policing the night time economy ensuring visibility and proactive deployment at recognised 'hot spots'. Patrols are regularly supported by members of the Divisional Licensing Team to ensure relevant license conditions and legislation is adhered to.

Collective efforts continue to better understand these issues to promote and support a responsible drinking culture with indications that alcohol consumption has increased during the pandemic. We actively support early interventions highlighting the challenges and consequences of excessive alcohol consumption across all age ranges to prevent individuals becoming involved in criminality.

Incidents of Vandalism have **increased by 6.9%** but the **detection rate is 1.4% higher** than the 5 Year Average. Conversely, Antisocial Behaviour incidents relating to Street Drinking and Drunkenness and Disorderly Conduct have seen a **significant decrease of 38.4% and 39.9%** respectively during this reporting period.

Racially aggravated incidents have **increased by 24.7%** while Hate Crimes have **increased by 19.7%**. This is an area where it is widely acknowledged there is a history of under reporting and a considerable amount of community engagement has been undertaken to encourage victims to come forward when they have been subjected to hate incidents and crimes. Work will continue in this vein in the forthcoming period, as will efforts to investigate and detect such crimes and bring offenders to justice.

7.

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We are very aware that communities in Aberdeen City experience quality of life issues and we work hard with partners across the area in an effort to design bespoke initiatives with an appropriate balance of enforcement, education and diversion.

This approach is seen in action through our continued commitment to Locality Plans throughout the city where this partnership approach aims to provide positive outcomes in communities experiencing acute challenges.



Acquisitive Crime

Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 5 Year Av	% Change 2022 v 5 Year Av
Crimes of Dishonesty - Recorded	5,674.8	5,520	4,576	+154.8	-2.7%
Crimes of Dishonesty - Detection Rate	44.3%	36.0%	41.5%		-8.3%
Housebreakings - Recorded	599.6	385	416	-214.6	-35.8%
Motor Vehicle Crime - Recorded ⁴	649.4	484	400	-165.4	-25.5%
Motor Vehicle Crime - Detection Rate	29.5%	33.9%	39.0%		+4.4%
Theft of Motor Vehicle - Recorded	231.4	189	145	-42.4	-18.3%
Common Theft - Recorded	1,355.4	1,230	1,033	-125.4	-9.3%
Common Theft - Detection Rate	29.9%	24.7%	31.3%		-5.1%
Theft by Shoplifting - Recorded	1,896.2	1,680	1,420	-216.2	-11.4%
Theft by Shoplifting - Detection Rate	70.8%	59.2%	65.6%		-11.6%

⁴ Theft from secure motor vehicle; Theft from insecure motor vehicle; Theft of a motor vehicle; Attempted Theft of a Motor Vehicle.

Theft by housebreaking (including attempts) - Detection Rates	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	% Change 2022 v 5 Year Av.
Overall	28.6%	40.8%	36.5%	+12.2%
Dwelling House	36.2%	43.0%	44.1%	+6.8%
Non-Dwelling (e.g. Sheds)	21.9%	38.8%	27.3%	+16.9%
Other Premises (e.g. Commercial)	30.8%	39.6%	38.1%	+8.8%

Housebreaking refers to a variety of buildings including sheds, garages, shops as well as dwelling houses.

Overall, Crimes of Dishonesty have **reduced by 2.7%** compared to the 5 Year Average and although the detection rate has **fallen by 8.3%**, the reduction in recorded crime is considered positive due to the overall impact on victims being lessened.

Housebreaking in Aberdeen City continues to fall with a **massive decrease of 35.8%** in recorded crime, with a **similarly large decrease of 25.5%** in Motor Vehicle Crime, where **detection rates have risen by 4.4%**. Similarly, Theft of Motor Vehicles has **reduced by 18.3%** and although detection rates have fallen by **5.1%** when compared to the 5 Year Average, the reduction in these crime types is very welcome. Close monitoring of the intelligence picture ensures we target the right people and patrol the right places to minimise the traumatic effect this most invasive of crimes has on victims.

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We have also seen an encouraging **reduction of 9.3%** in Common Thefts across Aberdeen City compared to the 5 Year Average and a similar **reduction of 11.4%** in Theft by Shoplifting. The detection rate in these types of crimes has reduced, in particular for Theft by Shoplifting, with compulsory mask wearing having made the identification of perpetrators more difficult.

Despite such challenges, robust, proactive policing plans are in place to ensure Aberdeen City remains a hostile environment for those intent on committing crimes of dishonesty.

As an example, Operation Armour was instigated in April 2022, centring on the reduction in reported thefts and increase in detection rates of pedal cycles in Aberdeen City. Although the main focus is on pedal cycles, the pro-active nature of the operation sees Operation Armour Officers involved in enforcement activity around auto-crime, drug dealing activity and any other pro-active criminality.

Operation Armour Officers work closely with Crime Reduction Officers and partners, including Aberdeen City Council, educational establishments and social landlords in providing security advice, diversionary measures and will utilise Anti-Social Behaviour legislation to deter offenders when appropriate.

We welcome the mainly positive returns in relation to Acquisitive Crime cautiously in view of the context and we will continue with the simple philosophy to prevent crime wherever possible and where this cannot be achieved, detect it. Our Crime Reduction teams have a crucial role to ensure our communities are aware of the measures they can take to reduce the likelihoods of them becoming victims of Acquisitive Crime.

There are few aspects of everyday life that have not been affected by the development of digital technology, which has resulted in rises in reported 'Non-Contact' Frauds and in particular, Cyber Enabled Frauds. The Divisional Cyber-Enabled Crime Team (DCECT), within the Criminal Investigation Department, have responsibility for all Investigative and Preventative strategies in this area of criminality.

The Crime Reduction Unit will continue to work with DCECT to identify vulnerable groups to develop on-going, targeted campaigns to raise awareness of Cyber-crime, target harden and expand knowledge. Acquisitive Crime governance structures are in place within North East Division to address 'intelligence led' emerging trends proactively, while directing and co-ordinating Community Policing resources across Aberdeen City reactively to all areas affected by this crime type.



Road Safety and Road Crime

Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 2021	% Change 2022 v 2021
People Killed/Seriously Injured	N/A	23	39	-16	-41.0%
Children Killed/Seriously Injured	N/A	1	2	-1	-
People Killed	N/A	2	1	+1	-
Children Killed ⁵	N/A	0	0	0	
Advice/Education Given to Motorists ⁶	N/A	16,120	15,064	+1,056	+7.0%
Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 5 Year Av	% Change 2022 v 5 Year Av
Mobile Phone Offences	233.4	62	87	-171.4	-73.4%
Speeding Offences	1,648.8	949	1,199	-699.8	-42.4%
Drink/ Drug Driving Offences	284.6	463	351	+178.4	+62.7%
Dangerous Driving	87.6	127	109	+39.4	+45.0%
Disqualified Driving	91.4	71	79	-20.4	-22.3%
Detected Offences Relating to Motor Vehicles	6,570.4	4,928	5,443	-1642.4	-25.0%
Parking Fixed Penalties Issued ⁷	-	Data not available	285	-	-

⁵ Child is under 16 years of age.

⁶ North East Division (Aberdeen City, Aberdeenshire and Moray) figures by Road Policing Officers.

⁷ North East Division (Aberdeen City, Aberdeenshire and Moray).

Tragically, 2 individuals lost their lives in Aberdeen during the review period. Whilst this is an **increase of 1** compared to the previous year, cognisance must be given towards the significant increase in vehicular traffic across our road networks following the lifting of restrictions linked to the pandemic. The loss of any life or serious injury on our roads is tragic and that is why we are committed to influencing driver behaviours to improve Road Safety as a priority for Policing.

Local Road Safety initiatives remained a constant focus of the Community Policing Teams across Aberdeen City under Operation CEDaR (Challenge, Educate, Detect and Reduce), the North East's overarching Policing strategy to increase Road Safety and reduce Road Crime. Through the review of statistical data, community consultation and interaction with partners, Officers responded to Road Safety concerns with targeted activity, positively influencing driver behaviour through education and enforcement. Building on local efforts, Officers from the North East Road Policing Unit (NERPU)

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continued to support communities across the region by conducting targeted activity aligned to national Road Safety campaigns and patrolling key routes.

We remained committed to the North East Scotland Strategic Road Casualty Group, continuing to identify and target routes with significant collision histories, appropriately balancing high visibility and unmarked patrols, utilising enforcement and education in order to improve Road Safety and driver behaviour. Excess speed remains a significant factor attributed to collisions where death or serious injury occurs. We have deployed Officers on an intelligence led basis to collision hotspots as part of directed patrols. A correlation can be seen by the between the 'return to normal' of traffic flow and our targeted proactivity around Drink/Drug Driving with the **62.7% increase** in detection rates in this area compared to last year.

During the reporting period the partner initiative Operation Close Pass was launched across the Division in order to focus on the safety of cyclists. Cyclists are regarded as Vulnerable Road Users and with the sport of cycling increasing in popularity across Scotland this area has become a key area for focus.

Motorcyclists continue to represent a disproportionate statistic in relation to road death collisions across the North East. Recognising the need to engage directly with motorcyclists, this year saw the return of the 'Rider Refinement' training scheme, a 1 day course designed to help them ride responsibly.

This year also saw the launch of the Police Scotland 'New Drivers Scheme'. This scheme comprises of a presentation providing key safety messaging, reinforced through a hard-hitting case study involving real life footage. It is targeted at people learning to drive, people who have recently acquired a full licence and employers of new drivers. The scheme has been well attended and will continue to develop going forward.

Our activity has been aligned to the Priority Focus Areas contained in the Scottish Government's new National Road Safety Framework, issued in February 2021, which sets out a vision for Scotland to have the best road safety performance in the world by 2030 and an ambitious long term goal where no one is seriously injured or killed on our roads by 2050.



Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 5 Year Av	% Change 2022 v 5 Year Av
Group 2 Crimes – Recorded ⁸	675.4	819	672	+143.6	+21.3%
Group 2 Crimes - Detection Rate	61.9%	47.7%	60.7%		-14.2%
Rape - Recorded	90.0	92	103	+2.0	+2.2%
Rape - Detection Rate	56.9%	46.7%	62.1%		-10.2%
Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 2021	% Change 2022 v 2021
Domestic Abuse Incidents Reported	N/A	2,450	2,548	-98	-3.8%
Domestic Abuse Crimes - Detection Rate	N/A	70.3%	76.3%		-6.0%

⁸ Group 2 Crimes of Indecency include Rape, Assault with intent to Rape, Indecent Assault, Sexual Assault, and Prostitution related crime and others with an indecent element.

Public Protection rightly remains as an area of focus for our Division and wider Public Protection Partners. This reporting year has seen an increase in the reporting of Group 2 crimes, which was not unexpected and in many ways must be acknowledged positively if it shows an increase in victims being willing to contact Police regarding crimes that may historically have gone unreported.

As lockdown restrictions were eased, hospitality venues were operating again and the night-time economy re-started. This factor, along with others, contributed to an increase in reporting which continued throughout the year, with reported Group 2 crime being **21.3% above** the 5 Year Average in Aberdeen City.

A potential contributing factor to the increase was that during the reporting period there was continued emphasis on awareness raising about Hidden Harms which were predominant during the lockdown period. Divisional leads for Domestic Abuse, Human Trafficking, Adult Protection, Rape and Serious Sexual Offences and Child Protection further enhanced this through a series of media interviews.

Another contributing factor to the increase is the prevalence of communications related offences or those linked to social media and also the continued reporting of non-recent crimes. Cyber-related investigations can be complex and take time to detect and non-recent crimes can be challenging to detect given the limited forensic opportunities. Consequently, the detection rate for Group 2 crimes is **14.2% below** the 5 Year Average. Our local Divisional Officers and Public Protection specialists continue to review all crimes for investigative opportunities through governance processes whilst ensuring a victim based approach is adopted in all cases.

As seen in previous reporting, North East Division continues to actively promote national campaigns locally, with both internal and external awareness raising regarding sexual offences and thus reducing

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crime. Examples include the award-winning national Police Scotland 'That Guy' campaign and the '#GetConsent' campaign which have both been designed to influence potential offender behaviour complimenting previous campaigns on this subject.

The introduction of the Domestic Abuse (Scotland) Act 2018, is a further factor that impacts on comparison with the 5 Year Average, as it has not been enacted for the full 5 year period. By the end of this reporting year there were **98 fewer** Domestic Abuse incidents recorded than in the previous year. Positively, the Division continues to be active within the Aberdeen City Violence Against Women Partnership (VAWP) and has continued to provide the co-ordination and support to the wider partnership in relation to the Multi-Agency Risk Assessment Conference (MARAC) process. The number of MARAC referrals has continued to increase this year, with cases discussed throughout the year by partners to ensure appropriate support is in place for those most at risk.

Our collaboration to target domestic perpetrators, both in terms of enforcement and work to address behaviour also remains a key part of our work with the detection rate of **70.3%** demonstrating this. Pro-active partnerships, with Criminal Justice Social Work and others, gives us a platform for enforcement and a collective approach to address perpetrator attitudes.

The numbers of requests for disclosures of information under the Disclosure Scheme for Domestic Abuse Scotland (DSDAS) continue to rise steadily as people become more familiar with it and understand the information that can be provided. Across the Division, applications made under the scheme have risen annually and this is reflected in Aberdeen City with a further increase during this reporting year.



Serious Organised Crime

Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 5 Year Av	% Change 2022 v 5 Year Av
Proceeds of Crime Act Seizures ⁹	£265,655.60	£154,559.70	£157,643.67	-£111,095.90	-41.8%
Drug Possession Offences	1,583.2	1,425	1,606	-158.2	-10.0%
Drug Supply Offences	236.4	272	278	+35.6	+15.1%
Indicator	5 Year Average	Apr 2021 - Mar 2022	Apr 2020 - Mar 2021	Difference 2022 v 2021	% Change 2022 v 2021
Drug Deaths	N/A	54	66	-12	-18.2%

⁹ A Division (Aberdeenshire, Moray & City) reported seizures (reported figures only, this may mean that the money might finally be returned to the defender, forfeit at court or seized and remitted to Crown office Procurator Fiscal Service).

Despite the challenges of the Pandemic in terms of our ability to be proactive, the number of Drug Supply offences has remained above the 5 Year Average. Significant numbers of persons across Aberdeen from Organised Crime Groups (OCG's) originating from England, were reported to COPFS for being involved in the sale and supply of drugs, along with other associated crimes and offences during this reporting period. This demonstrates how our Officers have successfully adapted to the challenges encountered, ensuring targeted disruption and enforcement continued.

The monetary value of assets seized during the last year has remained comparable to the previous year and Community Policing and CID teams have collectively **seized almost £155,000** in cash during the course of enquiries into Serious and Organised Crime. This will be processed through the courts and may be seized permanently under Civil Recovery laws for long term benefits to local communities.

Drugs Deaths **decreased by 12** compared to the previous year which bucks the trend of national increases. Each death is a tragedy and through the work of the Aberdeen Alcohol and Drug Partnership we continue to work closely with partners and support services to better understand the causes of drug deaths and to signpost vulnerable individuals to referral pathways to support them through addiction and dependency at the earliest possible point of intervention. SOC Interventions have been developing links into rehabilitation and addiction peer groups and intervention support will ensure intervention and diversion can be in place for those at a vulnerable stage in their recovery.

Looking forward, North East Division continues to lead strongly in our approach to Serious and Organised Crime. Our focused monitoring of emerging trends allows us to tackle the widespread and evermore sophisticated nature of this area effectively. By using the '4D' (DETECT-DISRUPT-DETER-DIVERT) methodology, some very positive successes have been seen when reflecting on enforcement results and our work with key partners to support and signpost those linked to Organised Crime assessed as being in need of intervention.



Counter Terrorism and Domestic Extremism

The North East CONTEST Multi-Agency Board and the associated Prevent Delivery Group continue to deliver the national CONTEST strategy in the North East of Scotland. The Prevent, Pursue, Protect and Prepare principles are the continued focus of the strategy which aims to reduce the risk from terrorism to the UK.

International events continue to show the need to be vigilant and to prevent any complacency regarding any potential act in Aberdeen, given the significant infrastructure within our local area.

Prevent involves safeguarding people from becoming terrorists or supporting terrorism and at a local level this involves close working relationships between partner agencies to identify persons at risk. Localised multi-agency training has continued during the reporting period and Prevent Multi Agency Panels are held as necessary which allows for a collaborative approach as plans are developed and implemented to divert those at risk.

Protect has the aim of strengthening our protection against a terrorist attack. Traditionally the local multi-agency work has been aimed at providing advice and guidance in relation to the protecting and safeguarding of physical locations. This work continues with tailored inputs, advice and guidance but there is an increasing requirement to improve cyber-security across all industries to minimise the potential of a cyber-attack.

A Protect 'duty' is likely to be placed upon organisers, authorities and agencies (similar to the current Prevent duty) during 2022-2023 and therefore a Protect Delivery Group is being formed to manage any transition and ensure all Aberdeen partners are aware of their responsibilities in this regard.

Prepare involves mitigating the impact of a terrorist incident if it occurs. With a number of important national infrastructure sites in the area linked to local industry there is a program of multi-agency exercises covering a number of different scenarios and locations which assist in the progression of the Prepare priority. During the reporting period a number of exercises have been conducted at key sites in Aberdeen to continue the important work in this key area.

Looking ahead, plans are in place for a large scale table top Counter Terrorism exercise, titled 'Safe Steeple 2', in November 2022. This exercise will be a further test of the multi-agency response to a Terrorist related incident.

To assist in the delivery of the multi-agency agenda and priorities, North East Division has a team of Local CONTEST Liaison Officers (LCLO's) who carry out activities within their local policing area or department, where necessary assisted by experts or specialists from national departments. This approach assists to blend national and local requirements whilst ensuring the interests and needs of local communities are at the forefront of everything we do.



