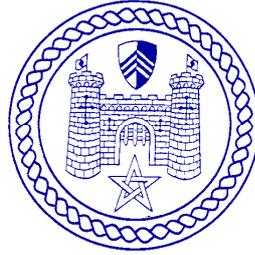


**SWANSEA BAY
PORT HEALTH AUTHORITY**



**AWDURDOD IECHYD PORTHLADD
BAE ABERTAWE**

SERVICE DELIVERY PLAN

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1.0 SERVICE DELIVERY PLAN

1.1 BACKGROUND

All references throughout this document to “the Authority” refer to the Swansea Bay Port Health Authority, constituted by the Swansea Bay (Port Health Authority) Order 1991 as amended in 2010.

On 15th April 1992 the Authority declared its commitment to protecting the environment by confirming a range of controls and working practices, designed to conserve natural resources and minimise pollution, in one document.

Article 8 of the Swansea Bay Port Health Authority Order 1991 as amended; together with Min.22 15/1/92, define the rights, liabilities and enforcement policy of the Authority.

1.2 ADVANTAGES OF THE PLAN

This Service Delivery Plan (SDP) has distinct advantages for members, officers and those in receipt of services provided by the Authority. For want of a better description, those in receipt of services are referred to as ‘customers’ - directly, or indirectly, it is the customers who fund the Authority, and hence the terminology. When the service being delivered is by enforcement, however, it must be remembered that the ‘customer’ may be a rather unwilling recipient.

For those in receipt of services provided by the Authority, this Service Delivery Plan includes the Authority’s ‘Enforcement Policy’ and explains what can be expected from operational staff - a description of the ‘products’ on offer, referred to as ‘The Targets’.

For Members of the Authority, the SDP clearly lays down the targets that, in turn, can be used to prioritise and plan our day-to-day operations.

The SDP would not be worth the paper it is written on without an integral monitor system to check adherence to the standards set. The plan therefore details a system of periodic assessment to enable review by feedback routes, referred to as ‘Performance Indicators’, which maybe qualitative and / or quantitative in their use to assess our performance.

Successive changes to the plan are noted in the ‘Document History’ on the last page.

1.3 RELEVANCE TO THE SWANSEA BAY PORT HEALTH AUTHORITY

The necessity of such a plan in a relatively small organisation may be questioned. Following a review of its staffing arrangement in October 2015 the Authority decided upon a professional compliment of 2 full time officers, 1 relief officer and 1 clerical support staff member who presently works in a part-time capacity for 18.5 hours per week.

Consequently, the Authority’s need for an SDP is probably greater than for a larger organisation, since no staff member is divorced from operational requirements or distanced from any pressing problems. Monitoring and checks built into this Plan facilitate assessment of ‘how are we doing?’ as all staff contribute directly to the port health section’s fitness for purpose. The SDP is also beneficial regarding any investigation / audit by an outside agency, or when legal proceedings are instigated.

On retirement of a previous Director of Port Health services in 2011, the Authority resolved to review its constitutional arrangement before 31st March 2014 in light of the preferred service delivery model outcome implemented as a result of the Simpson Implementation process in Wales. The review was completed in April 2013 when the Board re-affirmed it’s constitution and staffing arrangements subject to implementation of any future recommendations by the ‘Williams’ Commission on local government governance in Wales. The SDP will provide a basis for port health provision for any new local government structure providing the service in Swansea Bay post implementation of the governance review.

1.4 OUT OF HOURS ARRANGEMENTS

24/7/365 cover is provided by the professional officers and 'out of hours' contact numbers are published for service customers and Members' information and assistance.

1.5 SERVICE AGREEMENT

The Authority has a Service Agreement with the City & County of Swansea to provide financial, technical and legal assistance for our service provision. The performance of this agreement is not covered specifically in this document.

1.6 GLOSSARY OF TERMS

A glossary of the terms and acronyms used throughout this plan can be found in Section 18.

1.7 INTRODUCTION

1.7.1 Quality Assurance

BS 5750 and in the Citizen's Charter systems, are useful assurance tools detailing effective management philosophies which can be applied to most aspects of both government and business. The International Standards Organisation (ISO 9000) and European Standards (EN 29000) also codify such a system. The Government, Audit Commission and the BRDO also endorse Quality Assurance, whilst the European perspective and influence in this respect has grown in significance since this SDP was first adopted.

For these reasons, these systems were used as a basis for including the following aspects in constructing the SDP:

- Definition of service
- Performance standards and levels of compliance
- Check systems of records
- Monitoring processes
- Investigations of the above elements and either;
 - Steps taken to ensure compliance, or to review our standards
- Periodic review of the Plan.

This established appropriate documentary practices and the maintenance of an effective, quality, working system. There are also economic benefits associated with better management of resources and optimising potential income in producing good outcomes.

There must be a complete record at every stage of each process to enable improvement.

In 2011, the Welsh Government / BDRO published **National Enforcement Priorities** (NEPs), some of which relate to the provision of a port health service. These have been taken into account therefore in this document which also recognises the reviewed 'Regulators' Code' issued by the BRDO in July 2013.

1.7.2 ICT, e GOVERNMENT & COMPACT WITH THE WELSH LOCAL GOVERNMENT ASSOCIATION

HM Government and the Welsh Government are committed to ensuring that local government provide excellent services with joint working delivery of effective services responsive to need, with collaborative working on a local, regional and national basis.

1.7.3 CONTINUING PROFESSIONAL DEVELOPMENT

All officers of the Authority are members of the Chartered Institute of Environmental Health; and the Authority is committed to funding those officers continuing their professional development by receiving available training and attending relevant meetings of the CIEH, Port Health SIG, APHA, WHOEHG, FSA, WG, CEFAS, EU 'ShipSan Trainet' etc. to:

- Maintain knowledge and expected levels of expertise in relevant legislation and working practices (inc. Ship inspection, HACCP and FSA Codes of Practice procedures)
- Be familiar with methods of ship construction, documentation, crewing, ship catering and water supply arrangements, together with those for the disposal of garbage and other ship waste.
- Have knowledge about methods of pest & vector control including fumigation,
- Understand the role of other agencies such as DEFRA, FSA, MCGA, HSE; HMRC; UK Border Force.
- Exchanging information with other port health officers; and where relevant to visit other ports to improve their knowledge in all aspects of their duties.

1.8 POLICY DECISIONS OF THE AUTHORITY

The major policies affecting the service provided by the Authority are those of '*Boarding*' and '*Enforcement*' which are reproduced in the Appendix.

1. National and international legislation requires prompt investigation of ships declaring a case of communicable disease (as defined), suspected plague or unexplained abnormal mortality among rodents on board, human death (other than by accident), or any other condition that may lead to infection or spread of disease ie '*Public Health Emergencies of International Concern*' (PHEICs).
2. Additionally, it is prudent to board any ship arriving from an area infected with specific diseases notified to WHO.
3. It is a long-standing decision of the Authority that all ships arriving from foreign ports should be boarded, with priority being given to those that may have arrived from an infected area; that may give rise to pollution / nuisance; or reporting the presence of an animal on board; or where another PHEIC is suspected on board.
4. The Boarding Policy gives Port Health Officers (PHOs) and Port Medical Officers (PMOs) discretion to board other ships to monitor conditions and detect possible instances of hygiene or structural deficiencies, or disease transmission.

1.9 BENCHMARKING

As a member of APHA this Authority participated fully in a benchmarking exercise of port health authorities undertaken in 2002 and through the Port Health Expert Panel regularly reviews those standards in light of changes in operational practices or new duties on port health authorities.

This Authority is committed to the ongoing 'Best Practice' documents resulting from that exercise including compliance with the 'Competency Framework for Port Health Officers', and the FSA 'Framework Agreement' & 'Code of Practice' documents.

1.10 CIVIL CONTINGENCY

As a '*Category 1 Responder*' pursuant to the Civil Contingency Act 2004, the Authority is an active member of the SWLRF set up under the Act. The Authority is committed to working with partner organisations in planning mitigation of and responding to emergency situations and incidents - please refer to Section 16.

1.11 TARGETS – INSPECTION OF SHIPS AND SHORESIDE INSTALLATIONS

1. To board all such ships entering the ports of Swansea, Neath, Port Talbot and Porthcawl:
 - i) Promptly when notified of a potential health risk posed by the ship; and in any event before any shore contact is made by the ship, other than with pilots and customs officers.
 - ii) Promptly in the case of a reported animal on board and to immediately notify the Diseases of Animals section of Swansea, Neath Port Talbot or Bridgend Councils as appropriate.
 - iii) Promptly in response to a request made by the master of a ship, or
 - iv) Within 12 hours in other circumstances.
2. To undertake inspection of ships and shoreside installations and carry out other duties in accordance with the ‘Best Practice’ standards set out in the APHA Good Practice Guides, and those adopted in Wales by WHOEHG through its PHEP.
3. To follow up actions taken by other port health authorities in remedying any deficiencies found on board ships.

1.12 PERFORMANCE INDICATORS

1. Number of ships boarded compared to the total number of ships entering ports in Swansea Bay
2. Number of ships boarded promptly
3. Number boarded within 12 hours
4. Compliance with APHA and PHEP Good Practice Standards in respect of each activity
5. Participation in Inter-Authority auditing

2.0 FOOD & FEED

2.1 FOOD HYGIENE

2.1.1 BACKGROUND / OBJECTIVES

A prime function of the port health section is to prevent food poisoning by securing acceptable standards of hygiene in applying food safety and hygiene legislation within the district. The Authority contributed to the Benchmarking Exercise undertaken by APHA which resulted in the '*Good Practice Guides*' & ship inspection protocols which the WHO and APHA expect each port health authority to implement. Officers advise crew members and shoreside food business operators (FBOs) on compliance with the 'SFBB' & 'FHRS' regimes; and in 2014 produced the 'Galley Pack' aide memoir for masters and catering crew adopted by the PHEP member authorities in Wales.

2.1.2 TARGETS

1. To maintain a register of all shoreside and marine food businesses operating from or within the Authority's district and to ensure compliance of such premises with registration and the FHRS.
2. To visit all such food premises, as appropriate, to assess risk factors and identify any contraventions of food safety legislation.
3. To examine plans for new catering premises, conversions of premises and give advice on whether or not the specifications conform to legislative requirements.
4. To undertake the necessary formalities to secure prompt remedial action of defects found, or to take legal proceedings.
5. To educate food handlers.
6. To maintain surveillance of hygiene standards on all ships entering the Authority's district, by boarding and inspection.
7. To respond promptly to all enquires / complaints / requests for action including evaluation of the food business in accordance with the FHRS.
8. To undertake relevant duties in accordance with the FSA 'Framework Agreement' & 'Code of Practice'; and the Authority's '*Port Medical Officers' Handbook*' document in mitigating any incidence of food-borne illness.

2.1.3 PERFORMANCE INDICATORS

1. Maintenance of an up to date register of all food businesses within the Authority's district, (in compliance with the Food Hygiene (Wales) Regulations 2006 / EU Regulations 852/2004.), the Food Hygiene (Wales) Act 2013 and associated Regulations.
2. Number of complaints / request for action received.
3. Response time to enquiries / complaints / requests for action (including training provision to food handlers).
4. Issuance of appropriate FHRS stickers.
5. Number of premises inspected.
6. Number of inspections that revealed unsatisfactory conditions.
7. Response time to secure any necessary remedial actions.
8. Number of prosecutions / successful prosecutions taken.
9. Degree of compliance with the WHO & APHA ship inspection protocols and '*Best Practice Standards*'.

2.2 FOOD POISONING AND FOOD BORNE ILLNESSES

2.2.1 BACKGROUND

The Authority cannot work in isolation to resolve outbreak incidents of food-borne illness; and suspect food / water supplies. As a Category 1 responder under the CCA 2004 PHOs liaise with other local authorities, PHW, FSA and other relevant responders. The Authority is represented on the SWLRF 'Risk Group, Co-ordination and Training Group; the WHOEHG 'Communicable Disease' & 'Food Safety' Expert Panels; and the SWWLAG.

As such, the Authority has developed the Swansea Bay PHA Outbreak Plan which is based on The Wales Outbreak Plan 2014 and combines previously separate plans dealing with communicable disease and food poisoning.

2.2.2 OBJECTIVES

To trace potential sources and to prevent further spread of food poisoning and food-borne illness.

2.2.3 TARGETS

1. To react immediately to all notifications received about food poisoning or food-borne illnesses. To investigate, screen contacts, liaise with PHW and report accordingly.
2. To identify and exclude 'high risk' category workers, such as food handlers.
3. To investigate suspect food sources / premises and take appropriate action.
4. To liaise closely with the PMO and other local authorities / port health authorities in carrying out such investigations in accordance with the Port Medical Officers' Handbook.
5. To plan the mitigation of food poisoning outbreaks and as such to liaise closely with partners in PHW, the SWLRF and the WHOEHG.
6. To maintain the Authority's '*Outbreak Plan*' in conjunction with other local authorities / port health authorities, and PHW.

2.2.4 PERFORMANCE INDICATORS

1. Response time to enquiries, complaints, or requests for action.
2. Response time to reported incidences of food poisoning or food borne illness.
3. Containment of infection.
4. Maintenance of the Authority's '*Outbreak Plan*' as fit for purpose.
5. Continuation of work with other responders to maintain suitable outbreak plans.

2.3 IMPORTED AND EXPORTED FOOD CONTROL

2.3.1 BACKGROUND

Food imported into the UK must be accompanied by appropriate documentation from the country of origin. Guidance has been issued by the FSA & APHA on required protocols expected of port health authorities in undertaking imported food controls. Examination of food can be carried out if necessary at the port of importation, or deferred, if kept sealed, to an inland port. With the completion of the single European Market, intra-community trade in food is subject to lesser controls.

No port in Swansea Bay currently receives such imports. Any imported foods trade, established within the district of the Authority, from a non-EU ('third country') would require compliance with relevant legislation and working practice to allow entry into the UK.

Certain third countries require 'Health Certification' of particular foodstuffs prior to import to their territory from the UK. A charge is made for this service at a level to cover costs - there is no profit element since this is viewed as primarily a public health measure that incidentally facilitates trade. The fee is thus increased for certification requested outside of the normal working week.

A 'Food Fraud Unit' has been up in Wales, hosted by Ceredigion Council to counteract fraudulent activity in the food trade. The FSA has also implemented UK-wide food fraud surveillance & enforcement response systems.