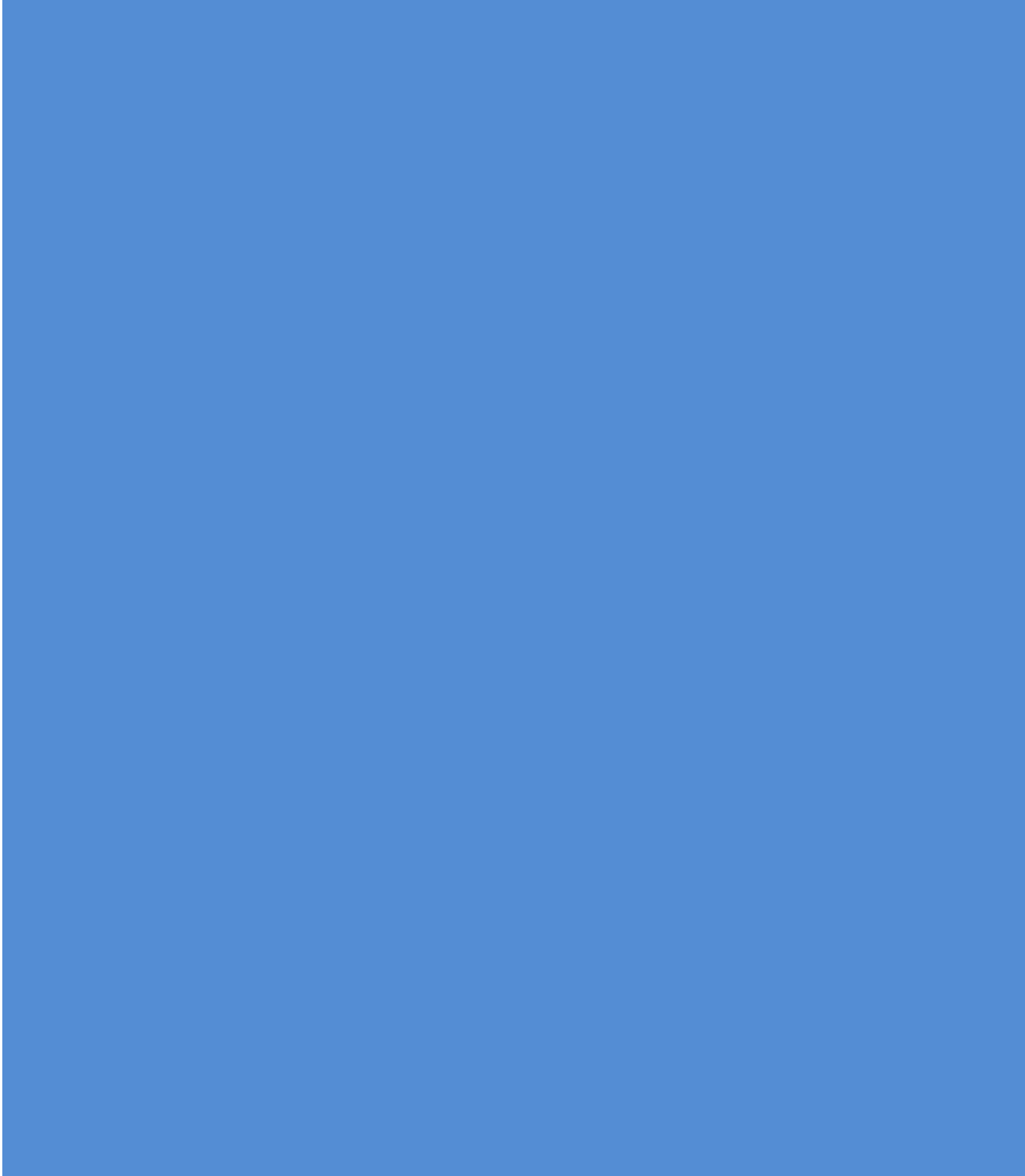
Miscellaneous

Stop and Search

Indicator	Apr 2021 - Mar 2022	Apr 2021 - Mar 2022 (positive)
Consensual	0	-
Legislative	1416	522
Number of Consensual Stop and Searches Refused	-	-

*Further Stop and Search data can be accessed at the following location: [Data Publication - Police Scotland](#)

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	5 October 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Mental Health & Wellbeing Support
REPORT NUMBER	POL/22/221
DIRECTOR	
CHIEF OFFICER	
REPORT AUTHOR	Chief Inspector Robert Sturton, North East Division, Police Scotland
TERMS OF REFERENCE	5.7

1. PURPOSE OF REPORT

- 1.1 To provide information to the Committee on mental health and wellbeing support for staff serving in North East Division.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Discuss, comment on, and endorse the report.

3. CURRENT SITUATION

- 3.1 It is widely recognised that working in the Police service can have a significant impact on physical and mental health and as such the wellbeing of Police Officers, Police Staff, Special Constables and Police Scotland Youth Volunteers is paramount.
- 3.2 Police Scotland have a national Health and Wellbeing Team who are responsible for delivering health and wellbeing initiatives through the provision of the Trauma Risk Management Model (TRiM), the Employee Assistance Programme (EAP), Occupational Health Services and the 'Your Wellbeing Matters' programme.
- 3.3 If an Officer or member of Staff is identified to have been exposed to or suffered a traumatic incident and as a result, their mental health has been affected, there is an established and recognised process which their First Line Manager would implement in offering appropriate support. The following support services are offered and available to all Officers and Staff.

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Trauma Risk Management Model (TRiM)

- 3.4 Post traumatic support for all Officers and Staff is paramount to prevent long term ill health.
- 3.5 TRiM is the model used to provide support for all Officers and Staff who are directly involved in or exposed to potentially traumatic incidents. It is a voluntary and confidential process and can be referred by line management or self-referred.
- 3.6 A TRiM intervention can include a one to one or group risk assessment where an assessor will work with the individual or group to identify what best support that can be provided. An assessment is usually carried out between 4-14 days after the incident with follow up assessment after 28 days.

Employee Assistance Programme (EAP)

- 3.7 The EAP provides Officers, Staff and household family members (over the age of 16) with access to a confidential support service. They can provide practical information and advice on a variety of issues. Counselling support is available to aid with anxiety, stress, trauma or bereavement related issues.
- 3.8 There is also specific Line Manager support which includes guidance on approaching difficult conversations and recognising the signs of psychological ill-health.

Occupational Health Services (Optima Health)

- 3.9 Occupational Health helps identify how a person's health could impact upon their work or vice versa. The service helps to minimise health risks associated with work and provides expert advice and guidance on fitness for role and how and when a return to work can be facilitated, especially having been absent from work through psychological ill-health. They can also provide access to physiotherapy.

Police Treatment Centre (PTC)

- 3.10 North East Division Staff have access to a PTC based in Auchterarder. It provides treatment and support, including intensive, police-specific, physiotherapy and rehabilitation, for injured and ill Police Officers, Police Staff and Special Constables. This includes psychological ill health.
- 3.11 The psychological wellbeing programme is a two week structured programme designed specifically for serving Officers with mild to moderate anxiety and depression and stress related issues.

Police Care UK

- 3.12 Police Care UK is a charity for serving and retired Police Officers and Staff and their families. They are independent from any police service and provide practical, emotional and financial support.

- 3.13 Police Care UK provide confidential counselling support including guided self-help, talking therapy, Cognitive Behavioural Therapy (CBT) and Eye Movement Desensitisation and Reprocessing (EMDR). CBT and EMDR in particular have been shown to work for a variety of mental health problems including Post-Traumatic Stress Disorder (PTSD).
- 3.14 Police Care UK and the Police Treatment Centre are currently working in partnership to create a centre of excellence to better care for those who suffer psychological harm because of their policing role. The centre of excellence will focus its efforts on building resilience to better support Officers, providing better and quicker access to treatment including PTSD.

Your Wellbeing Matters

- 3.15 The Police Scotland Your Wellbeing Matters Programme has four strands; Psychological Wellbeing, Physical Wellbeing, Financial Wellbeing and Social Wellbeing. Each strand has their own set of support services available to achieve the key objectives;
- To embed a culture where the management and promotion of health and wellbeing are integrated into all aspects of the organisation.
 - To create a safe, positive and healthy working environment for all Officers and Staff.
 - To equip managers with effective, informative and practical policies, procedures and guidance to support Officer and Staff wellbeing.
- 3.16 Police Scotland also have a cadre of Wellbeing Champions. They are role models who support and underpin the delivery of the wellbeing initiative and are a point of contact for Officers and Staff providing them with guidance and advice on wellbeing issues and concerns, signposting them to the most appropriate service available.
- 3.17 North East Division currently have 16 Wellbeing Champions who range in rank, gender and skill set providing transparent and confidential support.
- 3.18 Champions take part in quarterly Wellbeing meetings, chaired by the Chief Superintendent.

North East Division Local Support and Initiatives

- 3.19 In addition to the national support services available, North East Division have implemented a number of preventative and proactive initiatives to promote and support our staff in relation to all wellbeing matters.
- 3.20 In October 2020, recognising the importance of delivering on the objectives of the Wellbeing agenda, a North East Division Wellbeing Coordinator was appointed.
- 3.21 An associated Wellbeing Steering Group was established incorporating a broad cross section of Staff and Officers from various disciplines with command oversight.

3.22 The Steering Group recognised and discussed wellbeing issues affecting our people. They also reviewed local and national initiatives and assessed their effectiveness; identifying areas for improvement and promoting 'Your Local Wellbeing Matters' across the Division.

Objectives

Through consultation 4 key objectives were devised to ensure that North East Division would;

- *Listen to our People;*
- *Recognise the ever changing and increasing pressures people face in all aspects of life;*
- *Respond to people's needs; and*
- *Improve how we interact with, support and encourage our people at all times.*

Priorities

To facilitate these objectives, the following interconnected priorities were devised;

- *Awareness Raising and Communications*
- *Breaking the Stigma*
- *Training and*
- *Initiatives and Continuous Improvement*

3.23 Since the implementation of the stipulated structure there have been significant strides made within the Division to address the key priorities. An associated action plan highlights achievements, progress and future ambitions.

3.24 This ensured a focus on 'what works' for our teams to ensure they feel valued. It also helps 'break the stigma' to develop a healthier and more positive working environment.

Our Priorities - Outcomes

3.25 Since the implementation of this structure there have been positive inroads made within the Division in relation to each priority. Most notably;

Awareness Raising and Communications

3.26 A quarterly Health and Wellbeing magazine entitled 'Fit Like' has been created. The format of 'Fit Like' is purposely informal and personal (while in keeping with corporate standards and ethics) with contributors providing emotive first hand experiences which aim to break stigma and raise awareness.

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- 3.27 The utilisation and varied composition of the Steering Group aims to ensure the driving force for the wellbeing agenda is our people. Encouraging a 'bottom up' approach with command oversight and support.
- 3.28 Recognising that neighbouring Divisions are similarly invested in the wellbeing agenda, there is also a close working relationship between the Wellbeing Coordinators in both 'D' (Tayside) and 'N' (Highlands & Islands) Divisions exploring collaborative opportunities and sharing experiences and learning. There is a collective 'North hub' desire to integrate wellbeing roles and the potential for a North Area Coordinator is being explored.
- 3.29 A wellbeing section has been added to the North East Division intranet pages which highlights training and a range of wellbeing information. A link has also been added to local briefing pages, directing staff to this area of the site.
- 3.30 Wellbeing inputs are also being provided to all Probationers returning from Scottish Police College from their first stage training along with departmental inputs advising on the wellbeing assessments available to them. Focus has centred on departments who deal with traumatic episodes on a more regular basis.
- 3.31 In addition, all newly promoted Sergeants have been provided with a wellbeing guidance document, detailing Trauma Risk Management (TRiM) processes alongside a wide range of support mechanisms designed to provide assistance.
- 3.32 Contact has been made with all staff currently on long term absence, providing updated divisional information, information on local development opportunities and addressing any additional support needs.
- 3.33 Staff and supervisors requesting additional support have been signposted through the Wellbeing Coordinator. To date, 63 separate requests have been received and addressed since October 2020.

Breaking the Stigma

- 3.34 There is a recognition that breaking stigma and having the courage to undertake difficult conversations is a challenging barrier to break. The training formats outlined hereunder are critically important in enhancing awareness and enabling the modification of opinions and views. The Mental Health Governance Group is also heavily engaged in work around breaking stigma and the work streams are closely linked.

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Training

- 3.35 Working alongside the Scottish Women's Development Forum (SWDF) First Line Managers courses have developed a better understanding of the menopause with over 200 members of staff attending. Supported by a Sunday online 'Menopause Café' has enabled supportive conversations about the menopause in a relaxed environment.
- 3.36 Funding from Police Care realised £3000 to enable the North East and neighbouring Divisions to support 'Art of Resilience' Training. This has the potential to reach 2-3 thousand Officers.
- 3.37 This training is visually unique using cartoon illustrations to address common 'triggers' that cause pressure and emotional distress. It also focuses on the consequences of chronic burnout, anxiety and depression. Delivered through a one hour video the training is assessed as instantly relatable regardless of personal background.

Initiatives and Continuous Improvement

- 3.38 In addition to the support for training Police Care have also provided £3,000 of funding to furnish three 'Wellbeing Rooms' within Aberdeen with a further two established in Aberdeenshire enabling a safe space for staff to decompress from challenging situations.
- 3.39 Employment Assistant Programme (EAP) wellbeing assessments are being advertised throughout the Division alongside Resilience Wellbeing Assessments which have been offered to departments who deal with traumatic events on a more regular basis.
- 3.40 Working with the People and Development business area joint 'Keeping in Touch' (KIT) events have been introduced since December 2021. The most recent event was extremely successful with over 20 members of staff attending. These continue to run quarterly throughout 2022.
- 3.41 The charity 'Odd Balls' (awareness of testicular cancer) and Police Mutual are being supported in running quarterly Men's Health Events in the Division in 2022.
- 3.42 The Steering Group has also ensured close links with Your Safety Matters (YSM) coordination recognising the intrinsic association between the respective agendas. Through this link, staff have volunteered to provide lived experience of the violence and abuse that they have experienced in the course of their roles which will be captured and shared.
- 3.43 The 'Little Things' wellbeing initiative resulted in £5,800 being awarded in various guises to the North East. This ran until March 2022 with staff

requesting 'desirable' items to assist in making small but important inroads to team wellbeing.

- 3.44 Working alongside Police Care and neighbouring Divisions, Injured Veteran Peer Support is being introduced. Essentially, through trained volunteers, this initiative is intended to provide emotional support for Officers either in the process of / who have completed ill health retirement due to injury on duty.

Future Considerations

- 3.45 It is felt that the investment in wellbeing coordination has been well received by our people. As a Division we are starting to see the approach and structure pay dividends with the realisation of some tremendously positive outcomes.
- 3.46 Undoubtedly there is still much work to do to continue developing and improving our approach to staff wellbeing in the short, medium and longer term.
- 3.47 Moving forward the Division will seek to harmonise the wellbeing and safety coordination portfolios to an all-encompassing 'You Matter' role. The new incumbent in post has been identified and will begin in earnest in mid-September.
- 3.48 The remit of the position will focus on continued consultation with our people in various forums, listening to their concerns and responding to them on all matters related to their safety and wellbeing.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks			
Compliance	No significant risks			
Operational	No significant risks			
Financial	No significant risks			
Reputational	No significant risks			
Environment / Climate	No significant risks			

8. OUTCOMES

<u>Aberdeen City Local Outcome Improvement Plan</u>			
Prosperous Outcomes	People Stretch		Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that ' <i>Aberdeen is a place where all people can prosper</i> ' and towards the achievement of the LOIP theme which aims to make people more resilient and protect them from harm; where every child, irrespective of their circumstances, is supported to grow, develop and reach their full potential; and where all people in Aberdeen are entitled to live within our community in a manner in which they feel safe and protected from harm, supported when necessary and fully included in the life of the city.
Prosperous Outcomes	Place Stretch		Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that ' <i>Aberdeen is a place where all people can prosper</i> ' and towards the achievement of the LOIP theme which aims to

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	support individuals and communities to live in healthy, sustainable ways.
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 Not applicable

11. APPENDICES

11.1 Not applicable

12. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	5 October 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire and Rescue Service YTD April- Sept 22 Performance Report
REPORT NUMBER	SFR/22/224
DIRECTOR	Chay Ewing, Local Senior Officer, SFRS
CHIEF OFFICER	Group Commander Andy Buchan, SFRS
REPORT AUTHOR	Group Commander Andy Buchan, SFRS
TERMS OF REFERENCE	5.6

1. PURPOSE OF REPORT

- 1.1 To present the performance of SFRS against the objectives contained within the Aberdeen City Local Fire and Rescue Plan

2. RECOMMENDATION(S)

- 2.1 That the Committee consider and note the performance data provided in **Appendix A** in relation to the SFRS 2022/23 Performance Report

3. BACKGROUND

- 3.1 This report invites you to review the Scottish Fire and Rescue Service Aberdeen City Performance year to date, April 22 - Sept 22
- 3.2 This update shows the progress being made by the SFRS locally against the priorities and objectives for Aberdeen City.
- 3.3 This report allows scrutiny from Local Authority Partners to ensure that the priorities of the SFRS Strategic Plan, and the Aberdeen City Local Outcome Improvement Plan are being delivered.

4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

6.1 Not applicable

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Economy	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
People	<p>The proposals within this report support the delivery of the following LOIP Stretch Outcomes</p> <p>10. 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026.</p> <p>11. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>The paper seeks contribution to the Strategic Plan to reduce instances of deliberate fire setting and improve fire safety and prevention.</p>
Place	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	
Organisational Design	
Governance	
Workforce	
Process Design	
Technology	
Partnerships and Alliances	

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Appendix A – SFRS Aberdeen City April – Sept 22 YTD Performance Report

11. REPORT AUTHOR CONTACT DETAILS

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YEAR TO DATE MONITORING REPORT

Covering the performance in support of the Local Fire and Rescue Plan for Aberdeen City 2020-23



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

APRIL 2022 to SEPT 2022

**Working together
for a safer Scotland**

ABOUT THE STATISTICS IN THIS REPORT

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee.

TABLE OF CONTENTS	PAGE
Introduction	5
Year to Date Performance Summary	6-7
Year to Date Performance Highlights	8
Priority 1- Improving Fire Safety in the Home	9-12
KPI 1- Number of Accidental Dwelling Fires (ADF)	
KPI 2- Number of ADF Fatal Casualties	
KPI 3- Number of ADF Non-Fatal Casualties	
KPI 4- Number of Home safety visit referrals received from partners	
Priority 2- Reducing deliberate fires	13-15
KPI 5- All deliberate secondary fires (and their locations)	
KPI 6- All deliberate primary fires (and their locations)	
Priority 3 - Improving fire safety in the business community	16-17
KPI 7- All fires in relevant premises as defined under Part 3 of the Fire (Scotland) Act 2005.	
KPI 8- Number of framework fire safety audits completed.	
KPI 9- Number of non-framework, thematic audits completed	
Priority 4 – Reducing unwanted fire alarm signals	18-19
KPI 10- Number of UFAS incidents	
Priority 5 – Effective risk management and operational preparedness	20-22
KPI 11- Number of OI visits undertaken	
KPI 12- Number of Multi-Storey Operational Assurance Visits undertaken	
KPI 13- Staff Competence	
KPI 14- Availability of appliances and specialist resources.	
Appendix I: 4-year Cycle – KPIs 1, 2, 3, 5, 7 & 10	23-26

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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1st April 2022 to the 19th September 2022. The report is aligned to and reports on progress against the priorities set out in the Local Fire and Rescue Plan for Aberdeen City 2020 - 2023.

The information presented in this report provides a comparison against key performance indicators, the selected performance indicators are selected to best inform and support the priorities within the Local Fire and Rescue Plan for Aberdeen City 2020-23. Each indicator displays the activity reflecting performance for year to date vs a specific target or previous 3 years rolling average. The provision of a 4 years performance indicators has been submitted within Appendix I, as on request of committee members. The performance indicators within the report support the local priorities:

- Priority 1 – Improving Fire Safety in the Home
- Priority 2 – Reducing Deliberate Fires
- Priority 3 – Improving Fire Safety in the Business Community
- Priority 4 – Reducing Unwanted Fire Alarm Signals (UFAS)
- Priority 5 – Effective Risk Management and Operational Preparedness

As well as supporting the five priorities in the Local Fire and Rescue Plan for Aberdeen City, SFRS activities and performance contribute to the wider priorities of Community Planning Aberdeen (CPA) Local Outcomes Improvement Plan and its 15 stretch outcomes. The SFRS is a statutory and active member of CPA's Outcome Improvement Groups and is committed to CPA's vision; "Aberdeen, a place where all people can prosper".




The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in Aberdeen City, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.











PERFORMANCE SUMMARY









The table below provides a summary of our year to date performance against headline indicators and annual targets. It aims to provide – at a glance – our direction of travel during the current reporting year.

Performance against Aberdeen City Local Fire and Rescue Plan 2020-23

Year-to-Date Legend

	Below 3 Year Average
	Less than 10% above 3 Year Average
	More than 10% above 3 Year Average

Key Performance Indicator	April 2022 - Sept 2022				RAG STATUS
	2019/20	2020/21	2021/22	2022/23	
Accidental Dwelling Fires 	135	118	99	94	
Accidental Dwelling Fire Casualties 	16	26	13	7	
Deliberate Secondary Fires 	112	160	190	168	
Deliberate Primary Fires 	49	50	57	63	
Fires in Non-Domestic Premises 	48	48	37	43	

<p>Unwanted Fire Alarm Signals</p> 	753	630	642	589	
<p>Legislative Fire Safety Audits</p> 	204	101	268	93	Annual Target 485
<p>Home Fire Safety Visits</p> 	2069	474	1552	836	Annual Target 2500
<p>Operational Intelligence</p> 	180	99	390	168	Annual Target 525
<p>Multi-Storey Operational Assurance Visits</p> 	127	98	215	134	Annual Target 236
<p>Staff Competence</p> 					Below Target (-7) 168 staff 104 Comp 64 Dev
<p>Appliance/Resource Availability</p> 					Wholtime availability never below 96% RVDS availability 80%

PERFORMANCE HIGHLIGHTS

Of the 5 priority areas the following key performance indicators should be noted and are further explained in each indicators performance management section from page 9 onwards.