2.3.2 OBJECTIVES

1. To ensure that food for import or export is wholesome, sound and fit for human consumption.
2. To ensure that imported food complies with relevant Regulations and is accompanied by the appropriate documentation.
3. To ensure that a high standard of food hygiene is maintained during all handling and transport operations in accordance with appropriate food hygiene legislation.
4. To ensure the removal of unsound and unfit food from the human food chain and its appropriate disposal / destruction or re-exportation.
5. To inspect consignments of export food, as required, and provide relevant documentation for the export of those foods.
6. That a register recording the number of food imports, exports, samples and actions taken is maintained

2.3.3. TARGETS

1. The inspection of containers, vehicles, trailers, sheds, warehouses and ships used for the storage or transport of food, to detect conditions liable to cause contamination; and to check that both personnel and equipment complies with relevant legislation.
2. To check that all imports of foodstuffs are accompanied by correct and valid documentation.
3. To notify the relevant authority for deferred inspection, where food importation is intended for an inland destination having suitable facilities provided for any necessary examination. Where no such facilities exist, or the condition of the food indicates immediate examination to be more appropriate, to carry out examination - including organoleptic, bacteriological and chemical testing as necessary.
4. To intercept and inspect all consignments of imported food, carry out organoleptic examination to check, inter alia, for evidence of unfitness, unsoundness or unwholesomeness.
5. In the event of any contravention being identified, to undertake necessary formalities to secure compliance, to instigate legal proceedings, or to ensure re-exportation of the goods.
6. Subject to an appropriate charge, to inspect food produce for export, and provide relevant health certificates, within 12 hours of request, or at any specified time if more than 12 hours notice given.
7. To take samples for examination by bacterial or chemical analysis and to detain consignments of imported food, pending results.
8. To detain and / or seize imported food contravening legislation and arrange for it's subsequent re-exportation or disposal and to instigate legal action as necessary.
9. To maintain records of foodstuffs which have been inspected or subjected to any special procedures by officers of the Authority.
10. To liaise with Government Departments, PHW and other local authorities on legislative matters and to discuss mutual problems with other port health authorities through membership of APHA, the PHSIG, SWWLAG and the PHEP.
11. To participate in efforts on a national basis to identify and control any illegal / fraudulent trade and matters posing a risk to public health (eg. Food hazard warnings).

2.3.4 PERFORMANCE INDICATORS

1. Number of inspections of imported foods carried out
2. Number of inspections of food for export undertaken and related 'Health Certificates' issued.
3. Number of Health Certificates issued within 12 hours of request.
4. Number of complaints / request for action received.
5. Compliance with FSA / APHA protocols on imported food controls.
6. Number of contraventions of relevant legislation; and consignments detained, condemned, or rejected.
7. That the register recording the number of food imports & exports, together with samples and actions taken, including the number and outcome of prosecutions taken is maintained.
8. Number of food fraud incidents detected compared to involvement with the Food Fraud Unit

2.4 FOOD – SHELLFISH

2.4.1 BACKGROUND

A variety of shellfish are harvested from waters within the Authority's area of jurisdiction. Of greatest bacteriological concern are filter feeders, mostly bivalve molluscs, particularly those from estuaries and inshore waters where faecal contamination is more likely. All shellfish maybe subject to bacteriological, viral or chemical contamination from surrounding waters. Oysters, since they are usually eaten uncooked, pose the greatest potential to cause food poisoning.

EU *'Shellfish Directives'* require classification of shellfish harvest beds according to food safety standards. Following an initial *'Sanitary Survey'* to identify potential pollution sources and requisite sample points, the beds are monitored to assess the bacteriological, chemical and biotoxin quality of the flesh and surrounding waters. Currently there is no routine programme monitoring the viral quality of flesh or surrounding waters in Wales - as of 2016 this is being reviewed by the FSA and the European FSA following a survey of oysters undertaken to assess the presence of norovirus in 2012.

Further to 1 annual sample taken to monitor chemical contamination, the Authority undertakes 2 forms of routine sampling to monitor the quality of the shellfish on a monthly basis:

- i) Micro-biological examination of the flesh
- ii) Examination of the biotoxin content of the flesh and of the waters in which the harvest beds lay.

The Authority issues *'Registration Documents'* which must accompany all shellfish consignments harvested commercially within its district.

Previous funding from the DOH to the Authority for undertaking classification of such shellfish beds is no longer available. The cost of sampling borne by the Authority cannot re-charged to the food business operator. There is however a quota of samples free of analysis charges provided by PHW.

South West Wales Local Action Group (SWWLAG) is a partnership group involving regulators, Dwr Cymru Welsh Water and FBOs which meets 3 times per year. The Authority is a member of the group and a signatory to its *'Local Action Plan'* designed to mitigate a significant pollution incident affecting any shellfish harvest bed in south and west Wales from Nash Point to the Dyfi Estuary.

Swansea Bay Fisheries Local Action Group (FLAG) The Authority is a member of this group of stakeholders set up in 2017 to access EU funds promoting sustainability of the local fishing industry.

FSA All Wales Shellfish Liaison group Instigated in June 2014, bi annual meetings are hosted by the FSA to consider shellfish-related issues.

2.4.2 OBJECTIVES

1. To routinely monitor shellfish harvesting beds within the Authority's district to ensure that the highest possible standards of shellfish quality are attained and maintained.

2. To take appropriate action in cases where such quality is not attained or maintained and where breaches of the law have occurred to prosecute gatherers and processors.

2.4.3 TARGETS

1. To carry out sampling of all shellfish beds within the district to secure and maintain the appropriate EU classification.
2. To sample the shellfish harvesting beds on a regular basis and keep records of such surveys to the satisfaction of the FSA, CEFAS and EU.
3. To assist the FSA / CEFAS as necessary in undertaking Sanitary Surveys of existing / potential shellfish layings.
4. To liaise with the FSA, CEFAS, WG and other relevant bodies (eg. attend shellfish liaison group meetings).
5. To implement the 'Local Action Plan' promptly when required.
6. To inspect and monitor any shellfish depuration or purification plants situated within the district.
7. To liaise with industry, including through 'FLAG' and the stakeholder meetings, to ensure that potential shellfishery operations are sustainable and compliant with legislation; and to be aware of the regulatory impact on industry.
8. To respond to Food Business Operator requests for the issue of 'Registration' documents in a timely manner.
9. That a register recording the number of samples taken, results and actions taken is maintained.

2.4.4 PERFORMANCE INDICATORS

1. Degree of monitoring of shellfish harvesting areas to FSA, CEFAS and EU satisfaction.
2. Efficiency of implementing and maintaining classification of shellfish harvesting areas within the district including the level of assistance provided to the FSA / CEFAS in undertaking sanitary surveys.
3. Maintenance of records regarding shellfish surveys, classifications and monitoring results.
4. Number of complaints / requests for action received.
5. Number of inspections carried out and 'Registration Documents' issued promptly on request.
6. Number of fraudulent shellfish harvest / movement incidents detected compared to involvement with the Food Fraud Unit
7. Number of contraventions of relevant legislation; consignments of shellfish detained, condemned, or rejected.
8. Number and outcome of prosecutions taken.
9. Efficiency of implementing the 'Local Action Plan' in response to pollution incidents.
10. Continued liaison through 'SWWLAG', 'FLAG', 'WMFAG' and the FSA stakeholder meetings to ensure best practice and contribution to the sustainability of the local shellfish & wet fish industry.
11. That the register recording the number of samples taken, results and actions taken is maintained.

3.0 PEST CONTROL

3.1 BACKGROUND

3.1.1 Pests

The variety of pests found onboard ships visiting the international seaports and river berths within Swansea Bay are diverse. Rodent and cockroach infestations, however, remain the most common. Given the effects of climate change, sustainability of insect vectors in the port environs is of increasing concern. The Authority no longer provides a pest control service but in the Spring of 2016 introduced surveillance of the port environs to quantify the presence and sustainability of mosquitoes - as part of a PHE project involving over 20 ports in the UK.

3.1.2 Certificates (international trade)

Every ship plying trade internationally must carry a valid '*Ship Sanitation Control*' or '*Ship Sanitation Control Exemption*' certificate certifying that the ship is sanitary and free of rodents and public health emergencies of international concern (PHEICs). Such certificates are renewable at 6 monthly intervals under the International Health Regulations (IHRs) and related domestic regulations. Evidence of defects, deficiencies or other problems, found by port health officers, can be listed in an attachment, the '*Evidence Report Form*', to the certificate so that progress in remedying those concerns can be monitored at subsequent ports of call.

The Authority is authorised under the IHRs to issue both such forms of certificate at a charge to the owners of the ship. There is a duty upon the Authority to publish the related scale of charges; and to have in place a time-record accounting system to determine the associated costs in delivering this service. The scale of charge, based on the gross tonnage of ships, is recommended to the Authority by APHA annually and the Authority has a duty to publish its scale 10 days prior to implementing any change.

3.1.3 Certificates (domestic trade)

There is no requirement upon masters of vessels plying trade solely within UK territorial waters to carry the Ship Sanitation Certification mentioned above. This is a matter of concern to this Authority and in July 2015 the assistance of all local MPs was sought to convince HM Government of the need to update existing, outdated, regulations in this respect - the Damage By Pests (Application to Shipping) Order 1951.

3.1.4 Port environs

The IHRs impose a duty on the Authority to inspect its district and ensure that it is maintained free of disease vectors. The Authority is partaking of a surveillance project of mosquitoes within the port environs from Spring 2016 as part of an PHE project at UK sea & airports to evaluate the need to mitigate vector-borne introduction of zoonotic disease.

3.2 OBJECTIVES

1. To mitigate the risk and spread of disease; the contamination of food cargoes / supplies and damage to property, fixtures and fittings by pests, principally rodents.
2. To inspect dock areas, shoreside premises and ships for the presence of pests / vectors and to arrange their destruction in accordance with the IHRs, related domestic regulations and the Prevention of Damage by Pests Act.

3.3 TARGETS

1. To routinely inspect all ships for evidence of infestation (including catering spaces, storerooms, accommodation and cargo spaces in accordance with the Authority's boarding policy).
2. To check the validity of relevant certificates carried by ships.
3. To survey ships requiring the renewal of '*Ship Sanitation Control*' or '*Ship Sanitation Control Exemption*' Certificates and to issue the appropriate documentation, in accordance with the IHRs and related domestic Regulations.

4. To notate the Ship Sanitation Certificate and 'ERF attachment' where evidence of pests have been detected requiring destruction of the pests.
5. To progress remediation of unsatisfactory conditions, listed by another port health authority on a Ship Sanitation Certificate and ERF attachment, and to notate that document accordingly.
6. To inspect the port health district periodically for evidence of rodents and other vectors of disease as required by the IHRs and the Prevention of Damage by Pests Act.
7. To instruct persons in control of premises / ships where there is evidence of an infestation to arrange suitable pest control treatment and to ensure that the treatment is carried out effectively.
8. To ensure that staff engaged in pest / vector control duties maintain their required level of expertise.
9. To continue working with the APHA, PHSIG and the PHEP in maintaining the 'Best Practice Standards' for shoreside operations and those undertaken onboard ships, by the Authority, to manage pest control efficiently.
10. To set an appropriate scale of charges relating to issuance of ship sanitation certification and to publish that scale in a timely manner as required.

3.4 PERFORMANCE INDICATORS

1. Number of 'Ship Sanitation Control', 'Ship Sanitation Control Exemption' Certificates and 'Evidence Report Forms' issued.
2. In conjunction with the Authority's Boarding Policy, the number of treatments arranged / complaints / requests for action and relevant response times.
3. Number of repeat requests for treatment.
4. Number of arriving ships not inspected before their departure.
5. Compliance with rules governing the adoption and publication of the scale of charges relating to the issuance of Ship Sanitation Control / Ship Sanitation Exemption Certificates.

4.0 DISEASE OF ANIMALS

4.1 Present practice

The Welsh Government and our Riparian Authorities enforce animal health legislation to prevent the potential importation of disease from an animal or bird onboard a ship (either as cargo or otherwise) arriving in Swansea Bay from a foreign port.

However, there are responsibilities on this Authority within the IHRs relating to preventing the spread of disease by such animals and birds on board.

Once aware of any such animal or bird, port health officers ensure that the provisions of the IHRs and related domestic regulations are complied; and advise our Riparian Authority Disease of Animals Inspectorate of their presence.

Port health officers continue monitoring the animals whilst the ship remains in port on an 'agency basis' of the Riparian Authority concerned.

4.2 Objectives, targets & performance indicators are detailed under Section 9 - Infectious Disease.

5.0 HEALTH AND SAFETY

5.1 BACKGROUND

5.1.1 The Authority has no specific enforcement powers under the Health and Safety at Work Act 1974 - shoreside enforcement being undertaken by the Health and Safety Executive, whilst the MCGA enforce safety provisions in relation to ships.

However PHOs, as qualified Environmental Health Officers, are well versed in health and safety matters, working for the most part in a potentially dangerous environment. It would therefore be unprofessional, if not negligent, for them to turn a blind eye to unsafe practices or conditions, or to conduct their duties without due regard to safety requirements.

5.1.2 The Authority has a *duty of care* regarding its employees and premises, its officers often working alone. The Authority's Health & Safety Policy adopted under minute 16 on the 18th October 1995 is regularly reviewed and updated by the Director in light of changes in working practices and relevant legislation.

5.1.3 Each port and terminal within the Authority's district have individual health & safety policies relating to their installations and working practices. It is incumbent upon PHOs to attend induction courses before gaining individual and vehicle passes allowing entry to the Steel Works at Port Talbot.

5.2 TARGETS

1. That the Authority maintains and regularly reviews a Health & Safety policy. Staff to be exemplars in their manner of work regarding compliance with the IPSS, Docks Regulations; Merchant Shipping (Means of Access) Regulations, etc).
2. PHOs to be issued with and wear uniform & appropriate safety clothing & equipment (PPE) at all times.
3. PHOs to notify the responsible enforcement agency, as soon as reasonably practicable, of any unsafe practices or conditions noted, and to liaise with the HSE and the MCGA as appropriate.
5. To ensure that all staff possess current first-aider certification.
6. To ensure that all staff work in accordance with relevant Health & Safety legislation and policies adopted by the Authority.
7. That risk assessment review is undertaken annually to ensure that the working practices of Authority staff, equipment, clothing (inc PPE) and premises remain exemplar regarding health & safety.
8. That all staff work in accordance with the port / terminal operators' health & safety policies and security plans; and those of the ships visited.
9. To ensure that PMOs, students and others accompanying PHOs are instructed in safe working practices whilst within the port environs and that they wear suitable clothing and PPE.