Accidental Dwelling Fires

The statistics against the key performance indicators show that we have a decrease compared to the three-year rolling average for Accidental Dwelling Fires.

Accidental Dwelling Fire Casualties & Fatalities

Accidental Dwelling Fire Casualties have decreased over the three-year average. There were no fatalities during this reporting period.

Deliberate Primary and Secondary Fires

Deliberate secondary Fires have increased by less than 10% compared to the three-year average, with deliberate secondary fires (grassland/scrub) contributing to the bulk of the calls.

Non-Domestic Fires

Non-Domestic Fires have decreased compared to the three-year average with the 43 incidents covering a variety of premise types with the highest numbers in halls of residence and care/nursing homes.

We continue to work with owners and occupiers through our Fire Safety Enforcement Programme and Post Fire Audits to reduce the number of Non-Domestic Fires.

False Alarm – Unwanted Fire Alarm Signal

UFAS incidents have decreased compared to the three-year average with Hospitals / medical facilities contributing to the bulk of the calls.

Home Fire Safety Visits (HFSV)

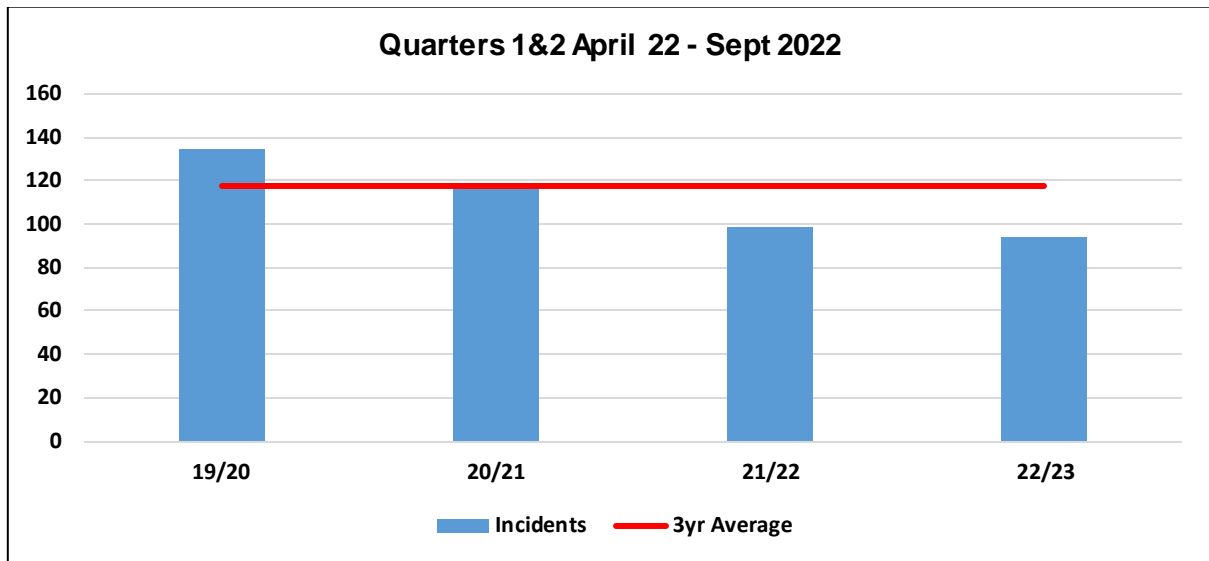
With the continued easing COVID restrictions we have seen a steady increase of HFSVs across categories. We remain committed to providing those most at risk from fire within the home with support and education.

Appliance/Resource Availability

Appliance availability has remained strong throughout the reporting period. As an organisation we continue to experience increased levels of absence through respiratory illness, which align with COVID related absence.

PRIORITY 1 – IMPROVING FIRE SAFETY IN THE HOME

KPI 1 - Accidental Dwelling Fires (ADF)



Breakdown of Locations

Area	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	5	5	3	5
Bridge of Don	2	3	6	3
Dyce, Bucksburn & Danestone	5	5	3	2
George Street & Harbour	18	15	13	16
Hazelhead, Queens Cross & Countesswells	12	9	7	6
Hilton, Woodside & Stockethill	12	13	9	17
Kincorth, Nigg & Cove	4	3	4	4
Kingswells, Shedocksley & Summerhill	9	6	7	3
Lower Deeside	3	4	2	1
Midsocket & Rosemount	11	10	11	4
Northfield & Mastrick North	21	7	5	9
Tillydrone, Seaton & Old Aberdeen	18	25	18	14
Torry & Ferryhill	15	13	11	10

Table 1: Year to Date (April 22 – Sept 2022) Performance

	19/20	20/21	21/22	22/23	YTD
ADF's	135	118	99	94	Green

KPI 2 & 3 - ADF Fatal Casualties & - ADF Non-Fatal Casualties

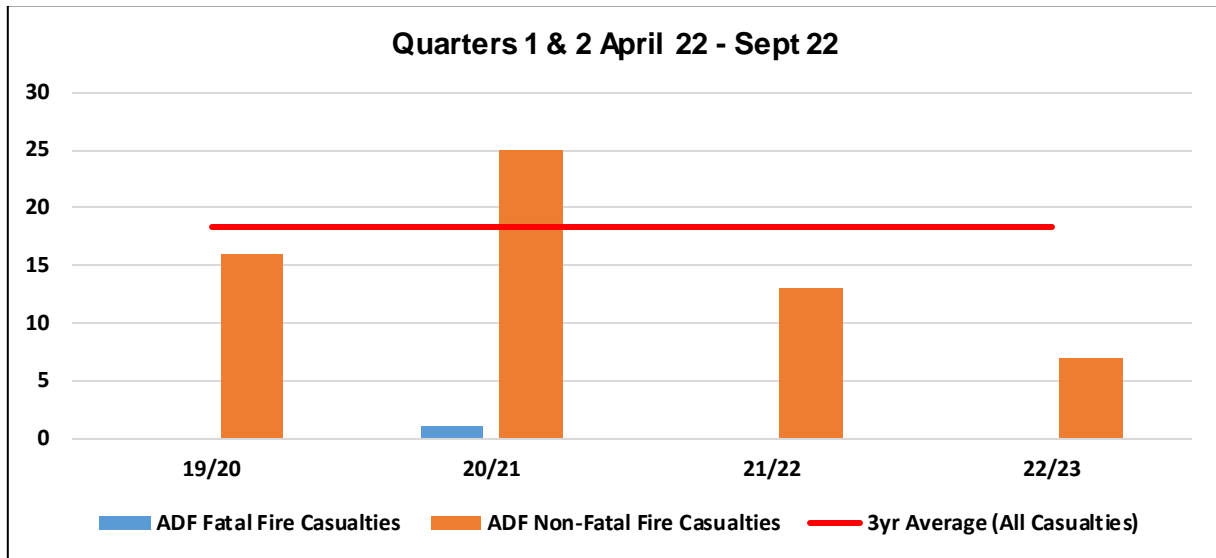
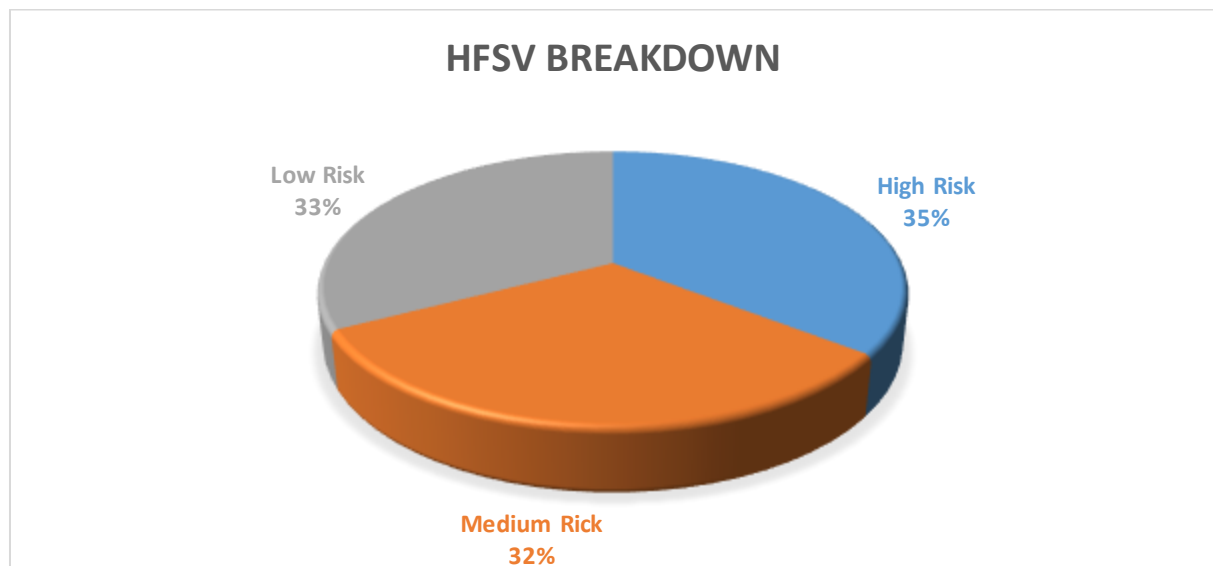


Table 2: Year to Date (April 22 to Sept 22) Performance

	19/20	20/21	21/22	22/23	YTD
ADF Fatal Casualties	0	1	0	0	Green
ADF Non-Fatal Casualties	16	25	13	7	Green

KPI 4 – High Risk Home Fire Safety Visits YTD April 22 - Sept 22



	High Risk	Medium Risk	Low Risk	YTD Total	YTD
Home Fire Safety Visits	297	266	273	836	Amber
	35%	32%	33%	N/A	Green

Priority 1 Description – Improving Fire Safety in the home

KPI 1 - Accidental Dwelling Fires (ADF)

The largest single type of primary fire in Aberdeen City is accidental fires in the home, similarly accidental dwelling fires are also the primary cause of most fire casualties and fatalities. Their prevention, therefore, is a key focus of the Service's community safety activity.

The reduction of fire casualties is clearly linked to this priority. The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out throughout the Aberdeen City area. Significant contributory factors associated with the number of fire casualties and fatalities include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs, Individual capacity and vulnerability, and ageing demographics.

KPI 2 - ADF Fatal Casualties

This KPI counts those people for whom fire has been clearly identified as the cause of death, including those who succumb due to their injuries sometime later. Those who succumb at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures.

As a target, the aim is to have **Zero ADF Fatal Casualties** in Aberdeen each year.

KPI 3 - ADF Non-Fatal Casualties

This KPI counts all types of non-fatal fire injury in the home, including precautionary checks.

As a target, the aim is to reduce the risk of injury from fire in the home, in an increasing Aberdeen population, by keeping fire injuries **below 32** each year.

KPI 4 - High Risk Home Fire Safety Visits

This measure counts the percentage of all home fire safety visits that are delivered to addresses that are identified as high risk.

As a target, the aim is that **61%** of all completed home fire safety visits are categorised as high risk.

What we aim to Achieve

- Improved community safety and wellbeing
- Reduction in number of accidental dwelling fires
- Reduction in number of casualties and fatalities resulting from accidental dwelling fires

Performance Management

There have been 94 ADF's reported year to date, which is below the three-year average. We are therefore showing green for achieving the annual target.

Accidental dwelling fires can have a significant negative impact upon both individuals, the wider community and are financially damaging to house holders and housing providers in terms of repair and the reinstatement of homes. Key contributory risk factors include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs. Individual capability and vulnerability, and aging demographics.

There has been 0 ADF Fatal Casualties during this year to date. We are therefore showing green for achieving the annual target.

There have been 7 ADF Non-Fatal Casualties year to date, which is again below the three-year average showing green for achieving the annual target. It is worth noting that 4 of these casualties were attributed to cooking or cooking left unattended, 2 attributed to careless handling due to sleep, with 1 attributed to careless handling due to careless disposal. All casualties received precautionary check-ups. All properties were found to be fitted with smoke detection, limiting damage to the room of origin. Operational staff give advice and guidance after every incident as well as distributing fire safety information to any nearby addresses and neighbours.

Home Fire Safety Visits remain a key focus in our community safety activity to reduce accidental dwelling fires and casualties resulting from these. We continue to explore and develop partnerships throughout the area to identify those most vulnerable and/or at risk from fire and/or harm in the home. Through our contribution to Aberdeen City Community Safety Hub and the CPA collectively we have raised awareness of our referral process and promote a better understanding of fire risk in the home. The figures presented above show the number of HFSV's delivered year-to-date. Actions are being taken to support how we target high/medium risk as these are lower than we would hope for this time of year.

The SFRS focus remains on delivery of high and very high risk HFSV's these are being carried out by both our Community Action Teams as well as operational front-line staff. We continue to monitor emerging risk and will adjust our delivery strategy in line with Scottish Government COVID 19 guidance, to protect both the public and our staff.

PRIORITY 2 – REDUCING DELIBERATE FIRES

KPI 5 – All - Deliberate Secondary Fires / Location

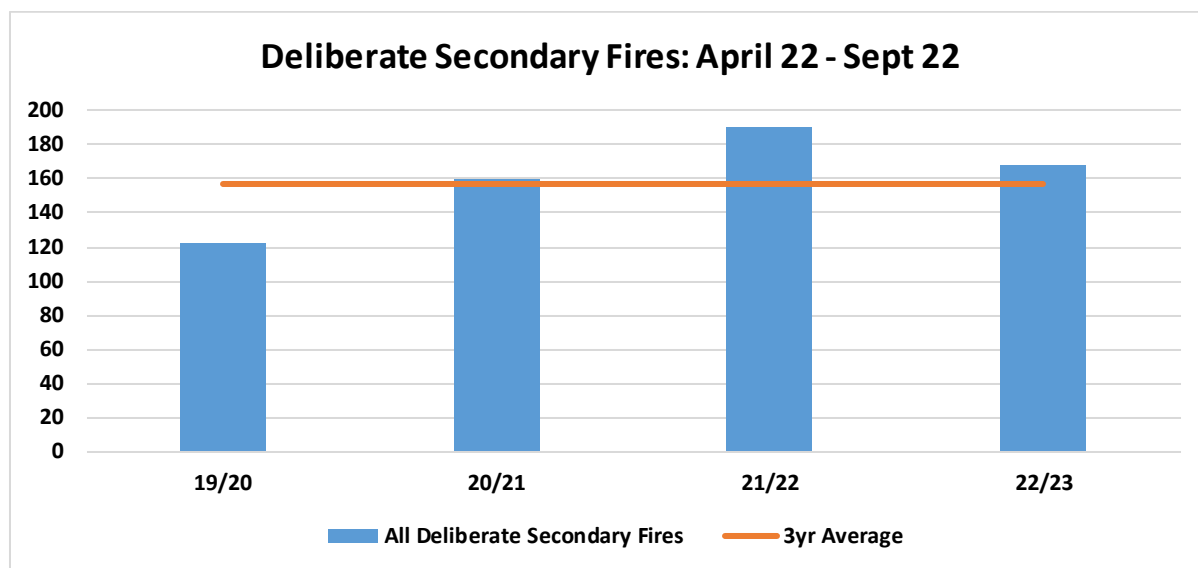


Table 3: Year to Date (April 22 to Sept 22) Performance

	19/20	20/21	21/22	22/23	YTD
All Deliberate Secondary Fires	122	160	190	168	Amber

Location	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	5	3	16	8
Bridge of Don	5	3	6	8
Dyce, Bucksburn & Danestone	9	28	29	10
George St & Harbour	9	7	10	8
Hazlehead, Queens Cross & Countesswells	4	7	4	4
Hilton, Woodside & Stockethill	10	9	7	10
Kincorth, Nigg & Cove	8	6	46	45
Kingswells, Shedocksley & Summerhill	11	17	7	17
Lower Deeside	7	5	7	8
Midstocket & Rosemount	7	4	12	8
Northfield & Mastrick North	17	11	13	12
Tillydrone, Seaton & Old Aberdeen	15	10	15	16
Torry & Ferryhill	15	50	18	15

KPI 6 – All Deliberate Primary Fires / Location

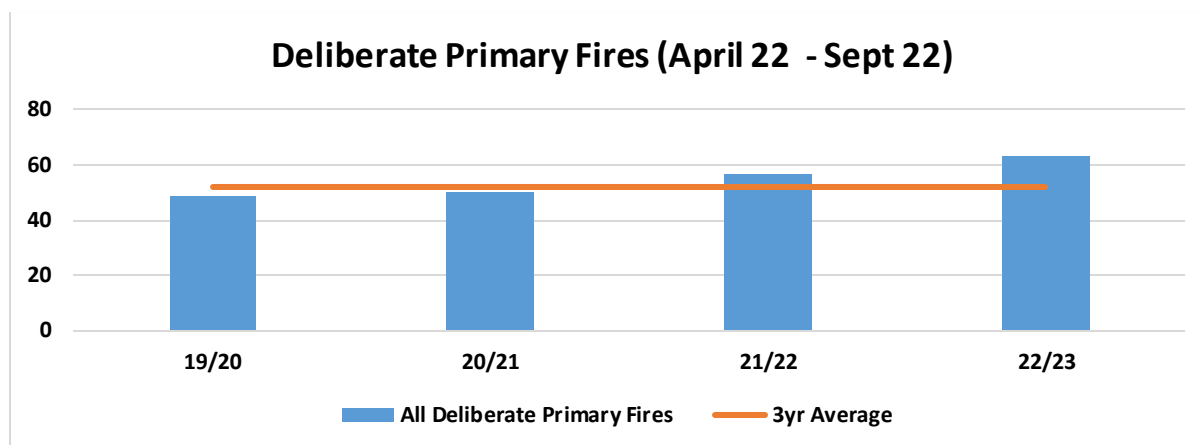


Table 4: Year to Date (April 22 to Sept 22) Performance

	19/20	20/21	21/22	22/23	YTD
All Deliberate Primary Fires	49	50	57	63	Red

Location	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	0	0	0	3
Bridge of Don	1	1	3	3
Dyce, Bucksburn & Danestone	5	10	13	4
George St & Harbour	6	4	5	6
Hazlehead, Queens Cross & Countesswells	0	9	5	3
Hilton, Woodside & Stockethill	4	2	4	7
Kincorth, Nigg & Cove	8	3	7	13
Kingswells, Sheddocksley & Summerhill	2	4	3	5
Lower Deeside	2	1	0	1
Midsocket & Rosemount	1	3	1	6
Northfield & Mastrick North	8	6	6	2
Tillydrone, Seaton & Old Aberdeen	5	5	5	5
Torry & Ferryhill	7	2	5	5

Priority 2 Description – Reducing Deliberate Fires

These KPI's and targets account for all types of fire that are believed to have been started intentionally and are categorised as deliberate primary fires and deliberate secondary fires.

KPI 5 – Deliberate Secondary Fires

Deliberate secondary fires cover the majority of outdoor fires including grassland and refuse fires along with fires in derelict property.

As a target the aim is to reduce the rate of deliberate secondary fires in Aberdeen by keeping these **below 266** for the reporting year.

KPI 6 – Deliberate Primary Fires

These deliberate fires cover the following property types;

- Fires in the home
- Fires in non-domestic premises
- Fires in motor vehicles

As a target we aim to reduce the rate of deliberate primary fires in Aberdeen by keeping these **below 102** for the reporting year.

What we aim to Achieve

- Reduce the number of deliberate fires by 10% (LOIP Key Driver 10.2)
- Improved community safety and wellbeing
- Improved data analysis to ensure resources are directed to maximise community outcomes
- Protect Aberdeen's natural and built environment.

Performance Management

Results for this indicator show that we are above the average number of deliberate fires in Aberdeen City compared against the average for comparable areas in Scotland.

During this period the majority of the deliberate secondary fires were fires involving grassland and refuse, most notably within the Ward of Kincorth, Nigg and Cove. Partnership work is underway to target the affected areas through Gramps walks and talks, school engagement sessions, the safety Hub and through the CPA as a project within the Stretch outcomes. (LOIP Key Driver 10.2).