5.3 PERFORMANCE INDICATORS

1. Number of accidents involving port health staff, or persons accompanying PHOs within the district.
2. Number of avoidable accidents and subsequent action taken.
3. Maintenance of Health and Safety guidance to Authority personnel inc those accompanying PHOs whilst on duty.
4. Maintenance of a suitable accident record system.
5. Number of staff possessing current first-aider certification.

6. Maintenance of equipment and premises; and issue of uniform and other PPE clothing to staff and those accompanying PHOs whilst on duty consistent with exemplar requirements.
7. Maintenance of safe working practices to exemplar requirements.
8. To ensure that new staff are made aware of and comply with the Authority's Health & Safety Policy as part of the induction process.

6.0 WATER SUPPLIES

6.1 BACKGROUND / OBJECTIVES

6.1.1 It is a principal objective of the Authority to ensure that all shoreside premises and installations (hydrants etc.), together with all ships within its jurisdiction, have satisfactory water supplies.

This is managed by regular routine sampling of supply outlets at shoreside premises & installations and on ships alongside, together with ensuring remedial action is taken where necessary. Related powers are derived from food safety and merchant shipping legislation, together with the IHRs, associated domestic regulations and the Private Water Supplies (Wales) Regulations 2010 (PWS Regs).

Guidelines have been agreed and published by PHW in cooperation with APHA regarding standards onboard ships, and the sampling & analytical protocols of potable water and of swimming pools, spas etc.

6.1.2 Agreement was reached with Neath Port Talbot Council in 2010 for this Authority to enforce the PWS Regs pending any change in the legislation placing such duties directly upon port health authorities.

6.1.3 The MCGA is notified of any potable water deficiencies found on board ships.

6.2 TARGETS

1. To ensure sampling protocols comply with domestic legislation, WHO, relevant EU directives, the IHRs and the DWI guidance.
2. To maintain detail of water supplies throughout the district of the Authority.
3. To routinely sample all potable water supplies to dock premises, hydrants and other outlets or infrastructure.
4. To routinely sample potable water supplies on ships entering the port health district.
5. To respond promptly to all enquiries / complaints / request for action.
6. To secure suitable remedial action where an unsatisfactory supply is identified, and take follow-up samples to ascertain fitness. To this end, to provide advice or instigate necessary proceedings to effect remedial action in the case of unsatisfactory supplies.
7. To take prompt necessary action following receipt of an unsatisfactory analytical result provided by the PHW microbiology services.
8. To notify the MCGA promptly regarding unsatisfactory potable water supplies found on board ships.
9. To comply with risk assessment and other duties under the PWS Regs.

6.3 PERFORMANCE INDICATORS

1. That records of the water supply pipe work, tanks and outlets throughout the district are maintained and up to date.
2. That a register recording the number of water samples taken, and actions taken is maintained.
3. Number of water samples failing bacteriological or other criteria, (as per IHR / APHA / PHW / DWI protocols);

4. Number of ship water sample failures reported to the MCGA in a timely manner.
5. Number of repeat samples taken, subsequent to treatment, proving to be satisfactory.
6. Number of enquiries / complaints / request for action received and efficiency of responses.
7. Number of notices served or warnings issued together with the number of prosecutions / successful prosecutions taken.
8. Compliance with the PWS Regs annual returns and risk assessment time scales.
9. Recovery of charges set by the Board in June 2014 detailed in its 'Enforcement Policy'.

7.0 ENVIRONMENTAL CONTROLS

7.1 BACKGROUND

7.1.1 Clean Air

Smoke emission: The Authority is charged with various duties under pollution control and clean air legislation. Emissions from chimneys, (including those serving boiler rooms and other plant on ships) within the Authority's area are subject to conditions.

Dust emission: The Pollution Prevention Control Act 1999 (PPCA) specifies a number of '*permitted processes*' for which the operator must obtain prior approval from this Authority. Such permits set a range of conditions designed to mitigate emissions thereby safeguarding the environment. The Act lays down a statutory timetable for application and approval of such permitted processes, after which there is an annual maintenance fee payable to the Authority. There is also a requirement for periodic review and monitoring of the conditions set by the Authority. This process is separate to any planning consent required by the operator from our Riparian Authorities. A Service Agreement with the City & County of Swansea provides this Authority with technical and legal support in monitoring pollution levels and the instigation of any necessary legal proceedings. This Authority has agreed with the City & County of Swansea and Neath Port Talbot Council for joint enforcement powers in respect of the construction of the proposed Tidal Lagoon in Swansea Bay.

The Authority maintains a public register of all coal and cement handling processes, together with a mobile screening plant, currently permitted within its jurisdiction. The Authority liaises with other agencies regarding pollution control and the Director is a member of the WHoEHG Pollution Control Expert Panel.

Service level: A time-record / cost account system is maintained by the Authority to determine the full cost of providing this service. Following detail submitted annually of its regulatory role, records published by DEFRA indicate that this Authority consistently provides excellent service and value for money when compared to other local authorities in England and Wales.

7.1.2 Garbage from ships

Garbage disposal from ships is controlled by EC regulation, the Authority having a duty to monitor the quayside disposal of catering waste (garbage) from ships especially that generated from outside the EU - so called '*International Catering Waste*' - which needs disposal as 'Category 1 waste' to specific quayside reception facilities and hence at licensed landfill sites or by incineration. Ships must carry waste disposal plans including 'Garbage log books' whilst port & terminal operators must also have Waste Management Plans certified by the MCGA.

7.1.3 Quayside refuse and waste material

Trade varies within the ports and terminals within the jurisdiction of the Authority. Accumulations of waste cargo, dunnage, oily rags, papers, glass etc are usually placed in receptacles provided strategically by the port & terminal operators. Occasionally, however, such waste becomes strewn alongside quayside areas, necessitating action by PHOs to effect removal / cleansing.

7.1.4 Discard fish

From January 2016, changes in the EU Common Fishery Policy placed an obligation on fishermen to land fish caught that are undersize, or over quota. Such landings if not used for pot bait, rendering, pharmaceuticals or similar process, must be disposed of as 'Category 3' waste which is regulated by this Authority.

7.2 OBJECTIVES

To maintain and, where appropriate, improve the environment and protect public health, in the following areas both by education and the effective enforcement of legislation:

- Air Pollution caused by smoke, dust, etc
- Pollution of land or water
- Radiation (natural and man-made)
- Safe disposal of garbage, discard fish and other waste from ships
- Cleanliness of quayside areas.

7.3 TARGETS

1. To respond promptly to complaints, enquiries and requests for action; and to maintain the required 'Public Registers' available for scrutiny as required regarding '*permitted processes*'.
2. To deal with registration and permitting of all processes as required by the Pollution Prevention and Control Act 1999 and associated Environmental Permitting Regulations within the relevant time criteria.
3. To liaise with the relevant Riparian Planning Authorities regarding an application for a new '*permitted process*'; and to consider any relevant planning applications referred to this Authority to assess potential public health implications or permit requirement and to respond accordingly, within 5 working days.
4. To maintain surveillance of the district for contravention of relevant pollution control legislation; and to interpret monitoring results against reference standards and relevant toxicological information.
5. To take the most effective formal or informal means to avoid recurrent pollution or nuisance incidents.
6. To monitor the importation of food waste (including discard fish) from ships for disposal and to liaise with port & terminal operators, WG, DEFRA and Riparian Authority TSOs in this respect.
7. To monitor the quayside areas for accumulations of waste cargo, dunnage, oily rags, paper, glass etc; and to take the most effective formal or informal means to remove such accumulation and to avoid recurrent nuisance.
8. To maintain a requisite 'public register' and an 'incident' complaint register.

7.4 PERFORMANCE INDICATORS

1. Number of complaints / enquiries / requests for action received.
2. Number responded to within 'prompt' target.
3. Number of notices served or other formal / informal actions taken.
4. Number of permits issued and maintenance of the 'Public Register'.
5. The efficiency of periodic review of LAPC installations.
6. The efficiency of dealing with dark / black smoke emissions from ships.
7. The efficiency of recovering related fees.
8. The efficiency in advising the Local Planning Authority within 5 working days of observations and intended course of action.
9. Comparison with other local authority performance as detailed in the DEFRA annual reports.

8.0 PUBLIC HEALTH NUISANCES

8.1 BACKGROUND

This Authority was initially constituted as a 'Port Sanitary Authority' in the late 19th Century dealing mainly at that time with infectious disease and public health nuisance. 'Nuisance procedure' remains a prime function of the Authority. A register of complaints details nuisances detected by, or reported to, the Authority, records the subsequent outcomes of actions taken by the PHOs.

8.2 OBJECTIVES

To prevent, alleviate and control the occurrence of any public health nuisance arising within the port health district.

8.3 TARGETS

1. To respond promptly to all enquiries / complaints / request for action.
2. To investigate, research, resolve and advise on any situations arising, or likely to give rise to a public health nuisance.
3. Within 5 working days, to assess and advise the relevant Local Planning Authority of any potential public health implications consequent to any relevant planning applications referred to this Authority.
4. To routinely inspect the district, monitoring and sampling where necessary, to identify and resolve any potential sources of nuisance.
5. To serve notice or take other formal / informal action as necessary.
6. For those complaints falling outside the remit of this Authority:
 - i) If received by telephone, then the caller to be advised of the proper agency to which he / she should refer.
 - ii) If received in writing, then the contents to be promptly referred to the proper agency and the writer advised accordingly within 1 working day.
7. To maintain an 'incident' complaint register including those referred to another agency.

8.4 PERFORMANCE INDICATORS

1. Number of complaints / enquiries / requests for action received.
2. Number of reports of public health nuisances detected following routine inspection.
3. Number of planning applications assessed (within the target of 5 working days).
4. Number of incidents resolved by informal means.
5. Number of notices served and outcomes of prosecutions taken.
6. Number complaints received concerning the operational effectiveness of this Authority
7. Efficiency in relaying complaints falling outside the remit of this Authority to the relevant agency; and in responding to the complainant (within the target of 1 working day).

9.0 COMMUNICABLE DISEASE

9.1 BACKGROUND

9.1.1 This Authority was initially constituted, in the 19th Century, as a Port Sanitary Authority dealing mainly at that time with infectious disease and public health nuisance. Communicable disease control remains a prime function of the Authority. The Authority is a 'Category 1 Responder' pursuant to the CCA 2004 and as such is a member of the SWLRF.

9.1.2, The '*Port Medical Officer Handbook*' adopted by the Authority details guidance for CCDCs in their capacity as our Port Medical Officers in the Port Health Plan which also includes the 'Outbreak plan'.

PHOs are members of the WHOEHG 'Communicable Disease', 'Food Safety' and 'Port Health' Expert Panels & Task Groups; and the Authority is an active member of APHA. - The Authority also attends 'Lead Officer Training' events organised by PHW which provides excellent, relevant training courses several times a year for all Welsh Authorities.

Yellow Fever Vaccination Certificates are the only remaining vaccination certificates required by the IHRs. Please refer to the Boarding Policy regarding the background legislation.

9.1.3 On occasion, the Authority is requested by the UK Border Force to undertake medical examinations of seafarers or passengers onboard ships. This would be organised by the PMOs.

9.1.4 Masters of ships have a duty under the IHRs and associated domestic regulations to notify this Authority in a timely manner of the presence on board of conditions likely to spread infection - by means of submitting a 'Maritime Declaration of Health'.

Renewable at 6 monthly intervals, every foreign-going ship must have a current 'Ship Sanitation Control' or 'Ship Sanitation Control Exemption' certificate confirming that the ship is in a sanitary condition and free of rodents and other public health matters of international concern (PHEICs) including communicable disease.

Aside from other powers to manage outbreak of disease, evidence of communicable disease, or its vectors, found by port health officers, can be listed in an attachment to the ship sanitation certification - the '*Evidence Report Form*' - so that managing an outbreak or the presence of vectors can be monitored at subsequent ports of call.

Controls of infectious disease were strengthened by amendment of the PH(COD)Act 84 to include the 'Part 2A Orders' protocol. All PHOs are authorised to instigate related procedures.

9.1.5 Port environs

The IHRs impose a duty on the Authority to inspect its district and ensure that it is maintained free of disease vectors. The Authority has begun surveillance of mosquitoes within the port environs from Spring 2016 as part of an PHE project at UK sea & airports to evaluate the need to mitigate vector-borne introduction of zoonotic disease.

9.2 OBJECTIVES

To prevent the spread of infectious disease affecting humans / animals / birds resulting from the presence of infected crew, passengers, animals or birds aboard ships in the port health district.

9.3 TARGETS

1. To respond promptly to all incidents of infectious disease and/or circumstances likely to cause the spread of infectious disease on board ships.
2. To respond promptly to all reports of the presence of animals, captive birds, or pests on board ships.
3. To promptly arrange for the treatment / isolation / hospitalisation of infected persons and the disinfection of their accommodation and / or clothing as necessary.

4. To investigate the cause, prevention and containment of infection and to ensure surveillance of contacts is maintained.
5. To carry out routine and random inspections of the district and ships entering the district for the detection of disease, the presence of vectors, or other conditions likely to give rise to the spread of disease.
6. To ensure that animals / birds onboard ships are kept securely confined, in accordance with current rabies prevention and other legislation.
7. To promptly inform the relevant Disease of Animal Inspectorate of the presence of all animals / birds entering the district aboard ships.
8. To take formal action where necessary including notation of the Ship Sanitation Certificate and ERF attachment.
9. Where another port health authority has listed unsatisfactory conditions on a Ship Sanitation Certificate and ERF attachment, to take necessary action to progress remediation of those conditions and notate that document accordingly.
10. To maintain routine liaison with WHO, PMOs, the LRFs, local medical staff and clinics, the WG Animal Health Division, Riparian Authorities, WHOEHG, PHW and the UK Border Force regarding operating arrangements, trends and mitigation protocols.
To produce and maintain the Authority 'Communicable Disease Outbreak Plan' in conjunction with those other stakeholders.
11. To maintain suitable records of cases of communicable disease and of all animals / birds / pests found on board ships.
12. To provide up to date information to shipping agents etc, of relevant 'Infected Ports'; vaccination requirements & availability; and to issue shipping agents with blank Maritime Declaration of Health for use by masters of ships.
13. To maintain the port environs free from disease vectors in accordance with the IHRs.