As part of our Thematic Action Plans we focus on deliberate fires and carry out interventions in identified problem areas. We use both traditional and social media communication channels to highlight the hazards and consequences of deliberate fires and use our Fire-setter's intervention program to carry out engagement activity with youths that have been identified as being involved in Deliberate Fires.

PRIORITY 3 – Improving Fire Safety in the Business Community

KPI 7 - Non-Domestic Building Fires

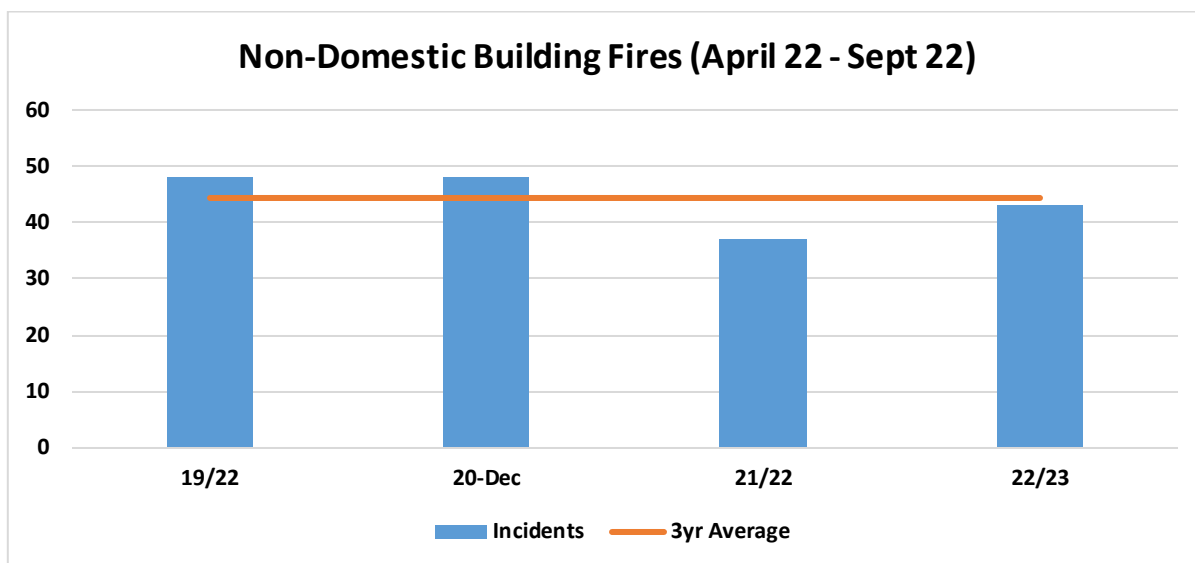


Table 4: Year to Date (April 22 to Sept 22) Performance

	19/20	20/21	21/22	22/23	YTD
Non-Domestic Building Fires	48	48	37	43	Green

Location	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	1	0	1	0
Bridge of Don	0	4	1	2
Dyce, Bucksburn & Danestone	8	4	5	3
George St & Harbour	9	9	5	7
Hazelhead, Queens Cross & Countesswells	4	1	2	4
Hilton, Woodside & Stockethill	0	0	0	4
Kincorth, Nigg & Cove	9	3	3	9
Kingswells, Shedocksley & Summerhill	2	6	2	1
Lower Deeside	1	3	1	1
Midstocket & Rosemount	3	4	8	11
Northfield & Mastrick North	0	4	1	0
Tillydrone, Seaton & Old Aberdeen	3	6	4	0
Torry & Ferryhill	8	4	4	1

KPI 8 - Legislative Fire Safety Audits

Table 5: Completed Audits

Care / Children's Homes	1
Houses in Multiple Occupation	51
Hotel	22
Hospital	5
Post Fire	5
Other workplace	7
TOTAL	93

Priority 3 Description – Improving Fire Safety in the Business Community

These performance measures and targets cover the type of non-domestic premises applicable to Part 3 of the Fire (Scotland) Act 2005 i.e. business premises, and is designed to reflect the effectiveness of fire safety management in respect of these types of buildings.

PM 7 – Non-Domestic Building Fires Applicable to the Act

As a performance measure we aim to reduce the rate of fires in non-domestic premises (where the Act applies) by keeping them **below 100** for the reporting year.

PM 8 & 9 – Legislative Fire Safety Audits

As a performance measure we aim to ensure all premises that meet the SFRS framework requirements are subject to an annual fire safety audit.

What we aim to achieve

- Through a risk-based audit programme, we will protect Aberdeen's built environment and heritage at the same time supporting economic growth.
- Enhanced understanding of fire safety legislation and responsibilities across the business sector.

Performance Management

A dedicated team of legislative fire safety enforcement and auditing officers work across Aberdeen City auditing relevant premises that are considered as presenting the highest risk to life in the event of a fire.

With the recent lifting of COVID restrictions we are back to physical visits and as shown above striving to reach our annual target.

Legislative Fire Safety Audits for Care/ Children's homes are shown low due these premises types being completed annual during quarter 3 (Oct-Dec).

PRIORITY 4 – Reducing Unwanted Fire Alarm Signals

KPI 10 – Number of UFAS Incidents

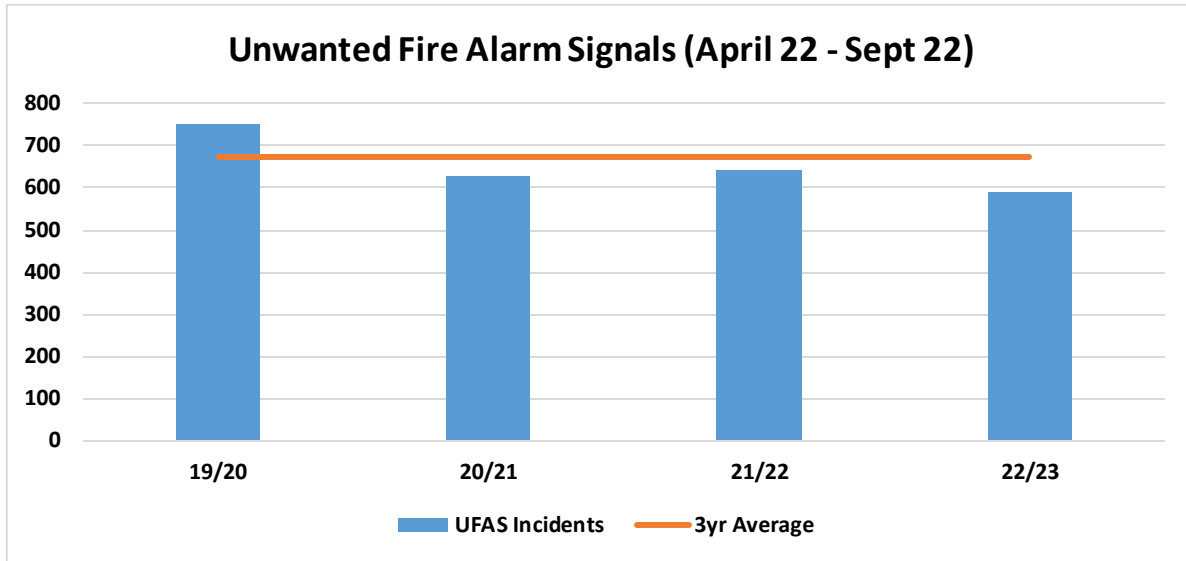


Table 6: Year to Date (April 22 – Sept 22) Performance

	19/20	20/21	21/22	22/23	YTD
Unwanted Fire alarm signals	753	630	642	589	Green

Location	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	34	40	28	33
Bridge of Don	30	36	36	37
Dyce, Bucksburn & Danestone	86	73	72	91
George St & Harbour	146	73	87	86
Hazlehead, Queens Cross & Countesswells	34	21	24	34
Hilton, Woodside & Stockethill	11	3	8	1
Kincorth, Nigg & Cove	72	57	75	52
Kingswells, Sheddocksley & Summerhill	38	41	40	29
Lower Deeside	23	23	23	15
Midstocket & Rosemount	172	160	165	141
Northfield & Mastrick North	8	15	4	9
Tillydrone, Seaton & Old Aberdeen	40	25	29	23
Torry & Ferryhill	59	63	51	38

Priority 4 Description – reducing unwanted Fire alarm signals

Automatic Fire alarms (AFA) are fundamental to providing early warning from fire, giving people the chance to evacuate safely. However, to be effective, they must be properly installed and maintained, and a good fire safety management regime must be in place by the duty holder, so they do not activate when there is no fire.

Every Unwanted Fire Alarm Signal (UFAS) from an AFA has an impact in terms of unnecessary blue light journeys, redirecting SFRS resources away from other activities such as community safety work and causing considerable disruption to businesses.

KPI 10 – Unwanted Fire Alarm Signals (UFAS)

As a headline target, the aim is to improve fire safety management and awareness, by reducing the number of attendances to unwanted fire alarm signals (UFAS) from automatic systems in non-domestic buildings to **less than 1375** each year.

What we aim to Achieve

- Reduced impact on businesses, communities and the SFRS, creating capacity to deliver against other local and national priorities.
- Reduce SFRS' carbon footprint through less vehicle movements.
- Reduction in unnecessary demand on retained firefighters and their primary employers.
- Reduced road risk for SFRS operational personnel and the general public.

Performance Management

The table below lists the 5 property types that had persistent call-outs due to UFAS April 22 – Sept 22

Property Types	No. of UFAS
Hospitals	101
Purpose Built Office	73
Student Halls of Residence	23
Sheltered Housing	17
Education / College University	15

SFRS personnel proactively engage with any premises that are identified as “repeat offenders” to assist them in developing strategies and procedures that will reduce false alarms of all types.

PRIORITY 5 – Effective Risk Management and Operational Preparedness

PM 11 – Operational Intelligence

Table 7: Year to Date Performance

	Q1	Q2	Q3	Q4	YTD	Annual Target
Operational Intelligence Visits	27	42			RED	525

PM 12 – Multi-Storey Operational Assurance Visits

Table 8: Year to Date Performance

	Q1	Q2	Q3	Q4	YTD	Annual Target
Multi-Storey Operational Assurance Visits	62	68	41		AMBER	236

PM 13 – Staff Competence

Table 9

	Total	Competent	Development	Red	Amber	Green	Beyond Target
Firefighter	108	69	39	17	13	9	
Crew Commander	37	20	17				
Watch Commander	16	9	7				
Senior Manager	7	6	1				

PM 14 – Appliance/Resource Availability

Table 10: Year to Date Performance

	Q1	Q2	Q3	Q4	YTD	Annual Target
Retained	97.04%	93.13%			95.13%	

Wholtime availability has remained strong throughout the year and in line with policy has never dropped below 96 % of resource available on any given day.

Priority 4 Description – Effective Risk Management and Operational Preparedness

Risk Management and operational preparedness are key areas of work for the SFRS. For Aberdeen City this means;

- Knowing what the risks are and making appropriate plans to ensure we are resilient and informed to respond effectively to any event at that risk.
- Being prepared to respond to national threats or major emergencies.
- Firefighters being trained and equipped to deal with emergencies safely and effectively and our stations being ready to respond.

KPI 11 – Operational Intelligence

Each operational watch is tasked with undertaking 7 operational intelligence inspections each 7-week cycle. These will be a combination of new inspections and re-visits to validate the currency of the information held.

As a performance target we aim to complete 525 operational intelligence visits across Aberdeen during the reporting year.

KPI 12 – Multi-Storey Operational Assurance Visits

Each identified multi-storey premises in Aberdeen City should receive a quarterly inspection.

As a performance target we aim to inspect 59 residential multi-storey premises every quarter.

KPI 13 – Staff Competence

On initial appointment, and upon promotion, all personnel enter a period of development where it is expected that they follow an appropriate development plan that will see them achieve competency in role within a defined period.

For new appointments there is a development period of 36 months. For newly promoted personnel achieving competence is expected within 12-24 months.

As a performance target we aim to have all personnel competent in role within these defined timescales.

KPI 14 – Appliance/Resource Availability

Good application and efficient use of attendance management, crewing and resourcing policies assists us to keep, as far as reasonably possible, all appliances available at all times. It should be noted that whole-time availability in Aberdeen City has not dropped below 96% at any time during the pandemic and we expect this figure to improve as we move forward to more settled times.

As a performance target we aim to achieve 100% resource availability for the reporting year.

What we aim to Achieve

- Support the wellbeing and safety of the public, SFRS personnel and other emergency responders
- Improved community resilience.

A Fire and Rescue Service that can respond effectively and efficiently across Aberdeen, and beyond

Performance Management

Due to the restrictions of COVID 19 Risk Management and operational preparedness performance indicators have been problematic to meet especially in relation to Operational Intelligence. As an area we are continuing to make good progress to reduce to backlog of revalidation visits outstanding from the effects of COVID.

Multi-Storey Operational Assurance Visits are lower than we would expect for the reporting period. It should be noted that 2 weeks remain before the close of the quarter, with crews working towards completing all required visits.

Staff competence is on track with continued support from the local training team, ensuring that the subsequent effects and impact from COVID are managed effectively.

Appendix I

As requested by the committee members, the following Data has been provided to demonstrate our performance in relation to Priorities 1 to 4 over a 4-year cycle. By providing Data over a 4-year cycle, it will allow us to capture our performance during the periods of pre, during and post COVID.

We continue to work with our Data Analyse team to have the requested 4-year average included within the main report. It is our ambition to have this completed for the next reporting period.

PRIORITY 1 – IMPROVING FIRE SAFETY IN THE HOME

KPI 1 - Accidental Dwelling Fires (ADF)

Table 1: Year to Date (April 22 – Sept 2022) Performance

	18/19	19/20	20/21	21/22	22/23	YTD
ADF's	135	135	118	99	94	Green

Area	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	15	5	5	3	5
Bridge of Don	2	2	3	6	3
Dyce, Bucksburn & Danestone	2	5	5	3	2
George Street & Harbour	23	18	15	13	16
Hazelhead, Queens Cross & Countesswells	11	12	9	7	6
Hilton, Woodside & Stockethill	11	12	13	9	17
Kincorth, Nigg & Cove	8	4	3	4	4
Kingswells, Shedocksley & Summerhill	9	9	6	7	3
Lower Deeside	1	3	4	2	1
Midsocket & Rosemount	15	11	10	11	4
Northfield & Mastrick North	10	21	7	5	9
Tillydrone, Seaton & Old Aberdeen	14	18	25	18	14
Torry & Ferryhill	14	15	13	11	10

KPI 2 & 3 - ADF Fatal Casualties & - ADF Non-Fatal Casualties

Table 2: Year to Date (April 22 to Sept 22) Performance

	18/19	19/20	20/21	21/22	22/23	YTD
ADF Fatal Casualties	0	0	1	0	0	Green
ADF Non-Fatal Casualties	13	16	25	13	7	Green

PRIORITY 2 – REDUCING DELIBERATE FIRES

KPI 5 – All - Deliberate Secondary Fires / Location

Table 3: Year to Date (April 22 to Sept 22) Performance

	18/19	19/20	20/21	21/22	22/23	YTD
All Deliberate Secondary Fires	270	122	160	190	168	Amber

Location	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	2	5	3	16	8
Bridge of Don	12	5	3	6	8
Dyce, Bucksburn & Danestone	32	9	28	29	10
George St & Harbour	9	9	7	10	8
Hazlehead, Queens Cross & Countesswells	20	4	7	4	4
Hilton, Woodside & Stockethill	11	10	9	7	10
Kincorth, Nigg & Cove	43	8	6	46	45
Kingswells, Shedocksley & Summerhill	15	11	17	7	17
Lower Deeside	6	7	5	7	8
Midsocket & Rosemount	9	7	4	12	8
Northfield & Mastrick North	25	17	11	13	12
Tillydrone, Seaton & Old Aberdeen	13	15	10	15	16
Torry & Ferryhill	73	15	50	18	15

Table 4: Year to Date (April 22 to Sept 22) Performance

	18/19	19/20	20/21	21/22	22/23	YTD
All Deliberate Primary Fires	43	49	50	57	63	Red

Location	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	1	0	0	0	3
Bridge of Don	1	1	1	3	3
Dyce, Bucksburn & Danestone	3	5	10	13	4
George St & Harbour	6	6	4	5	6
Hazlehead, Queens Cross & Countesswells	2	0	9	5	3
Hilton, Woodside & Stockethill	2	4	2	4	7
Kincorth, Nigg & Cove	5	8	3	7	13

Kingswells, Sheddocksley & Summerhill	3	2	4	3	5
Lower Deeside	0	2	1	0	1
Midstocket & Rosemount	4	1	3	1	6
Northfield & Mastrick North	2	8	6	6	2
Tillydrone, Seaton & Old Aberdeen	3	5	5	5	5
Torry & Ferryhill	11	7	2	5	5

PRIORITY 3 – Improving Fire Safety in the Business Community

KPI 7 - Non-Domestic Building Fires

Table 4: Year to Date (April 22 to Sept 22) Performance

	18/19	19/20	20/21	21/22	22/23	YTD
Non-Domestic Building Fires	62	48	48	37	43	Green

Location	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	4	1	0	1	0
Bridge of Don	2	0	4	1	2
Dyce, Bucksburn & Danestone	8	8	4	5	3
George St & Harbour	6	9	9	5	7
Hazelhead, Queens Cross & Countesswells	0	4	1	2	4
Hilton, Woodside & Stockethill	0	0	0	0	4
Kincorth, Nigg & Cove	8	9	3	3	9
Kingswells, Sheddocksley & Summerhill	4	2	6	2	1
Lower Deeside	2	1	3	1	1
Midstocket & Rosemount	11	3	4	8	11
Northfield & Mastrick North	2	0	4	1	0
Tillydrone, Seaton & Old Aberdeen	5	3	6	4	0
Torry & Ferryhill	10	8	4	4	1

PRIORITY 4 – Reducing Unwanted Fire Alarm Signals

KPI 10 – Number of UFAS Incidents

Table 6: Year to Date (April 22 – Sept 22) Performance

	18/19	19/20	20/21	21/22	22/23	YTD
Unwanted Fire alarm signals	682	753	630	642	589	Green

Location	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	19	34	40	28	33
Bridge of Don	44	30	36	36	37
Dyce, Bucksburn & Danestone	79	86	73	72	91
George St & Harbour	118	146	73	87	86
Hazlehead, Queens Cross & Countesswells	38	34	21	24	34
Hilton, Woodside & Stockethill	11	11	3	8	1
Kincorth, Nigg & Cove	54	72	57	75	52
Kingswells, Sheddocksley & Summerhill	35	38	41	40	29
Lower Deeside	25	23	23	23	15
Midsocket & Rosemount	179	172	160	165	141
Northfield & Mastrick North	6	8	15	4	9
Tillydrone, Seaton & Old Aberdeen	29	40	25	29	23
Torry & Ferryhill	45	59	63	51	38

ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	05 October 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire and Rescue Service Thematic Report – SFRS Staffing – Aberdeen City
REPORT NUMBER	SFR/22/225
DIRECTOR	Chay Ewing, Local Senior Officer, SFRS
CHIEF OFFICER	Andy Buchan, Group Commander, SFRS
REPORT AUTHOR	Andy Buchan, Group Commander, SFRS
TERMS OF REFERENCE	5.6

1. PURPOSE OF REPORT

- 1.1 To present the Scottish Fire and Rescue Service Thematic Report - **SFRS Staffing – Aberdeen City**

2. RECOMMENDATION(S)

- 2.1 That the Committee consider and note the information provided in this report.
Appendix A Thematic Report – SFRS Staffing – Aberdeen City

3. BACKGROUND

- 4.1 A key priority of our Strategic Plan 2019-22 is to ensure that Our flexible operational model provides an effective emergency response to meet diverse community risks across Scotland (Outcome 2).

- 4.2 The purpose of this report is to provide the committee with an overview of;

SFRS crewing models utilised within Aberdeen City
 SFRS target operating model for Aberdeen City
 Our On-call Recruitment Programme
 How the SFRS are working to improve the On-call crewing model

4. FINANCIAL IMPLICATIONS

- 4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

6.1 Not applicable

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Economy	Whilst not specific to any Stretch Outcome, the paper seeks to provide members with knowledge of the SFRS staffing models utilised to maintain operational readiness
People	This paper provides information on how the SFRS work to ensure that we keep the communities of Scotland safe through adequate resourcing.
Place	Whilst not specific to any Stretch Outcome, this paper provides information of the SFRS resource management systems which ensure that adequate emergency response is available to protect premises and the local environment.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	
Organisational Design	
Governance	
Workforce	
Process Design	
Technology	
Partnerships and Alliances	

8. IMPACT ASSESSMENTS

Assessment	Outcome

Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Appendix A – Scottish Fire and Rescue Service Thematic Report - SFRS
Staffing – Aberdeen City

11. REPORT AUTHOR CONTACT DETAILS

Andy Buchan
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**Working together
for a safer Scotland**



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

Scottish Fire and Rescue Service Thematic Report

SFRS Staffing – Aberdeen City

Safety. Teamwork. Respect. Innovation.

1. Background

The purpose of this report is to provide committee members with an understanding of how the Scottish Fire and Rescue Service (SFRS), maintains operational readiness through our dedicated crewing models.

Within Aberdeen City, the SFRS maintains operational readiness by employing two distinct crewing models; Wholetime and On-call. These models are deployed across four stations; Altens, Central, North Anderson Drive crewed by wholetime personnel and Dyce by On-call personnel.

To further enhance both crewing models, Aberdeen City Senior Command team consisting of senior officers are assigned to a Flexi Duty Officer (FDO) crewing model. This model ensures that adequate command and control can be applied to all incident types and sizes.

2. Crewing Models and Target Operating Model

Wholetime Crewing Model:

Wholetime firefighters are employed on a full-time contract to provide operational cover within our wholetime fire stations as part of the 5-watch duty system. Personnel are split across 5 watch colours, working 42 hrs per week over 2 dayshifts and 2 nightshifts, within a 7-week cycle.

Wholetime firefighters provide an emergency response to a variety of calls including incidents such; Fire, Road Traffic Collisions, Transport (Trains, Planes), Rope Rescue, Water Rescue, Hazardous Materials, Urban Search and Rescue (collapsed structure).

Wholetime personnel not only attend emergency calls, but also contribute to keeping our communities safe through community education activities such as; home fire safety visit, post incident response support, school interventions, High rise and care home inspections etc.

On-Call Crewing Model:

The On-call crewing model is a service for the community, provided by the community and we could not keep Scotland safe without our dedicated On-call crews.

Our On-call firefighters provide the same full range of emergency services as their Wholetime colleagues – and generally carry out these duties whilst holding primary employment in various other fields.

This can mean our personnel bring a wide variety of experience to the role and an example of these wide ranging of roles include; Hoteliers, Bank Managers, Gym Instructors, Project Administrators and Joiners etc.

Our On-call crews not only attend emergency calls, but also contribute to keeping our communities safe through community education activities in line with their wholetime colleagues.

Our On-call colleagues undertake a commitment to provide operational cover within their local community on either a 75% (90hrs pw) or 100% (120hrs pw) contract depend on the needs of their primary employment. This also includes attending regular weekly training events held at their local fire station for 2.5hrs per session, ensuring competencies and firefighter safety is maintained.

Flexi Duty Officer Crewing Model:

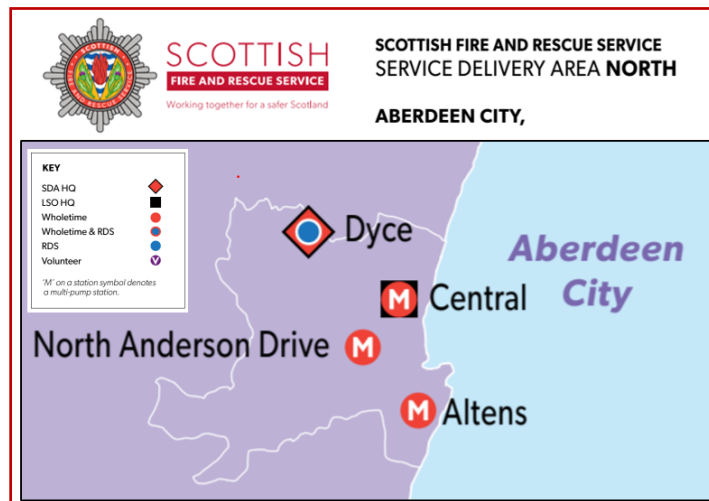
Our Senior Officer cadre provide operational cover and support 24hrs a day. Not only does our Senior Command team undertake the management of Service Delivery, Fire Safety Enforcement, Prevention and Protection, Training, Safety and Assurance, they also provided operational response.

FDOs provide a response to all incident types providing additional support and Command and Control. Each FDO also provides tactical support and advise via their individual specialist skill base. These include role such as;

- HAZMAT Advisors
- Detection, Identification and Monitoring (DIM)
- Chemical, Biological, Radiological, Nuclear Advisors (CBRN)
- National Interagency Liaison Officers (NILO)
- Fire Investigation (FI)
- Accident Investigation (AI)
- Media Officers
- Tactical Loggist

Aberdeen City Staffing:

The Aberdeen Local Authority Area is served by 4 Community Fire and Rescue stations, Altens, Central, North Anderson Drive - Wholetime and 1 On-call station at Dyce.



SFRS sites within Aberdeen city also include; The North Service Delivery Area HQ (Dyce), Aberdeen City, Aberdeenshire and Moray LSO Area HQ (Central) and the North Area Training Centre (Portlethen).

Our target operating model for Aberdeen City across both Wholetime and On-call frontline staff is 168. As of September 2022, our establishment is 161, to which we are actively recruiting to fill these vacancies.

Target Operating Model					
	Altens	Central	N.A.D	Dyce	
Firefighter	35	38	32	9	114
Crew Commander	10	15	10	3	38
Watch Commander	5	5	5	1	16
	50	58	47	13	168
Actual Operating Model (Sept 2022)					
	Altens	Central	N.A.D	Dyce	
Firefighter	33	36	32	7	108
Crew Commander	10	15	10	2	37
Watch Commander	5	5	5	1	16
	48	56	47	10	161 (-7)

To ensure effective and sufficient resourcing, our appliance availability is managed utilising electronic online roster systems, Kronos (wholetime/FDOs) and Gartan (On-call). These online systems allow SFRS operations control and command teams to make fast strategic decisions about staff and resource availability in real-time.

Due to nature of the On-call environment and changes within how our local communities function, it has become more challenging in recent years to recruit and maintain appliance availability within the On-call environment. This can be evidenced as a greater number of the population no longer work within their local areas due to a decline in traditional local work sectors such as; retail, hospitality, manufacturing etc.

3. Recruitment

Due to the nature of On-call and the aforementioned challenges, the SFRS inherently experiences a high a turnover of employee's year to year.

Our On-call recruitment programme is a continuous process that is open to candidates all year, thus allowing the SFRS to quickly progress any identified areas of need. Our recruitment process is an online process which allows for greater sharing and recording of information between candidates and local SFRS management teams.

Our recruitment programme is designed to ensure that all candidates meet the required medical, fitness and educational standards to undertake the role of Firefighter.

Within the Aberdeen City, Aberdeenshire and Moray LSO area, our management teams continually work to ensure that sufficient area cover be maintained. This has been

achieved by local management teams working closely with local crews and On-call Support Watch Commander to identify innovative recruitment initiatives. These initiatives have been used to identify the needs of the local communities we serve and how we can change to meet them.

4. How the Scottish Fire and Rescue Service Is Working to Improve On-call Employment

In 2020 the SFRS introduced the National Retained and Volunteer Leadership forum. The aims and objectives of the forum was to bring together all elements and functions within the SFRS to support and evolve the On-call system, while undertaken continuous consultation with our On-call colleagues.

Initial consultation with our On-call colleagues has identified need for change and as such, our service introduced the 'On-call Improvement Programme'.

Our On-Call Improvement Programme has been divided into three key projects;

1. Attraction & Recruitment Improvement Project.
2. Responding Options & Duty Systems Relationships Project.
3. Variable Contracts and Station Establishments Project.

Actions that have undertaken to date;

- Formation of the On-call Support Group
- Pre-Recruitment Engagement Programme (PREP)
- On-call Improvement Programme
- Standardisation of On-call T&Cs Consultation (ongoing)
- Implementation and employment of On-call Support Watch Commanders (54).

5. Conclusion

The report provides the Committee with a briefing on the principle crewing models deployed by the SFRS to maintain operational readiness.

The Scottish Fire and Rescue Service will continue to work towards improving how we delivery our services to our communities.

The Scottish Fire and Rescue Service will continue to improve on prevention, protection and response, to ensure the safety and wellbeing of people throughout Scotland.

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	05 October 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire and Rescue Service Report – HM Fire Service Inspectorate- Service Delivery Area Inspection Outline
REPORT NUMBER	SFR/22/228
DIRECTOR	Chay Ewing, Local Senior Officer, SFRS
CHIEF OFFICER	Andy Buchan, Group Commander, SFRS
REPORT AUTHOR	Chay Ewing, Local Senior Officer, SFRS
TERMS OF REFERENCE	5.6

1. PURPOSE OF REPORT

- 1.1 To present the Scottish Fire and Rescue Service Update Report - **HM Fire Service Inspectorate- Service Delivery Area Inspection Outline**.

2. RECOMMENDATION(S)

- 2.1 That the Committee consider and note the information provided in this report. **Appendix A - HM Fire Service Inspectorate- Service Delivery Area Inspection Outline**.

3. BACKGROUND

- 3.1 HM Fire Service Inspectorate - Review of Inspection Arrangements across Local Authority Areas - for information letter.
- 3.2 Following consideration on 23 February 2022 of a letter from HM Fire Service Inspectorate regarding a review of Inspection Arrangements, Committee agreed to instruct the Local Senior Officer, SFRS to provide an update to a future Committee.
- 3.3 It may be subject to change but note there are no plans to carry out a Service Delivery Area Inspections (SDAI) in the North until year 2024-25. Any timetabling changes will be notified well in advance.

4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

6.1 Not applicable

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Economy	Whilst not specific to any Stretch Outcome, Review and comment on local fire and rescue plan and the Local Outcomes Improvement Plan (LOIP) for the local authority area in question (to the extent that the LOIP is relevant to the work of the Scottish Fire and Rescue Service).
People	Meeting with LSOs, to cover general background and issues relating to the local plan; Meeting with relevant managerial and front-line staff working in the Prevention and Protection, Response, and other business areas as required to obtain a comprehensive picture of SFRS service delivery in the area. Station visits in the area: we will visit a representative sample of fire stations in each LSO area. We will not only look at the state of the buildings and equipment, and the integrity of records kept locally, but will also wish to meet with as many members of staff as practicable.
Place	Whilst not specific to any Stretch Outcome, we will discuss with them a list of issues which will include general satisfaction with the services provided by them, management support, training and development opportunities, and understanding and availability of information about risk within the area.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	Our SDA area inspections are intended to be tied to the priorities defined within the Fire and Rescue Framework and also aligned to the Service's own Strategic Plan and other relevant SFRS strategies. For this reason we have adopted an approach to inspection work which aligns with the strategic priorities in the Framework.
Organisational Design	In carrying out our SDA inspections it is our aim, broadly speaking, to look at the same issues in each area we visit. This provides a measure of transparency about what it is we intend to look at, and at the same time makes it possible for our reports on different LSO areas to be broadly compared, taking account of the differences that exist between LSO areas.
Governance	The Fire and Rescue Framework for Scotland sets out how Scottish Ministers expect the SFRS to operate and contains strategic priorities for the Service. We take the Framework into consideration when structuring and prioritising our inspection programme.
Workforce	<p>The inspection team members are drawn from HMFSI's permanent staff and secondees from the SFRS. We will avoid a situation arising where a secondee is inspecting service delivery in an area for which they are directly responsible in their role in the SFRS. Whether a member of the inspection team or not, the Chief Inspector takes sole responsibility for the inspection report, its contents and conclusions.</p> <p>HMFSI's service delivery inspection work is reviewed for quality assurance. A peer reviewer will be selected as appropriate.</p>
Process Design	The Plan contains a twin approach to inspections. HMFSI will from time to time carry out thematic inspections of issues that have been risk-assessed as being particularly significant. Additionally, HMFSI has a rolling programme of inspections of local fire and rescue service delivery, based on the three SFRS Service Delivery Areas (SDA), North, West and East.
Technology	N/A
Partnerships and Alliances	Meet with representatives of the local Community Planning Partnership at strategic and operational levels.

	Understand local scrutiny arrangements and meet with representatives of the local scrutiny committee (to include elected representatives) as nominated by the local authority.
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8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Appendix A – HM Fire Service Inspectorate- Service Delivery Area Inspection Outline

11. REPORT AUTHOR CONTACT DETAILS

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Inspection Outline Service Delivery Area Inspections

Integrity, objectivity and fairness

1. Introduction

HM Fire Service Inspectorate (HMFSI) publishes a Chief Inspector's Plan under the provisions of the *Fire (Scotland) Act 2005*, which sets out Inspectors' priorities for inspection of the Scottish Fire and Rescue Service (SFRS).

The Plan contains a twin approach to inspections. HMFSI will from time to time carry out thematic inspections of issues that have been risk-assessed as being particularly significant. Additionally, HMFSI has a rolling programme of inspections of local fire and rescue service delivery, based on the three SFRS Service Delivery Areas (SDA), North, West and East. This Inspection Outline sets out the reasons for undertaking the SDA programme and the way in which Inspectors go about that work.

By undertaking inspections of SFRS service delivery within the SDA, HMFSI:

- can provide assurance to Scottish Ministers and the public that the SFRS is making adequate provision for local service delivery;
- can take a detailed look at the nature and quality of service provision, including working with partner organisations, within local areas and can draw attention to significant matters and areas of good practice;
- maintains a good level of awareness of the Service's functions and builds a record of information gathered; and
- can gather intelligence that may inform, or cause to be undertaken, more strategic, thematic inspections of the SFRS.

The Fire and Rescue Framework for Scotland sets out how Scottish Ministers expect the SFRS to operate and contains strategic priorities for the Service. We take the Framework into consideration when structuring and prioritising our inspection programme.

Our SDA inspections are carried out under the authority of s43B(1) and (3)(c) of the *Fire (Scotland) Act 2005* and aim to examine the manner in which the SFRS is carrying out its function of delivering fire and rescue services within the area in question.

The reporting provisions of s43C of the *Fire (Scotland) Act 2005* require the Chief Inspector to publish a report of any inspection of matters falling within s43B(3)(c). He may also give a copy to Scottish Ministers. The SFRS is required to have regard to any published report and, having had regard to it, to take such action as it thinks fit.

Because the reports of our SDA inspections will generally be relevant to a specific geographic area of the SFRS, we consider that the primary audience for the report within the SFRS will be the Deputy Assistant Chief Officer (DACO), who has oversight of the area, and the Local Senior Officers (LSOs), who manage service delivery within each constituent local authority within the relevant SDA. We would expect that the DACO and the LSOs will consider the content of the report as it affects their area and will arrange for any necessary action in response to it – including engagement with the

Inspection Outline

Service Delivery Area Inspection

.....
relevant local authority and other local partner bodies. We think that it is reasonable to expect that the LSOs will formally discuss our report with their local partner bodies.

There may be occasions when our SDA inspection will highlight broader issues that are nationally significant. When we do so, we will make it clear within the report that it is a national issue. By arrangement with the SFRS, scrutiny of national issues highlighted in our reports is carried out by the Audit and Risk Assurance Committee of the Board.

2. Areas of interest

Our SDA area inspections are intended to be tied to the priorities defined within the Fire and Rescue Framework and also aligned to the Service's own Strategic Plan and other relevant SFRS strategies. For this reason we have adopted an approach to inspection work which aligns with the strategic priorities in the Framework which cover:

- Prevention and Protection
- Response
- Innovation and Modernisation
- Climate Change
- Effective Governance and Performance
- People
- Partnership

We will consider these Framework areas under our own theme headings of Prevention and Protection; Response; Partnership; and People.

When we come to prepare our report it will be set out so as to give a judgement on the effectiveness of the SFRS in carrying out its functions.

3. Who we would like to talk to and documents we would like to review

In carrying out our SDA inspections it is our aim, broadly speaking, to look at the same issues in each area we visit. This provides a measure of transparency about what it is we intend to look at, and at the same time makes it possible for our reports on different LSO areas to be broadly compared, taking account of the differences that exist between LSO areas. While we may choose to look more closely at a particular issue if it appears to be of special significance in a given locality, in general we will carry out our inspection using the following methodology.

- Review and comment on local fire and rescue plan and the Local Outcomes Improvement Plan (LOIP) for the local authority area in question (to the extent that the LOIP is relevant to the work of the Scottish Fire and Rescue Service).
- Obtain current year and trend line data for performance indicators and targets.

Inspection Outline

Service Delivery Area Inspection

- Meeting with LSOs, to cover general background and issues relating to the local plan;
- Meeting with relevant managerial and front-line staff working in the Prevention and Protection, Response, and other business areas as required to obtain a comprehensive picture of SFRS service delivery in the area.
- Station visits in the area: we will visit a representative sample of fire stations in each LSO area. We will not only look at the state of the buildings and equipment, and the integrity of records kept locally, but will also wish to meet with as many members of staff as practicable. We will discuss with them a list of issues which will include general satisfaction with the services provided by them, management support, training and development opportunities, and understanding and availability of information about risk within the area.
- Meet with representatives of the local Community Planning Partnership at strategic and operational levels.
- Understand local scrutiny arrangements and meet with representatives of the local scrutiny committee (to include elected representatives) as nominated by the local authority.

4. Timetable

The outline timetable for a Service Delivery Area Inspection is as follows. An inspection should be completed inside 12 months, with publication of a report in month 12.

2 months before start	Notify DACO, LSOs and local authorities of our intention to inspect the area
Month 1	Pre-planning of the inspection including planning of interviews and visits
Month 1	Inspection team request for documents and data
Months 2 - 9	Inspection team on-site visits and review of documents and data
Month 10/11	Report drafting and consultation
Month 11/12	Report submission to SFRS/publication

5. The inspection team

The inspection team members are drawn from HMFSI's permanent staff and secondees from the SFRS. We will avoid a situation arising where a seconded is inspecting service delivery in an area for which they are directly responsible in their role in the SFRS. Whether a member of the inspection team or not, the Chief Inspector takes sole responsibility for the inspection report, its contents and conclusions.

Inspection Outline

Service Delivery Area Inspection

HMFSI's service delivery inspection work is reviewed for quality assurance. A peer reviewer will be selected as appropriate.

6. Responding to this inspection outline document

This inspection outline document has been prepared to describe why we are carrying out an inspection and how we will go about the work. It is also intended to support our consultation with Ministers, the Scottish Fire and Rescue Service, management team and representative bodies. If you wish to make any comments or observations, these should be submitted to the Chief Inspector by emailing HMFSI@gov.scot

The team members can also provide clarification on any of the content and can be contacted through the same email address.

ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	5 October 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Protective Services Food Regulatory Service Plan 2022/2023
REPORT NUMBER	OPE/ 22/154
DIRECTOR	Steven Whyte
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Andrea Carson
TERMS OF REFERENCE	3.1

1. PURPOSE OF REPORT

- 1.1 The Food Law Code of Practice (Scotland) 2019 requires Local Authorities to prepare an annual Service Plan which details the intended activity of the Service based on the resources allocated; this plan must be approved by Committee.

2. RECOMMENDATION(S)

- 2.1 That the Committee: -

Approves the Protective Services Food Regulatory Service Plan 2022/2023 (Appendix A).

3. CURRENT SITUATION

- 3.1 Food enforcement services provided by Aberdeen City Council are located in Protective Services, a city-wide service within Operations. The majority of food enforcement work takes place within the Commercial Section of this Service; enforcement officers also involved in the enforcement of health and safety, port health, licensing and animal health & welfare.