9.4 PERFORMANCE INDICATORS

1. Number of cases of infectious disease reported and / or found within the district.
2. Number of animals / birds / pests / vectors reported and / or discovered within the district or on board ships entering the port health district.
3. Number of prosecutions / successful prosecutions / other formal or informal actions taken including the Part 2A Order protocol.
4. Response time in providing information / service to shipping agents etc., regarding vaccination requirements / availability; and information regarding 'Infected Ports'.
5. Response time in mitigating presence of disease vectors found within the port environs.
6. Adoption and maintenance of a Communicable Disease Outbreak Plan.

10.0 HEALTH PROMOTION – EDUCATION AND TRAINING

10.1 BACKGROUND

10.1.1 A significant part of a PHO's routine work is educational, but inevitably circumstances do arise when enforcement action is needed. Long-term attitude change, however, is not best effected by compulsion but by an educative approach which is more conducive for lasting improvement. This is particularly the case with the majority of ships visiting the district having foreign crew members.

10.1.2 In 2013, the PHEP agreed a 'Galley Pack', produced by this Authority and funded by the FSA in multi-lingual format, for distribution on ships at ports in Wales.

10.1.3 Three specific areas of education and training can be clearly identified:-

- a. Food hygiene training
- b. Raising HIV awareness amongst seafarers – particularly for foreign nationals where availability of such information may not be sufficient in their country of origin.
- c. Health Promotion and information particularly where global outbreaks of disease occur.

10.2 FOOD HYGIENE TRAINING & FOOD BUSINESS REGISTRATION

10.2.1 BACKGROUND

Currently, there is no compulsion upon shoreside food handlers to undergo training in matters of food hygiene. However the Food Law Code of Practice requires that FBOs ensures that their food handlers are appropriately supervised and have the necessary skills & knowledge commensurate with their activity.

The IHRs require that ships maintain suitable standards of hygiene and working practices, whilst the International Labour Convention requires various food hygiene qualification of cooks dependant upon types of ship and number of crew.

Shoreside premises and certain passenger ships must be registered prior to operating as a food business and display a FHRS issued by officers following an assessment of confidence in management of the business and the hygienic state of the premises.

10.2.2 OBJECTIVES

- To train all food handlers on ships within or entering the Authority's district and at shoreside catering premises, to a minimum basic standard.
- To ensure that shoreside premises and ships have adequate food safety management systems in place in accordance with FSA guidelines which are understood by the staff or crew; and to provide appropriate training where necessary to achieve compliance.
- To ensure that shoreside premises and relevant ships are rated and comply with the FHRS.

10.2.3 TARGETS

1. To have at least 1 trained food handler in each shoreside premises or ship.
2. To train all shoreside food handlers within the port health district to a basic or higher standard of food hygiene.
3. To train all food handlers' onboard ships regularly visiting the port health district.
4. To give advice and information where found necessary; and to offer food hygiene training to all food handlers on all ships entering the port health district.
5. To risk-assess all shoreside catering premises and ships in relation to food hygiene standards.
6. To offer advice to catering crew and masters of ships regarding the 'SFBB' regime and to distribute the 'Galley Packs' as appropriate.
7. To ensure all relevant food businesses comply with registration and rating systems; and that the Authority discharges its duties in this respect in a timely manner.

10.2.4 PERFORMANCE INDICATORS

1. The number of catering premises within the district registered with the Authority.
2. Percentage of shoreside food handlers within the port health district attaining a basic qualification in food hygiene.
3. Number of food handlers onboard ships entering the port health district having or attaining a basic qualification in food hygiene.
4. Compliance onboard ships in having an efficient Food Safety Management Plan.
5. Number of shoreside food premises with satisfactory FHRs score processed in a timely manner.
6. Number of complaints received about poor hygienic practices in shoreside food premises; on food delivery vehicles within the district of the Authority; and on ships entering the port health district.
7. Number of and the efficiency in dealing with food poisoning outbreaks.

10.3 HIV AWARENESS

10.3.1 BACKGROUND

On 18th January 1989, the Authority adopted a positive policy towards HIV / AIDS education amongst seafarers and employees within its district. One of the PHOs was designated '*AIDS Liaison Officer*' and co-ordinated the 'HIV awareness programme' delivered by the Authority.

The Authority contributed to production of an awareness pack for seafarers, produced by the British Red Cross, used by port health authorities throughout the UK

10.4 HEALTH PROMOTION

10.4.1 OBJECTIVES

To increase awareness of the benefits of a healthy lifestyle; in counteracting disease; in encouraging safe working practices, and in providing a better understanding of the environment and its protection.

10.4.2 Targets

1. To use every opportunity to provide information and promote well being.
2. To support all educative activities organised by port health staff and any other agency or group where appropriate and relevant to port activities.
3. To promote the benefits of a healthy lifestyle, with particular emphasis on alcohol, tobacco and drug abuse; exercise and healthy eating.

10.4.3 PERFORMANCE INDICATORS

1. Number of promotions / lectures given by staff.
2. Information and literature produced / distributed by the Authority.
3. Staff involvement in 'health promotion' events organised externally.
4. Health promotion events organised by the Authority.

11.0 PUBLIC RELATIONS

11.1 PRESS

11.1.1 BACKGROUND

The Authority has a duty to make certain information available to the public and has an adopted scheme in accordance with the Freedom of Information Act. Appropriate use of the press / media helps keep the public informed of work undertaken by the Authority. This may either be reactive or proactive where some aspect is deemed to be newsworthy, or where media coverage would help fulfil a particular function.

11.1.2 TARGETS

1. To provide copies of the quarterly and annual reports, in advance, to the local press.
2. To respond promptly to any reasonable request from the press / media for information that can be released.

11.1.3 PERFORMANCE INDICATORS

1. The time taken to respond to reasonable requests from the press / media for information which can be released.
2. Number of press reports - newspaper, radio and television.

11.2 GENERAL PUBLIC AND VISITORS TO THE DISTRICT OF THE AUTHORITY

11.2.1 BACKGROUND

PHOs routinely come into contact with visitors to the ports and with adjacent residents during the course of their work and must project a satisfactory professional and competent image. Occasionally the Authority receives visits from officers and members of other port health & local authorities as well as from other enforcement agencies and port-related businesses. Student EHOs from other local authorities / Registrar PMOs & PHW medical staff also visit the Authority for training in the role of the Authority. Occasionally pupils from local schools attend the offices for work experience placements. It is important that on these occasions a satisfactory impression is made of the Authority and that written documents are clear and jargon-free. Whilst the Authority has no direct role in promoting its area, it has an interest in the local economy. Advantage will therefore be taken of any opportunities that arise to promote the Swansea Bay area.

TARGETS

1. To project a professional, caring, and effective image, both of the Authority and the profession.
2. To produce and distribute information about the role of the Authority, promoting the district and the Authority at every opportunity (including training packs for student EHOs & Registrar CCDCs).
3. To respond to all requests for information / enquiries promptly and efficiently, in accordance with FOI rules.