- 3.2 There has been significant disruption to service delivery since the start of the Covid 19 Pandemic in March 2020. In April 2020 a Ministerial agreement was secured to allow relaxation of the Food Law Intervention (Inspection) Program, during which routine inspections were suspended to allow resources to be dedicated to Covid 19 related work.
- 3.3 The Service is currently in a recovery phase and Food Law interventions have recommenced however there is a significant backlog which is being exacerbated by a national shortage of suitably qualified officers to carry out interventions.
- 3.4 Local authorities are required by the 'Food Law Code of Practice' to prepare a Service Plan and review their performance against it on an annual basis.
- 3.5 Food Standards Scotland (FSS) sees the Service Plan as an important part of the process to ensure national priorities and standards of food enforcement are addressed and delivered locally. Service plans also:
- a. Focus debates on key delivery issues.
 - b. Provide an essential link with financial planning.
 - c. Set objectives for the future, and identify major issues that cross service boundaries; and
 - d. Provide a means of managing performance and making performance comparisons.
- 3.6 FSS suggests a common format for Food and Feed Regulatory Service Plans which should assist local authorities in performance reviews under the Best Value regime.
- 3.7 The power to set standards, monitor and audit the performance of enforcement authorities was conferred on FSS by Sections 3 and 25 of the Food (Scotland) Act 2015 and Regulation 7 of the Official Feed and Food Controls (Scotland) Regulations 2009. FSS has established external audit arrangements intended to ensure competent authorities are providing an effective and consistent service for the delivery of official controls and are meeting the general criteria laid out in retained EU Regulation (EC) 2017/625.
- 3.8 FSS has powers, following consultation with Ministers, to issue a Direction to a local authority requiring it to take specified steps to comply with the Code of Practice issued. Directions are enforceable through Court of Session Orders.

4. FINANCIAL IMPLICATIONS

4.1 Currently the service as proposed within the Regulatory Service Plan can be provided within the existing budget.

5. LEGAL IMPLICATIONS

5.1 The implications of EU Exit in relation to the Regulatory Service Plan are still uncertain and impact on future delivery could be very significant. This is particularly the case in relation to the import of food, as greatly enhanced regimes could be required. Until there is more clarity on the planned arrangements, it is not possible to quantify the impact on the Service. There is the potential for resource to be diverted away from service delivery to enable appropriate systems and controls to be implemented.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

The assessment of risk contained in the table below is considered to be consistent with the Councils Risk Appetite Statement

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Unable to deliver service due to acute disruptive events	Business continuity plans in place to continue key service provision	L	Yes
Compliance	ACC is bound by statute to deliver a food law enforcement service, including the provision of a service plan.	Deliver a food law enforcement service, including the provision of a Service Plan.	L	Yes

	FSS may, after consulting with Scottish Ministers, direct a Food Authority requiring it to take any specified steps to comply with the requirements of food law or Food Law Code of Practice (Scotland). Any such direction is enforceable by an order of the Court of Session under Section 45 of the Court of Session Act 1988.			
Operational	Qualified officers not available to carry out interventions	Only qualified undertake regulatory duties. Risk prioritisation of interventions when insufficient offices available. appropriate training, needs identified through CR+D ,121 discussions, effective management of staff workloads, achievable targets within the Service Plan	M	Yes
Financial	Failure to produce and deliver a service plan could contribute to default powers being exercised	Produce and deliver against the Service Plan.	L	Yes

	<p>and the associated costs.</p> <p>FSS may, after consulting with Scottish Ministers, direct a Food Authority requiring it to take any specified steps to comply with the requirements of food law or Food Law Code of Practice (Scotland). FSS may recover any reasonable expenses incurred by them from the defaulting local authority.</p>			
Reputational	<p>Failure to produce and deliver a Service Plan could contribute to default powers being exercised and the associated reputational damage.</p>	<p>Produce and deliver against the Service Plan.</p>	L	Yes
Environment / Climate	<p>No significant risks identified</p>			

8. OUTCOMES

The proposals in this report have no impact on the Council Delivery Plan.

Aberdeen City Local Outcome Improvement Plan	
	Impact of Report
Prosperous Economy Stretch Outcomes	The proposals in this report support the delivery of LOIP Stretch Outcome 2 – 400 unemployed Aberdeen City residents supported into Fair work by 2026. People starting up new food related businesses will be provided with advice and support which will assist them to comply with the relevant legislation. This reduces the risk to them as individuals of criminal proceedings and/or litigation and secures public protection. New business start-ups are beneficial to the economy as a whole.

Regional and City Strategies	The proposals within this report support the Regional Economic Strategy by assisting local businesses to thrive and prosper by providing advice to ensure compliance with relevant legislation. Assistance is also provided by the Service in the form of certification to ensure that businesses can trade globally.
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Full impact assessment not required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Food Law Code of Practice (Scotland) 2019

11. APPENDICES

Appendix A: Protective Services Food Regulatory Service Plan 2022/2023

12. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL
PROTECTIVE SERVICES
FOOD REGULATORY SERVICE PLAN
2022/2023

Introduction

Definition of the Statutory Food Regulatory Function

In January 2006 European Legislation came into force which applied directly to food businesses in the UK and The Food Hygiene (Scotland) Regulations 2006 provided the framework for the EU legislation to be enforced in Scotland.

The United Kingdom (UK) left the European Union on 31 January 2020 and in accordance with the Withdrawal Agreement, the UK is now officially a third country to the EU. EU Food Law has become part of the legal framework and is referred to as Retained EU Law.

The principal objective of the general and specific hygiene rules is to ensure a high level of consumer protection with regard to food safety.

An integrated approach is necessary to ensure food safety from the place of primary production up to and including placing the items on the market.

The legislation falls into two broad areas of 'Food Standards' and 'Food Safety'.

Food Standards relates to issues of description, labelling and composition of food. This legislation is aimed at ensuring that consumers are not misled and can make informed choices founded on basic information contained in labelling or advertisements about the type and composition of food for sale.

Food Safety relates to the safety of food supplied for human consumption at all points after harvesting/slaughter. The term applies both to the condition of the food itself and to the conditions under which it is handled prior to consumption. Local Authorities have a statutory role in the enforcement of legislation that is intended to ensure the hygienic handling of food and the safety of the final product in terms of its wholesomeness and fitness for consumption.

Food safety and food standards are addressed by means of a single Food Law Intervention, introduced in July 2019.

The term 'enforcement' is not restricted to the use of legal sanctions to achieve the aims of the legislation. 'Enforcement' is also taken to include:

1. The provision of advice about the application and interpretation of legislation.
2. The provision of advice about best practice.
3. Encouragement of food businesses to achieve compliance and adopt good practice through awareness raising promotion, education and provision of feedback.
4. Raising the awareness of consumers about safe food handling practices and about how to interpret labelling and descriptions of food in order to make informed choices.
5. Partnership arrangements with the business and voluntary sectors and other agencies.

Formal enforcement options include:

1. The use of enforcement notice procedures to require improvements to safety controls or prohibit or limit any dangerous operations.
2. The power to seize or detain unfit food.
3. In certain cases, the regulation of activities through a system of prior approval.
4. Reporting matters to the Procurator Fiscal with a view to instigating prosecution.

The circumstances under which these options are judged appropriate are set out in the Food Safety Enforcement Policy

The actions associated with enforcement are concerned with the monitoring of food safety and food standards performance through the following:

1. Intervention and audit of food handling and manufacturing operations and processes.
2. Investigation of consumer complaints.
3. Sampling of food.
4. Investigation of issues passed on by other food authorities or Food Standards Scotland (FSS).
5. Investigation of cases of food-borne disease.
6. Review of guidance issued to businesses in the light of technical or legislative developments.

The term *food business* used in this report includes food provided by the voluntary sector, public sector and non-profit making organisations.

The Council also offers a service providing export certification for food manufactured or processed in the City in appropriate cases.

Key Partnership Agencies

Food Standards Scotland (FSS) oversee the enforcement process relating to both food standards and food safety in order to ensure that good practice is promoted and employed consistently between authorities. FSS also has powers to direct food authorities in the conduct of enforcement activities and to implement ministerial directives. One major area of joint involvement with food authorities is in the co-ordination and dissemination of 'Alerts' and similar notices. These are divided into four categories:

1. Food Alerts For Action (FAFAs)
2. Product Withdrawal Information Notices (PWINs)
3. Product Recall Information Notices (PRINs)
4. Allergy Alerts

FSS issues a 'Product Withdrawal Information Notice' or a 'Product Recall Information Notice' to let local authorities and consumers know about problems associated with food and are issued where a solution to the problem has been put in place – e.g., the product has been, or is being, withdrawn from sale or recalled from consumers.

Allergy Alerts are issued when an issue is identified that poses a risk to consumers with a specific allergy or intolerance.

'Food Alerts for Action' provide local authorities with details of specific action to be taken on behalf of consumers and are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.

These warnings are issued to Food Authorities via e-mail.

FSS is responsible for the enforcement of food safety regulations at approved abattoirs, meat cutting establishments and catering butchers. Local authorities are generally responsible for all other aspects of food law enforcement in Scotland. NHS Grampian and the Local Authorities within Grampian have a responsibility for the prevention and control of infectious disease including food borne disease. A local Infectious Disease Incident Plan has been produced and outlines in detail the roles and responsibilities shared by the various organisations included within the plan; this is reviewed periodically. NHS Grampian provides a designated medical officer (Consultant in Public Health Medicine (Communicable Disease/Environmental Health)) to the Local Authority and has powers to exclude individuals, who present a public health risk, from work or school.

1. Service Aims and Objectives

1.1 Aims and Objectives

The aim of the Food Service is to protect public health, consumer interests and consumer confidence with respect to the safety, composition, description and labelling of food. This aim is pursued through a mix of interventions that include:

- a) Intervention, partial intervention, audit; both programmed preventative visits and visits in response to complaints and enquires.

- b) Verification, to ensure specified requirements have been fulfilled at establishments
- c) Education, which includes advice given during interventions as well as the provision of education, training and the general promotion of food safety and food standards issues.
- d) Intelligence, which includes the gathering of information through food sampling, monitoring technological/legislative changes and inter-authority/ agency communication.

The main objectives of these enforcement approaches are:

- Improvement in hygiene practices and standards within food business establishments.
- The prevention of the causes and spread of food-borne disease.
- The removal of unsafe food from the food chain.
- The prevention of illegal and unfair trading practices.

A set of written procedures is in place detailing the way in which the Service is provided. These procedures are reviewed and updated as necessary.

The last two and a half years have been particularly challenging due to the Covid 19 pandemic and the Service has been working continuously to ensure that public health is protected. In addition, as has been the case throughout the pandemic, the Service has been assisting businesses and ensuring they have the necessary information to allow them to trade safely; this support will be sustained until recovery is complete.

The full scope of the service provided is set out in Section 2.3.

1.2 Linkage to Corporate Aims and Objectives

The Service has a flexible, skilled and motivated workforce who make best use of the financial resources available, delivering improvement in the specific service priorities in the most cost-effective manner. The flexibility of the workforce was demonstrated during the pandemic with staff quickly adapting to homeworking and continuing to deliver the service despite disruption. This has resulted in a hybrid model of working between home and office and a refresh of both related documentation and approach to conducting interventions.

1.3 Links to Community Planning Aberdeen– Local Outcome Improvement Plan 2016-26

This Food Regulatory Service Plan contributes to helping all people, families, businesses and communities to do well, succeed and flourish. In addition, it supports internationalisation by assisting businesses that export food from the City allowing them to benefit from international trade and investment opportunities. Throughout the pandemic resources were concentrated on businesses that were exporting products to allow them to continue to trade.

Furthermore, the Plan helps to ensure that Aberdeen is a place where everyone feels safe by regulating businesses that produce food.

People who are adequately protected from threats to their health, safety, mental and economic wellbeing are more likely to prosper than those who are not.

2. Background

2.1 Profile of the Local Authority

Aberdeen City Council is an urban port authority with a population of approximately 229,000. The City is the main port for the oil industry within Europe and retains a significant, if diminishing, fishing industry.

A moderate fish processing business sector exists, however the authority is no longer served by a fish auction market. There is also a meat products factory within the City. Additionally, the City has a diverse catering sector producing a wide range of traditional and ethnic meals, the majority of which are contained within the city centre area. The City also has a thriving airport and seaport. The new South Harbour is currently partially operational and is expected to be fully functional by summer 2023.

2.2 Organisational Structure

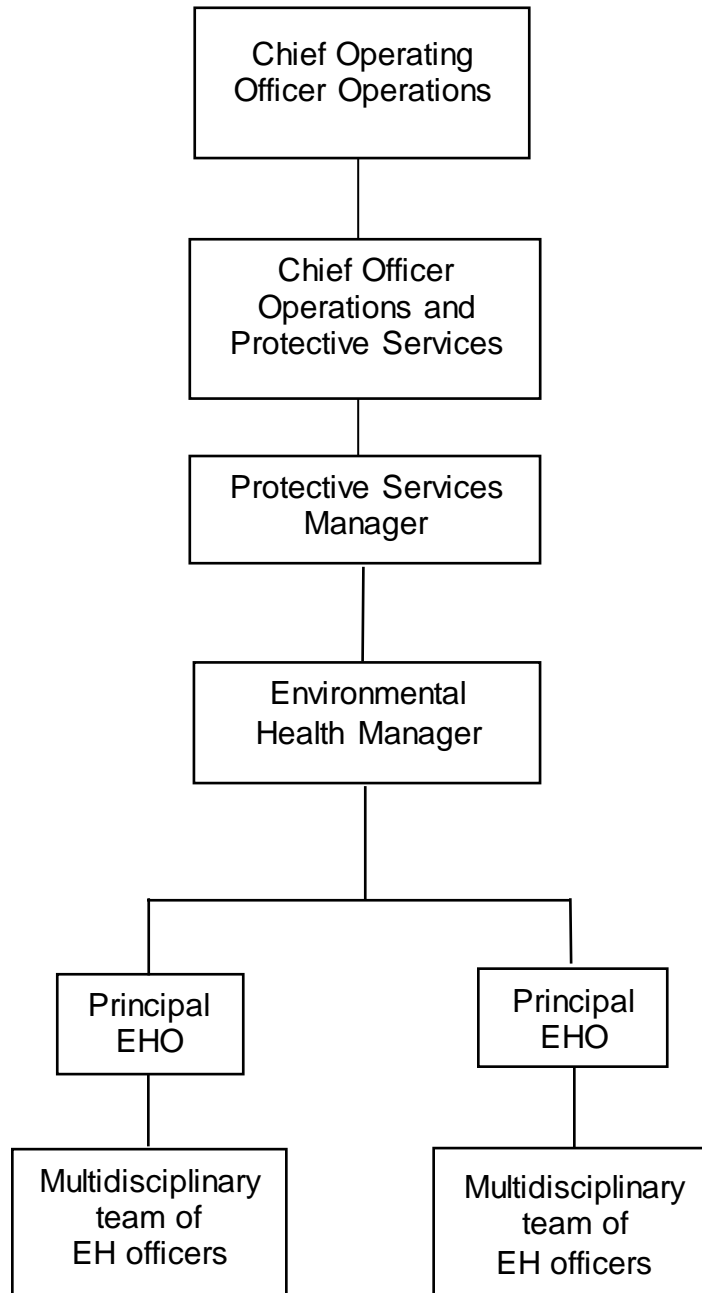
The Food Regulatory Service

The food regulatory service is provided from within the Environmental Health Commercial Section of Protective Services within Operations and Protective Services by a mix of employees that includes Environmental Health Officers, and Authorised Officers. During the pandemic a Public Health Compliance Officer was appointed on a fixed term basis to enforce Covid related legislation and assist with other non regulatory duties.

The Service is currently looking to establish a permanent post of Compliance Officer, to assist the team in service delivery of statutory duties that do not necessitate the need for an Environmental Health Officer (EHO)/Authorised Officer (AO).

Officers are also involved in the enforcement of health and safety, port health and animal health & welfare. The section also has responsibilities for liaison with the Licensing Board and Licensing Committee and for liaison over building warrant applications with a view to providing advice on environmental health issues that may be involved.

The Service structure is detailed below:



2.3 Committee Structure

Food related matters are currently reported to the following Committees:
Public Protection;
Operational Delivery; and
Audit, Risk and Scrutiny

From October 2022 matters will be reported to the new Communities Housing and Public Protection Committee and the Audit Risk and Scrutiny Committee.

2.4 Scope of the Food Service

The authority has a responsibility for the provision of food law enforcement protection services covering approximately 2800 food businesses. Table 1 illustrates the number and type of food businesses within Aberdeen City.

It is not possible to predict accurately the number of food businesses that will be operating within the City during 2022/2023 however considering the figures for the last few years it can be assumed that there will be a slight increase in the number of caterers during the year.

Table 1: Number and Type of Food Businesses within Aberdeen City

Food business Type	Establishments
	1 April 2022
Primary Producers	4
Manufacturers & Packers	95
Importers/Exporters	3
Distributors/Transporters	50
Retailers	574
Restaurant & Caterers	2066
Fishing Vessels	7
Total	2799

The principal responsibility is the intervention and audit of these establishments, however there is also responsibility to investigate food complaints relating to the safety or standards of food sold from these establishments. This includes a responsibility to investigate, where appropriate, on behalf of other enforcement agencies under the Home Authority Principle.

Service delivery has been modified since March 2020 due to the restrictions associated with the pandemic. Food Standards Scotland permitted local authorities to temporarily deviate from the Interventions Code 2019 and the

Food Law Code of Practice (Scotland) 2019 and direct resources to address Covid 19 related matters.

Officers in the Service are multifunctional and deal with matters relating to both Food and Health and Safety. The food law intervention programme was placed on hold during the pandemic while businesses were audited by both Environmental Health and Trading Standards staff in accordance with Covid legislation and guidance which promoted the 4 Es approach of Encourage, Engage, Educate and Enforce.

The intervention programme resumed in September 2021 however this was temporarily put on hold during the emergence of the Covid Omicron variant between December 2021 and January 2022. Details of how this affected the programme can be found in the 2021-2022 SPI Food Law Recovery Plan.

The authority also has responsibility for co-ordinating a monitoring and surveillance programme for foods produced in the area and the Council's Aberdeen Scientific Services, based at the Hutton Institute, provide Public Analyst services related to food analysis and examination.

2.4 Demands on the Food Service

2.4.1 General

Food Standards Scotland recognised the disruption of the COVID pandemic to normal service provision and agreed that measures to address the situation should be considered and that a recovery process be designed and implemented in order to enable all local authorities to rectify the position in a consistent manner. Subsequently recovery guidance ([FSS-ENF-20-011 - LA Recovery Process Guidance.pdf \(foodstandards.gov.scot\)](#)) was produced by a working group convened by the Scottish Food Enforcement Liaison Committee which advised how the intervention programme should be reset.

Progression of the programme was initially hampered by the Covid 19 pandemic. Should there be a resurgence of Covid 19 it may be necessary to divert resources again and suspend the programme.

2.4.2 Food Establishment Profile

The number of approved fish processing establishments is a particular feature of demand in the area. In addition, requests for export certificates for fishery products are a complementary aspect of the overall international trade in fish and fish products. The City also contains a high concentration of large 'superstore' retail outlets which serve a significant number of consumers beyond the Aberdeen City boundary.

The City has a comparatively small number of major manufacturers outside the fish processing sector.

All local authorities have responsibility for imported food controls to ensure that imported food is safe and complies with EU and UK requirements. Significant amounts of food of non-animal origin will not have been physically checked at ports of entry and products of animal origin may be illegally imported. Resources are therefore allocated to this area during routine interventions.

2.4.3 Approved Establishments

Establishments producing products of animal origin must adhere to specific health rules and require approval under specialist legislation.

Currently there are 30 approved establishments in the City. These are categorised as follows:

Fishery products	25	establishments
Dairy products	0	establishments
Meat products	2	establishments
Cold Stores	3	establishments

This Service participated in a pilot project (Official Control Verification- OCV) undertaking an enhanced approach to the inspection and auditing of approved establishments and other manufacturers in 2018/19. This enhanced approach provides greater scrutiny and therefore an increased level of assurance in establishments to produce safe food. This project has been identified as a crucial piece of work to support businesses retaining access to export markets especially those in the EU. This approach will continue in the year 2022/2023 and will require resource to be redirected from lower risk activities.

2.4.4 Export Health Certificates

An Export Health Certificate (EHC) is required for all consignments of Products of Animal Origin, (for Aberdeen based businesses, primarily fish and fishery products) being exported from the UK, except for direct landings of product from UK registered fishing vessels to EU ports.

EHCs provide assurances regarding the health and hygiene standards of products for export and were previously only required for UK exports to third

countries. There is no statutory requirement to provide these certificates however businesses are unable to trade without them. Certificates can only be signed by suitably qualified enforcement officers, or appropriately authorised veterinarians.

Demand for EHCs fluctuates, approximately 100 are issued per annum and includes certificates for products being exported to EU and non-EU Countries. Depending on the number of requests resources may have to be directed from elsewhere.

2.4.5 Primary Production

Retained Regulation EC 852/2004 on the Hygiene of Foodstuffs applies to primary producers of food and is executed and enforced in Scotland by the Food Hygiene (Scotland) Regulations 2006. Primary production is the rearing or growing of primary products including harvesting, fishing, milking and farmed animal production prior to slaughter.

The frequency of primary production food hygiene inspections undertaken is determined by risk assessment as described in Annex 10 of The Food Law Code of Practice (Scotland). Membership of a recognised farm assured scheme is factored into the risk assessment as it may help the business to comply with hygiene requirements.

The primary production enforcement regime applies only to land based agricultural activities; arable, horticulture and livestock including farmed game. It does not include dairy, egg, fish or shellfish production. Due to the small number of these establishments in the Aberdeen area very few require to be inspected annually (there have been no inspections in the last few years).

2.4.6 Service delivery points

Post pandemic hybrid working between office and home continues. Businesses and the public can make contact via email or telephone and these are the most favoured routes rather than direct face to face contact in the Council Offices. The general philosophy is that the service is taken to the client in relation to intervention of businesses or public contact.

The Service can be accessed between the hours of 8:30am and 5:00pm Monday to Friday. Telephone calls made outside these hours are dealt with by the Contact Centre. At weekends and evenings an Environmental Health duty officer is on standby for emergencies. There is also provision for some 'charged for' non-emergency visits to be conducted out of hours (Export Certification and Ship Sanitation Certificates). The Service can also be accessed at any time via e-mail, although e-mails will only normally be accessed by the Service officers during office working hours.

2.4.7 Enforcement Policy

The Food Safety Enforcement Policy was last reviewed in 2013 to take account of legislative changes.

3. Service Delivery

3.1 Food Establishment Interventions

The requirement to conduct periodic inspections of food business establishments using a risk-based approach is derived from EC Regulations, Retained EU 2017/625 and the Food Law Code of Practice in respect of legislation relating to Scotland.

Standards of food hygiene and safety for businesses in the European Community are set out in the Retained EC Regulation 852/2004 on the Hygiene of Foodstuffs. These contain both structural and operational requirements that apply to all food businesses. Additional requirements for food businesses that must obtain approval in relation to the production of products of animal origin are contained in Retained EC Regulations 853/2004, and microbiological requirements for foods are contained in Retained EC Regulation 2073/2004.

A Code of Practice issued under Section 40 of the Food Safety Act 1990, Regulation 24 of the Food Hygiene (Scotland) Regulations 2006 and Regulation 6 of the Official Feed and Food Controls (Scotland) Regulations 2006, together with associated practice guidance and industry guides assist enforcement authorities in performing their duties. The Food Law Code of Practice (Scotland) was revised in 2019.

Interventions

Interventions are defined within the Code of Practice as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to official controls, which are defined at Article 2(1) of Retained Regulation 2017/625

Methods for carrying out tasks described as official controls are specified in Article 14 of Retained Regulation 2017/625.

These include: -

- Monitoring,
- Surveillance,
- Verification
- Audit,
- Inspection
- Sampling and Analyses

Non-official controls are: -

- Education, advice and coaching
- Information and intelligence gathering

The majority of official controls are undertaken unannounced. However, in some circumstances an appointment may be necessary. For example, if the business is a domestic establishment or successive attempts to gain access have been unsuccessful.

3.1.1 Frequency of Interventions

The Recovery Guidance allows for deviation from the Code of Practice, within defined boundaries, to accommodate the volume of work due. It also facilitates the scheduling of higher risk businesses first with lower risk businesses being spread over several months.

The Food Law Rating Scheme has inspection frequencies ranging from one month to three years; depending on levels of compliance and business type. Resources will continue to be focused and prioritised on dealing with high-risk businesses.

Interventions will take place at a minimum frequency determined by an interventions risk rating assigned at the last inspection/intervention or through the desktop exercise as detailed in the Recovery Plan Guidance. This date can be brought forward if a problem has been identified (e.g., through a complaint investigation, notification of an issue from another authority, poor sampling result etc.) Where increased risk is identified, the intervention rating may be reconsidered along with the appropriateness of the next planned intervention

Interventions are planned so that they are carried out by the due date.

The number of inspections is currently anticipated to be as per table 2 below. This figure will be subject to in year changes as a result of inspections being due more than once in a year; new businesses starting operations and other businesses ceasing operations. As it has been some considerable time since interventions have been conducted at these premises it is anticipated that a significant number of inspections will require one or more revisits. It is estimated around 20% of premises will require a revisit following a food hygiene intervention under the current rating scheme.

Table 2: Predicted Number of Inspections 1st April 22- 31st March 2023

Food Business Group	Number of Premises per Group	Multiplier to account for Inspections due more than once per year	Anticipated number of Inspections due
Group 1 B	3	none	3
Group 1 C	3	Due every 6 months (x2)	6
Group 1 Unrated	1		1
Group 2A	14	None	14
Group 2B	265	None	265
Group 2C	261	None	261
Group 2D	13	Due every 3 months (x4)	52
Group 2E	1	Due every month (x12)	12
Group 2 Unrated	232		232
Group 3A	1	None	1
Group 3B	15	None	15
Group 3C	77	None	77
Group 3 Unrated	174		174
Food Standards Only	1		1
Totals	1061		1114

This Service aims to carry out interventions in all the current Group 1, Group 2E, Group 2D, Group 3D (there are currently no 3D inspections in the programme however they would be inspected should they arise during the year) and unrated Group 2 establishments during the time period where possible. Details about the businesses that fall into each category are contained in Appendix 1. These are classed as Priority 1 and Priority 2 as defined in the Local Authority Recovery Project Guidance. Premises which have been inspected once under the recovery process and appear back in the programme due to the risk rating given will also be inspected as a priority. If resources allow higher risk businesses in other Priority groups will be inspected. However, staff may be diverted to deal with issues of greater public health significance as required.

Lower risk food law interventions will be carried out when competing service demands allow. Work will be prioritised firstly by the risk and secondly by the length of time the intervention has been overdue. Group 3A establishments will be assessed by alternative means where there is minimal inherent risk and will not be inspected unless intelligence or a justified complaint is received which suggests that the nature of the activities may have changed.

3.1.2 EU Exit Inspection of Fishing Vessels

In addition to the routine Food Law Inspections and OCV visits that require to be undertaken all fishing vessels that are registered with the Authority also must be regularly inspected to allow them to continue to supply fish that is exported to the EU. As a City Authority we have fewer than 10 vessels registered, and an arrangement was made with colleagues in Aberdeenshire to undertake this work on our behalf.

3.1.3 Inspection of Approved Premises

The inspection regime for approved premises sits out with the Food Law Rating Scheme and these businesses are covered by Official Control Verification (OCV) Guidance.

The objective of the guidance is to provide a framework to ensure a methodical and consistent approach that meets the legislative requirements and secures a high level of public health protection and protects the reputation of Scottish food businesses.

This method differs from traditional inspections, where a suite of visits looking at different aspects of the operation comprises the inspection, rather than an individual inspection. OCV is an elevated level of intervention requiring an increase in officer hours requiring dedicated resources throughout the year. The OCV process provides assurance to other countries receiving exported Scottish products that there has been a high level of scrutiny and that products are compliant with all relevant food law. It also allows officers to issue Export Health Certificates (EHCs) and Support Attestations with confidence. Support Attestations provide the necessary sanitary assurances to other Authorities who are completing EHCs for product not produced in their area.

3.2 Food Complaints/Service Requests (Including Food Hygiene Complaints)

The trend over recent years has been for a year-on-year increase in the number of food related complaints received. Recently more complaints have been reported concerning businesses trading through online platforms and it can be challenging to ascertain if these businesses are based within the City. This issue had been raised both nationally and with Food Standards Scotland. Based on previous years it is anticipated that there will be in the region of 250 complaints about food or hygiene of premises in the next 12 months.

Food complaints/service requests are evaluated on receipt by a Duty Officer. The decision-making process for action on a given complaint is informed by the documented food complaints procedure of the Commercial Section and the Service's Food Safety Enforcement Policy. Handling food complaints is a resource intensive process and action in relation to individual complaints will be proportionate to risk. Complainants are informed of the proposed course of action and of the progress and outcome of their complaint. Procedures for dealing with service requests have been reviewed to ensure that resources are directed to those requests of significant public health concern.

3.3 Home Authority Principle and Primary Authority Scheme

The Service procedures fully acknowledge the Home Authority Principle and Primary Authority Scheme. In cases where a designated home authority exists, they will be contacted prior to taking formal enforcement action to assess best enforcement practice in relation to the issue at hand.

From April 2009, Food Authorities in England had the choice to become the Primary Authority for a food business operator that has establishments in more than one Local Authority area. The current Primary Authority scheme does not apply to Scotland and Scottish Authorities have been advised to treat Primary Authorities as if they were the "Home Authority". The Regulatory Reform (Scotland) Act 2014 created a framework for a separate primary authority scheme in Scotland, but this has not been implemented.

Home Authorities are also informed of food complaints both as an aid to Aberdeen City's enforcement assessment and to ensure that the relevant home authorities are able to gain the fullest picture of the food safety/standards performance of their partner businesses.

The Service procedures also acknowledge the duty of Aberdeen City Council to respond to requests for an originating authority report from any food authority whose investigations have led to a point where a manufacturer or supplier within Aberdeen requires to be included in the overall investigation.

Aberdeen City Council is not formally registered as a home authority for any of the businesses producing food within in its area. However, the City Council acts as originating authority for any such businesses. The current policy is to investigate all Home/Originating Authority referrals thoroughly to fully meet the requirements of the referring authority. On average this authority receives fewer

than 5 such referrals per year and so this is not particularly demanding of resources. This level of service will be maintained.

3.4 Advice to Businesses

The Service provides advice to both consumers and potential business start-ups as well as guidance when significant refurbishment is being considered. During the Covid 19 pandemic a considerable number of new businesses started trading in the City. Support, information, and advice has been offered to these new traders both in relation to food safety and Covid controls and it is expected that this demand will continue. A small fee for this service is payable where a site visit is requested to assess an establishment prior to operation or extensive research is required before responding to queries.

Over the past few years, the number of enquiries from businesses and the public relating to food safety has fluctuated. Enquiries relating to food standards related matters have also increased. On this basis the service can expect to receive approximately 200 food safety enquiries and 20 food standards enquiries in the forthcoming year.

However, the bulk of additional advisory work is conducted during interventions and visits.

3.5 Food Intervention and Sampling

This Service actively participates in a food sampling programme which is coordinated by Aberdeen Scientific Services. This involves taking routine surveillance samples as well as participating in both national and regional surveys. The number of samples planned this year has been significantly reduced due to limited staffing resources.

Programmed sampling does not include formal sampling, which is required where formal enforcement action is anticipated, and is usually in response to prior intelligence – e.g., from investigation of a complaint, or failure of an informal sample taken by an enforcement officer.

To deliver increased efficiencies, assistance with sample procurement is being provided by a Compliance Officer. This frees up enforcement officers and affords them time to concentrate on other areas of work.

The Council provides food analytical services and microbiological examination services through Aberdeen Scientific Services, which is accredited to all the necessary standards. Aberdeen Scientific Services also acts as the Council's Appointed Food Examiner and Public Analyst. This Service has a Service Level Agreement with this organisation to perform analysis of the bulk of food samples. From time to time, other appropriately accredited laboratories may conduct specific analyses.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The food regulatory service has a number of officers appropriately trained to deal with potential or actual cases or outbreaks of food poisoning and food borne disease. The Service has adopted the Health Board's Infectious Disease Incident Plan. Where issues of public health dictate, officers will be diverted from proactive intervention and sampling work and from lower priority response work.

Throughout the Covid 19 pandemic officers from the Service collaborated closely with colleagues in the Health Protection Team at Grampian Health Board.

The current Joint Health Protection Plan details the arrangements for dealing with future pandemics or other similar incidents. It is difficult to predict in advance how much resource would be required; that would be assessed on a case by case basis.

The Service has out-of-hours arrangements via a 'duty officer' stand-by system. The Service also holds a list of out of hours contact details for its food enforcement officers, which can be used in situations where there is a serious threat to public health requiring an immediate response.

The food regulatory service currently conducts field investigations of food related infectious disease in all cases where it is judged by officers from Environmental Health or the Health Board's designated Consultant in Public Health Medicine that a particular food establishment is implicated. In addition, approximately 70 alleged cases of food poisoning are reported to the Service every year by consumers, but not all warrant detailed investigation.

The Service also investigates sporadic cases confirmed as suffering from a food borne diseases such as salmonella and dysentery where no particular food establishments are implicated.

3.7 Food Law Incidents

The Food Regulatory Service is advised of Food Alerts For Action (FAFAs), Allergy Alerts, Product Withdrawal and Product Recall Information Notices via e mail; out-of-hours contact arrangements are registered with Food Standards Scotland (FSS).

All service procedures for dealing with food hazards occurring within the authority are in line with the guidance contained in The Food Law Code of Practice (Scotland) and the associated Practice Guidance- which sets out the protocols for advising FSS and other authorities as circumstances dictate. Availability of officers in emergency situations is as described in section 3.6 above.

3.8 Liaison with Other Bodies

The principal vehicle for inter-authority liaison is the North of Scotland Food Liaison Group on which the authority is represented by the Principal EHO (Food Safety) who is the chairperson. The Principal EHO (Food Safety) also represents the North of Scotland on the Scottish Food Enforcement Liaison Committee (SFELC) which meets quarterly.

The authority is represented by the Principal EHO (Food) at the monthly meeting of the multi-disciplinary Infectious Disease Group of NHS Grampian.

These liaison arrangements demand approximately 12 days of Principal EHO time per year.

Other working groups may be established throughout the year which may require officer representation. Attendance at these will be considered if appropriate and where resources allow.

During the pandemic several additional working groups were established which required regular officer attendance. These groups were an effective way of sharing both local and national Covid related issues and jointly determining effective solutions across a raft of different partner organisations including: the Health Board, Trading Standards, Food Standards Scotland. The Protective Services Manager was a member of the Scottish Local Authority Environmental Health and Trading Standards Covid Expert Officer Covid 19 Working Group. This group ensured a consistent approach to Covid enforcement nationally.

It is intended that existing liaison arrangements will be continued, as they not only assist the authority in ensuring a consistent enforcement approach with other Scottish Local Authorities but also enable efficiencies through partnership initiatives, particularly for officer training and promotional activities.

The Service also has internal liaison arrangements with the Building and Planning Control Services for prospective refurbishment of food business establishments, and with the Licensing Committee for licensed food establishments and Street Traders.

There is also an agreement between Local Authorities that mutual aid will be provided to deal with any emergencies. This facility was used by this Service at the height of the pandemic, and we would reciprocate should another authority require help. Assistance would also be provided to the Local Health Board to deal with public health associated emergencies.

3.9 Food Law Promotional Work

From time to time, where resources allow, the authority participates in promotional activities with external agencies such as neighbouring local authorities and NHS Grampian and Food Standards Scotland.

3.10 Eat Safe Project

This Service intends to continue with the Eat Safe project this year.

Food Standards Scotland's Eat Safe award scheme is designed to promote excellence in food hygiene and food safety management and improve public confidence and consumer choice in catering establishments across the country.

The Eat Safe award scheme provides an incentive to caterers to strive for standards beyond those required by law, and helps consumers make informed choices about where to eat out in Scotland by providing a recognisable and well publicised sign of excellence in standards of food hygiene. Those establishments who meet the standards are entitled to display the Eat Safe logo which is a readily recognisable symbol of high food hygiene standards across Scotland.

Eligible establishments are assessed for the Eat Safe award as part of scheduled food hygiene interventions. In Scotland there have been over 1000 Eat Safe awards issued. Aberdeen City currently has 7 Eat Safe award holders.

This Service reviews Eat Safe award status at every planned food hygiene intervention.

3.11 Food Hygiene Information Scheme

The Food Hygiene Information Scheme was launched in Scotland in 2006. It provides consumers with an insight into the hygiene standards found at food hygiene inspections. The scheme was developed to increase consumer confidence and help people make informed choices about where they eat or buy their food.

The results can be viewed on the FSS website. The scheme applies to all food outlets that supply food directly to consumers. Each business is asked to display a certificate/sticker on the door or window of their establishment, confirming that they have passed their most recent food hygiene inspection. The inspection outcome applies to a business trading at a particular address, so that a change of business operator at a given address will require a fresh assessment. The outcomes of the assessments are divided into four categories as detailed below:

Pass

A 'Pass' indicates that the business broadly met the legal requirements. These requirements include the hygiene conditions found during the inspection and the management procedures in place for providing safe food.

Improvement Required

Where a business has failed to meet these requirements, it will not be issued with a "Pass" certificate. This outcome will appear as an "Improvement Required" on the website.

Exempt Establishments

A very small number of establishments may be registered as food businesses in circumstances where it is unlikely that customers will view them as food premises. The assessment for such establishments will have concluded that the food safety risk is negligible.

In such cases (and only with the agreement of the business), a certificate will not be issued and the information on the local authority website will indicate that the business is currently exempt from the food hygiene information scheme.

Awaiting Inspection

Where a business has not yet been inspected, it will be issued with a temporary certificate advising consumers of that fact. This will appear as 'Awaiting Inspection' on the website. Establishments will also require to be re-inspected where they have changed ownership.

FSS is in the process of reviewing the Scheme however this was put on hold due to EU Exit and then Covid. Consideration was being given to the compulsory display of the FHIS outcome by businesses (In Wales and Northern Ireland, it is compulsory to display the FHRS outcome [FHRS is the equivalent system operated in England, Wales and Northern Ireland]).

3.12 Food Fraud/Crime

Food fraud is committed when food is deliberately placed on the market, for financial gain, with the intention of deceiving the consumer. Following the pandemic EU Exit and fuel price rises there may be an upsurge in food crime; officers will be vigilant during visits and will address any issues identified. Although there are many kinds of food fraud the two main types are:

i) the sale of food which is unfit and potentially harmful, such as:

- recycling of animal by-products back into the food chain
- packing and selling of beef and poultry with an unknown origin
- knowingly selling goods which are past their 'use by' date

ii) the deliberate mis-description of food, such as:

- products substituted with a cheaper alternative, for example, farmed salmon sold as wild, and Basmati rice adulterated with cheaper varieties
- making false statements about the source of ingredients, i.e., their geographic, plant or animal origin

Food fraud may also involve the sale of meat from animals that have been stolen and/or illegally slaughtered, as well as wild game animals like deer that may have been poached.

Resources will be invested in tackling food fraud in the City, including training for officers. The Service will work in partnership with colleagues in other

agencies including Food Standards Scotland, Police Scotland, HMRC, the Home Office Immigration Intelligence Unit and other local authorities

4. Resources

4.1 Financial Allocation

The financial allocation for the food regulatory service is set out in Table 4 below.

Table 4: Financial allocation for the food service¹ 2022/2023

Expenditure		Food Total £
	Staffing	511,709
	Training	Centralised funding
	Sampling	300,177
	Travel and subsistence	2,520
	Legal	0
	Total Expenditure	814,406
Income		
	Total Income	9,400
Net Cost		805,006

4.2 Staffing Allocation

The current allocation of full-time equivalent officers to the Food Regulatory Service is detailed in Table 5 below. There is a national project underway to help Local Authorities determine the resources required to provide food law related activities which should be concluded by spring 2023.

Table 5: Allocation of full-time equivalent staff to the Food Service

Full Time Equivalent Officers	Establishment	In Post
Section Management		
Protective Services Manager	0.2	0.2
Environmental Health Manager	0.4	0.4
Principal Environmental Health Officers	1.2	1.2
Field Staff		
Environmental Health Officers	8.65	4.99
Authorised Officers	2.25	0.75
Admin Support		
	0.1	0.1
Total	12.8	7.64

¹ Estimate based on number of full-time equivalent employees working in support of the food enforcement service

4.3 **Officer Development Plan**

The service ensures that:

- a) All officers involved in food safety interventions are qualified Environmental Health Officers or hold the SFSORB Higher Certificates in Food Establishment Inspection and Food Standards Inspection.
- b) All officers involved in the seizure or assessment of foods are Environmental Health Officers or Authorised Officers with specialist qualifications in food inspection.
- c) All officers involved in the assessment of Approved Premises have had suitable specialist training.

The Service is committed to taking advantage of all opportunities to enhance the skills and competence of officers.

It is also intended to send a proportion of officers on the REHIS sponsored Food Update Course each year subject to budget availability, course content and the availability of places.

Technical update meetings will continue to be held every month to disseminate information on policy, new legislation and new developments in food enforcement and the food industry in a structured way. These meetings promote consistency of enforcement approach between enforcement officers.

5. **Quality Assessment**

The Service has established a Quality Monitoring System for intervention activity, which is designed to ensure:

- a) Properly planned and resourced risk-based food hygiene interventions are undertaken;
- b) Officers with the appropriate levels of experience and training are selected to carry out interventions;
- b) The consistent application of the Councils' Food Enforcement Policy;
- c) That the intervention itself is viewed as more than a specific visit;
- d) Appropriate training, guidance and coaching is provided to enforcement officers in the furtherance of the objective of continuous professional development;
- e) Consistency of enforcement approach between enforcement officers.

6. Review

6.1 Review Against the Service Plan

The Service Plan will be reviewed on an annual basis.

6.2 Identification of any Variation from the Service Plan

Review of the plan will include assessment of performance against the plan, identify areas for improvement and forecast the demands on the service and the appropriate service mix required to meet those demands. The Service Plan will be revised as appropriate.

6.3 Areas for Improvement

- a) Review and update of Policy and Procedures as required.
- b) Continue to establish partnership agreements for promotional and educational initiatives where possible.
- c) Implementation of hybrid working for food inspections including where possible digital generation and sharing of inspection outcomes.
- d) Continued involvement in the food sampling programme where resources allow.
- e) Continued application and support of Food Hygiene Information Scheme.
- f) Continued involvement in the Eat Safe Project.
- g) Promote careers as Environmental Health Officers/Food Safety Officers at school careers fairs where resources allow whilst reinforcing the message and importance of food safety.
- h) Dedicate resources to food fraud investigation

Appendix 1

5. Food Law Rating System

5.1 The Ladder

Group 1 Business	Performance Levels	Band	Intervention Frequency
<ul style="list-style-type: none"> Manufacturer of High Risk Foods. Manufacturer, Caterer, Processor or Retailer that undertakes a specific method of processing that has the potential to increase the risk to public health beyond that of normal preparation, storage or cooking. Manufacturers of Foods for Specific Groups. All Exporters. Manufacturers, Processors, Importers, Wholesaler, Distributor, Food Broker, Packers of Food at enhanced risk of food fraud, substitution, adulteration or contamination. 	Sustained Compliance	1A	18 Months
	Compliant and confident in compliance going forward	1B	12 Months
	Minor Non-compliance and/or gaps in confidence in compliance going forward	1C	6 Months
	Significant Non-Compliance and/or no confidence in compliance going forward	1D	3 Months
	Sustained non-compliance and/or Issues of Public Health Significance or Fraudulent Activity	1E	Intensive Intervention. 1 Month.
Group 2 Business	Performance Levels	Band	Intervention Frequency
<ul style="list-style-type: none"> All other Manufacturers, Processors, and Caterers. Importers, packers, wholesalers and distributors of high-risk foods not in Group 1. Head Office Business that undertakes a regional/national decision making function. Retailers handling open high-risk foods. 	Sustained Compliance	2A	24 Months
	Compliant and confident in compliance going forward	2B	18 Months
	Minor Non-compliance and/or gaps in confidence in compliance going forward	2C	12 Months
	Significant Non-Compliance and/or no confidence in compliance going forward	2D	3 Months
	Sustained non-compliance and/or Issues of Public Health Significance or Fraudulent Activity	2E	Intensive Intervention. 1 Month.
Group 3 Business	Performance Levels	Band	Intervention Frequency
<ul style="list-style-type: none"> All other retailers, Food Brokers, Importers, packers, wholesalers and distributors. Public Houses and similar Licenced Business not providing catering. Business providing limited refreshments (e.g. tea, coffee, soft drinks) as an adjunct to main activity. Child minders. Supported Living Business. Business producing low risk food based from a domestic dwelling. Bed & Breakfasts. 	Sustained Compliance or Businesses where information available at point of registration, indicates there is minimal inherent risk	3A	No proactive Intervention or 60 months.
	Compliant and confident in compliance going forward	3B	36 Months
	Minor Non-Compliance and/or gaps in confidence in compliance going forward	3C	24 Months
	Significant Non-Compliance and/or no confidence in compliance going forward	3D	3 Months.
	Sustained Non-Compliance and/or Issues of Public Health Significance or Fraudulent Activity	3E	Intensive Intervention. 1 month.

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	5 th October 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Protective Services Occupational Health and Safety Intervention Plan 2022/23
REPORT NUMBER	OPE/22/211
DIRECTOR	Steven Whyte
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Andrew Gilchrist
TERMS OF REFERENCE	3.1

1. PURPOSE OF REPORT

- 1.1 Outlines the Protective Services' proposals for delivering the occupational safety and health regulatory service for 2022/2023.

2. RECOMMENDATION(S)

- 2.1 That the Committee approves the Occupational Health and Safety Intervention Plan for 2022/23 (Appendix 1)

3. CURRENT SITUATION

- 3.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 establishments.
- 3.2 The principal activities regarding these establishments are:
- a) Investigating complaints relating to safety, occupational health and welfare at these workplaces.
 - b) Investigating reported accidents arising in the course of work activities.
 - c) Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects.
 - d) Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
 - e) Engaging in focussed intervention programmes.
- 3.3 In specific regard to e), the Service has been unable to produce and implement any planned intervention programmes since 2018/19. This was largely due initially to staff being heavily engaged in activities around the Coronavirus pandemic, and also bearing in mind a critical staff shortfall. It is therefore considered prudent to confine proactive activities in this area to those that have

been determined by the Health and Safety Executive(HSE)to be a national priority in their Local Authority Circular LAC 67/2(rev. 11) Advice/Guidance to Local Authorities on Targeting Interventions.

3.4 It is a statutory requirement that the Council ‘make adequate arrangements for enforcement’ of the requirements of the Health and Safety at Work etc. Act 1974 and the production of a Service Plan and the ability to meet its targets in practice is considered to fulfil this stipulation.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 Local authorities have a duty to ‘make adequate arrangements for enforcement’ under Section 18 of the Health and Safety etc. at Work Act 1974.Failure to do so could lead to Health and Safety Executive (HSE) using its default powers to take over services.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Management Of Risk

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *Taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Unable to deliver service due to acute disruptive events	Business continuity plans in place to continue key service provision.	L	Yes

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *Taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Compliance	Failure to meet statutory duty to provide an adequate health and safety enforcement service could lead intervention by HSE.	Provision of – <ul style="list-style-type: none"> • adequate staff resources to meet demand, • appropriate training needs identified through CR+D, 1-2-1 discussions • effective management of staff workloads, • achievable targets within the Service Plan 	L	Yes
Operational	Inability to meet targets in Service Plan through other work being given priority. Insufficient number of appropriately trained staff.	Provision of – <ul style="list-style-type: none"> • adequate staff resources to meet demand, • appropriate training needs identified through CR+D ,121 discussions, • effective management of staff workloads, • achievable targets within the Service Plan 	L	Yes

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *Taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Financial	No significant risks identified	n/a		
Reputational	Local and National press coverage of any failure to effectively perform the statutory duties can present reputational damage to the organisation	Provision of- – <ul style="list-style-type: none"> • adequate staff resources to meet demand, • effective management of staff workloads, • achievable targets within the Service Plan • Effective communication with media on work activities that may be of Local /National significance. 	L	Yes
Environment / Climate	No significant risks identified	n/a		

8. OUTCOMES

COUNCIL DELIVERY PLAN 2022-2023	
	Impact of Report
Aberdeen City Council Policy Statement Working in Partnership for Aberdeen	The proposals in this report have no impact on the Council Delivery Plan.'
<u>Aberdeen City Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	N/A
Prosperous People Stretch Outcomes	The proposals in this report support the delivery of LOIP Stretch Outcome 11 "Healthy life expectancy (time lived in good health) is five years longer by 2026" Ensuring that acceptable standards of health, safety and welfare are being met in Aberdeen will contribute towards this outcome.
Prosperous Place Stretch Outcomes	N/A
Regional and City Strategies	The proposals within this report support the Regional Economic Strategy by assisting local businesses to thrive and prosper by providing advice to ensure compliance with relevant legislation

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Other	Not required.

10. BACKGROUND PAPERS

- 10.1 [HELA LAC 67/2\(rev. 11\) Advice/Guidance to Local Authorities on Targeting Interventions](#)
- 10.2 [National Local Authority Enforcement Code- Health and Safety at Work](#)

11. APPENDICES

- 11.1 Appendix 1 –Protective Services Occupational Health and Safety Intervention Plan 2022/23.

12. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

Protective Services

OCCUPATIONAL HEALTH AND SAFETY

Intervention Plan

2022-23

Foreword

Protective Service's Health & Safety Intervention Plan has regard to the changing Occupational Health and Safety landscape.

In 2022/23 the Service activities will reflect the HSE's national priorities but will also address local matters of concern.

The Plan will be reviewed on an annual basis by the Principal Environmental Health Officer (PEHO) specialising in Occupational Health and Safety in conjunction with the Protective Services Manager.

The intervention plan details the intended activity of the Service based on service resources available.

Health and Safety Intervention Plan

1. Service Aims and Objectives

Aims and Objectives

- 1.1 The overall aim of the Occupational Health and Safety Service is to work with others to protect people's health and safety by ensuring physical risks in the workplace are managed properly
- 1.2 Officers seek to ensure that the health and safety of members of the public is not compromised by ensuring businesses comply with their obligation to provide safe systems of work.
- 1.3 These aims are passed primarily through the enforcement of relevant legislation by a variety of means but principally through advice given during proactive visits and audits of work systems. In addition, these aims are also achieved by the provision of advice and promotion of relevant issues to employers, employees and, where appropriate, to the wider public.
- 1.4 Implementation of this Service Plan will contribute towards meeting Local Outcome Improvement Plan, Stretch Outcome 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026, through ensuring that acceptable standards of health, safety and welfare are being met in Aberdeen.

2. Scope of and Demands on the Health and Safety Regulatory Service

- 2.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 establishments.

The principal activities in regard to these premises are:

- a) Investigating complaints relating to safety, occupational health and welfare at these workplaces.
- b) Investigating reported accidents arising in the course of work activities.
- c) Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects.
- d) Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
- e) Engaging in focussed intervention programmes.

2.2 The term ‘enforcement’ is not restricted to the use of legal sanctions to achieve the aims of the legislation. ‘Enforcement’ is also taken to include:

- a) The provision of advice about the application and interpretation of legislation.
- b) The provision of advice about best practice.
- c) Encouragement of businesses to achieve compliance and adopt good practice through awareness raising promotion, education and provision of feedback.
- d) Raising the awareness of employers, self-employed and employees about safety and health issues and the measures necessary or available to control them.
- e) Partnership management with the business and voluntary sectors and other agencies.

2.3 Formal enforcement options include:

- a) The use of enforcement notice procedures to require improvements to safety controls or prohibit the dangerous operations.
- b) The power to seize or render safe dangerous equipment, substances or articles.
- c) In certain cases, the regulation of activities through system of prior approval.
- d) Reporting matters to the Procurator Fiscal with a view to instigating prosecution.

2.4 The officers conducting health and safety inspections also have responsibilities for inspecting establishments under food safety legislation as detailed in the organisational chart set out in Section 3.2.

2.5 The business profile for which the service is responsible for health and safety enforcement is detailed in Table 1 below (latest available data 2018)

Table 1: Business Profile for Health and Safety Enforcement in Aberdeen

Type of Establishments	No. in category (05/01/2018)
Retail	1040
Wholesale	137
Office	1141
Catering	949
Hotels	102
Residential Care	88
Leisure	152
Consumer Services	502
Other	93
Total	4204

3. Organisational Structure

3.1 The Health and Safety Regulatory Service

The Health and Safety regulatory service is a city-wide service provided from within the Commercial Section in Protective Services by a mix of Environmental Health Officers, Authorised Officers and Licensing Standards Officers. The team also carry out a range of additional activities including food safety, licensing, animal health and welfare inspections which gives the opportunity to deal with any health and safety concerns identified at the time of the visit.

3.2 Staffing Allocation (as of 16/06/22)

	Full time Equivalent Staff involved in health & safety enforcement
Section Management	
Protective Services Manager	0.1
Principal EHO	0.6
Field Staff	
EHO	1
Total	1.7

- 3.3 The Service will only deploy officers to carry out enforcement tasks for which they possess the appropriate qualifications and experience. Officers who are not accredited operate under the close supervision of the Principal EHO
Formal enforcement action [service of notices or preparation of reports to the Procurator Fiscal] is subject to the scrutiny of the Principal EHO or Protective Services Manager.

4. Service Delivery

- 4.1 Local authorities have a duty to 'make adequate arrangements for enforcement' under Section 18 of the Health and Safety etc. at Work Act 1974. "The National Local Authority Enforcement Code – Health and Safety at Work" sets out what is meant by "adequate arrangements for enforcement" and concentrates on the following four objectives:
- Clarifying the **roles and responsibilities** of business, regulators and professional bodies to ensure a shared understanding on the management of risk.
 - Outlining the **risk-based regulatory approach** that Local Authorities(LAs) should adopt with reference to the Regulator's Compliance Code, Health and Safety Executive's (HSE') Enforcement Policy Statement and the need to target relevant and effective interventions that focus on influencing

behaviours and improving the management of risk.

- c) Setting out the need for the **training and competence** of LA H&S regulators linked to the authorisation and use of HSWA powers; and
- d) Explaining the arrangements for collection and publication of LA data and peer review to give an **assurance on meeting the requirements of this Code**.

4.2 “The National Local Authority Enforcement Code – Health and Safety at Work” sets out what is meant by “adequate arrangements for enforcement”

Practically, this Service is guided to achieve this by:

- a) having a risk-based Intervention Plan focussed on tackling specific risks.
 - b) evaluate the risks that they need to address and use the whole range of interventions to target these specific risks.
 - c) reserving unannounced proactive inspection only for the activities and sectors published by HSE or where intelligence suggests risks are not being effectively managed.
 - d) using national and local intelligence to inform priorities.
 - e) ensuring that officers authorised to enforce the requirements are trained and competent.
 - f) setting clear expectations for delivery.
 - g) having a clear and easily accessible enforcement policy.
 - h) providing easily accessible information on services and advice available to businesses.
 - i) publishing data on our health and safety inspection records.
 - j) having an easily accessible complaints procedure.
- 4.3 Arising from the Enforcement Code is a list produced by the HSE of high-risk activities/sectors that may be subject to proactive inspections, and which guides the Service's direction in enforcement activity.
- 4.4 In summary, this means LAs ensure their planned regulatory activity is focussed on outcomes-primarily working to deliver those national priorities set by HSE, taking account of local issues prioritised by risk, and be accompanied by a programme meeting the requirements of the Code.

- 4.5 There is currently a national shortage of qualified officers resulting in a significant reduction in service FTE available. Arising from the Covid pandemic is the need to recommence Food Law interventions and this will significantly constrain the scope of this Plan. Reactive work will largely be confined to responding to accident investigations, investigating complaints (on a prioritised basis), providing advice informally and following up on issues that may be discovered during other intervention visits.
- 4.6 However if planned, proactive activities are limited to those considered to be a national priority, it is believed this will present an achievable and worthwhile target. Some proactive work can be achieved through strategies such as combined interventions and remote contact.(see Table 1)

Table 1

What Proactive Work	Why	How	Resource Demand
Raising awareness of the work-related stress and mental health campaign 'Working Minds' with businesses.	National Priority	Unable to target any particular sector proactively. Provide support pack if complaints /concerns are received. Follow up investigation if necessary.	Unknown
Electrical safety in hospitality settings	National priority Focus on provision of electrical supply to outdoor structures that have been installed during the pandemic	During programmed food safety /licensing standard inspections or as a result of complaint.	As linked to programmed inspection activities, additional resource demand likely to be insignificant.
Construction	National priority	Action taken when standards of health and safety of construction work in LA enforced premises is a matter of concern	Noted during visits to commercial premises for other purposes or following complaint.
Visitor attractions to prevent or control ill health arising from animal contact	National Priority	There is one petting farm worthy of a combined h+s /animal health visit.	2 officers, 4 hours estimated.
Trampoline parks	National priority arising from the number of injuries	Either visit to only park in area or contact my email.	Low

What Proactive Work	Why	How	Resource Demand
Gas safety in commercial catering premises	National priority arising from intelligence that duty holders are not fully aware of their responsibilities.	Duty holders were written to at beginning of 2021 on this concern. Officers are primed to raise this during other visits.to premises.	Ongoing
Spa pools and hot tubs on display	National priority arising from intelligence of legionella transmission from filled spa pools /hot tubs on display	Contact by telephone/ email to confirm that this practice is not happening,	Low
Raising awareness of the need to prevent injury to members of the public from accessing large commercial waste and recycling bins	National priority arising from intelligence of deaths/injuries to those sheltering in large waste bins	Discuss with duty holder when visiting premises for other reasons.	Ongoing
Welfare provision for delivery drivers	National priority arising from intelligence that drivers are being denied use of toilet and rest facilities at delivery sites	Responding to complaints.	Low
Promoting worker involvement in safety management systems	National priority arising from perception that workers' representatives are not being engaged during visits.	Attempt to contact workers representatives during visits to ensure the reason for the visit is fully known to them.	Low

5. Quality Monitoring and Assessment

- 5.1 Documented procedures for quality monitoring and quality assessment of the Service have been established and as part of this joint inspections, where competency is assessed, and consistency checks are conducted throughout the year. These should ensure adherence to the Service's Health and Safety Enforcement Policy, internal enforcement procedures the HSE guidance and the Enforcement Management Model.

6 Performance Review 2021/22

Year 2021/22 is reviewed below.

Intervention type		Number of Inspection / intervention visits		Notes
Proactive Inspections	Proactive inspection	Targeted using National Intelligence	Targeted using Local Intelligence	.
		0	0	Planned interventions were not carried out due to the Coronavirus pandemic lockdown restrictions
Non-inspection interventions	Other visits/face to face contacts	0	0	
	Other contact /interventions			
Reactive visits	Visit to investigate incidents			
	Visit to investigate complaints			
	Visits following requests for advice	0		
Revisits following earlier interventions				
Improvement Notices		Immediate Notices	Prohibition	Deferred Prohibition Notices

6.1 **Areas for Continuous Improvement**

- [a] Ensure that the profile of occupational health and safety is maintained and enhanced, primarily by the interventions detailed in this Plan.
- [b] Continue to establish partnership agreements for promotional and educational initiatives where possible.
- [c] All field officers are to be assessed as to their competency. Ongoing development needs to be addressed therefrom.
- [d] Ensure the publication of data of the Service's health and safety activities, including the register of enforcement notices.