11.2.2 PERFORMANCE INDICATORS

1. Production and distribution of good quality 'Port Health Guides' to Student EHOs / CCDCs etc.
2. The quality of quarterly and annual reports by the Director of Port Health Services.
3. Number of enquiries / requests for information received and responded to promptly.
4. Number of related presentations / lectures given by staff.
5. Other associated information / literature produced and disseminated by officers of the Authority
6. Participation in forums related to 'port health' such as APHA, PHEP, LRFs, MNWB; FLAG; SWWLAG etc

11.3 INTER-AUTHORITY RELATIONSHIP

11.3.1 BACKGROUND

The Authority is an active member of APHA, WWhoEHG, DPPW, SWWLAG, MNWB and the SWLRF . It requires its PHOs to be professionally qualified, compliant with core competency requirements and maintain their membership of the CIEH.

Officers are members of the PHSIG and various Expert Panels / Task Groups of the WWhoEHG / DPPW and APHA, relevant to service delivery and operations.

As at November 2016, Member of the Board, Cllr. Warman, is Vice Chairman of the APHA Executive Board and the Director is also an elected member. The Director is also chairman of the PHEP

11.3.2 POLICY STATEMENT

This Authority is committed to providing a comprehensive port health service in line with best practice identified by APHA, the CIEH, WWhoEHG and LRF groups.

11.4 e-GOVERNMENT AND ICT

11.4.1 POLICY STATEMENTS

This Authority is committed to providing an effective port health service and to undertaking improvements by investing necessary resources to maintain its service delivery in the spirit of the Welsh Government vision for public services in Wales as set out in the following documents:

- The Welsh Government vision for public services
- ICT and e Government in Wales
- Public Service Management. Learning for public service Excellence
- Compact between Welsh Government and Welsh Local Government Association

In 2014, the Authority agreed to set up a web site detailing policies of the Board together with committee papers, member & officer detail, and working practices such as out of hours arrangements.

12.0 MARITIME AND COASTGUARD AGENCY

12.1 BACKGROUND

The MCA exercises control over shipping to ensure satisfactory standards in a variety of areas. Through its Inspectorate of Ships Provisions, the wholesomeness and nutritional value of foodstuffs on British registered ships are controlled, as part of its 'Port State Control', function. Agency powers also extend to on-shore businesses supplying foodstuffs to ships. Through the International Maritime and Labour Organisations, reciprocal arrangements exist for non-British flagged ships.

Since 2004 a 'Memorandum of Understanding' has existed between the APHA and the MCGA to which this Authority subscribes. The MOU, updated in 2008 to include the HPA, is designed to:

- Ensure that procedures are in place and implemented for the public health and safety of seafarers and passengers, and to prevent pollution from ships.
- Ensure the most effective use of resources and expertise.
- Promote awareness of food safety and food hygiene and public health standards throughout the maritime industry.
- Allow for the appropriate enforcement of all relevant legislation to ensure that effective systems of food hygiene are maintained aboard ships.

On 14th May 2004 this Authority became a signatory to the MOU, together with the local MCGA Surveyors, to act on their behalf on request to carry out routine inspections or as a result of complaints. Under this reciprocal agreement, this Authority can expect the co-operation of the Agency in dealing with remedying any significant deficiencies noted onboard ships.

Use of the Agency's powers of detention is a useful tool in effecting prompt remedial action. Regular meetings between this Authority and the Principal Local Surveyor are carried out to monitor best practice under the MOU. Joint operations have already proved effective in remedying deficiencies.

12.2 OBJECTIVES

To inspect the living accommodation and other spaces on ships, together with ensuring the quality, wholesomeness and nutritional value of onboard provisions.

12.3 TARGETS

1. 'Prompt' response to all requests by the MCGA for inspections and investigation of complaints.
2. Completion of inspection within 12 hours unless otherwise requested by the MCGA
3. Production of a report for the Agency within 24 hours of inspection and promptly on receipt of any unsatisfactory sample results of potable water samples taken onboard ships.

12.4 PERFORMANCE INDICATORS

1. Response times to enquiries / complaints / requests for action.
2. Compliance to MCGA satisfaction.
3. Number remedies effected under the MOU

13.0 MEMBER / EMPLOYEE RELATIONSHIP

13.1 BACKGROUND

13.1.1 Members of the Joint Board are nominated by the constituent 'Riparian Authorities' - the City & County of Swansea, and the councils at Neath Port Talbot, Bridgend and the Vale of Glamorgan.

13.1.2 Each professional employee is a qualified member of the CIEH. The Authority resolved on 10th June 1992 to adopt the CIEH Code of Practice relating to the Continuing Professional Development of those officers. The Authority is an active member of APHA and is represented on its Executive Board as well as specific committees. Officers represent the Authority at the SWLRF, SWWLAG, WHOEHG (inc specific Expert Panels & Task Groups) MNWB and the DPPW.

13.1.3 Officers moved to the current Authority accommodation in July 1991 following its extensive refurbishment and adaptation. It remains ideally situated alongside the main dock entrance in Swansea and has proven to be convenient and conducive in facilitating efficient service delivery.

13.2 OBJECTIVES

1. That members receive reports from officers adequately informing them of the port health function and any obligations placed upon the Authority.
2. That the Authority maintains a working environment for employees which is an exemplar of good personnel management practice and is conducive to providing good working practice.
3. To review this Service Delivery Plan at least bi-annually.
4. That Standing Orders, adopted by the Authority, are reviewed regularly.

5. That newly elected members of the Authority are furnished with copies of both the Service Delivery Plan and the Standing Orders; and afforded the opportunity to visit port installations before assuming duty.

13.3 TARGETS

1. To provide suitable instruction to employees about safe working practices.
2. To provide uniform and safety clothing & equipment for both professional and clerical staff.
3. To maintain office and other equipment to facilitate safe and pleasant working conditions.
4. To deliver Quarterly / Annual and ad hoc reports to members at least 7 days prior to meetings of the Authority.
5. Prompt response by officers to members' enquiries and that any written response is delivered within 36 hours.
6. To maintain complete files of all legislation, government circulars & guidance and EC directives related to the port health function.
7. To provide sufficient funds to carry out all necessary services eg. officer training; cost of analytical services relating to water, food and shellfish sampling and health education programmes; officer / member travel to related work groups and associations.
8. To provide a good quality '*Port Health Service Handbook*' to new members of the Authority.
9. That newly elected members of the Authority are furnished with copies of both the Service Delivery Plan and the Standing Orders; and afforded the opportunity to visit port installations before attending their first Board meeting.

13.4 PERFORMANCE INDICATORS

1. Number of accidents occurring to Authority staff.
2. Number of days sick leave taken by Authority staff.
3. Number of complaints made by employees about unsafe / unpleasant working conditions.
4. Result of inspections and audits made by other agencies of premises / equipment / practices of the Authority.
5. Adherence to the Authority's Standing Orders.
6. Number of disciplinary actions taken against officers or members.
7. The number of newly elected members of the Authority furnished with copies of both the Service Delivery Plan and the Standing Orders; and afforded the opportunity to visit port installations before attending their first Board meeting.

14.0 SHIP MEDICAL SUPPLIES

14.1 BACKGROUND

14.1.1 The Misuse of Drugs Act 1971 and associated regulations, allow masters requisition the supply of medicines (including controlled drugs) to replenish ship medical stores.

The PMO, as Proper Officer of the Authority, has a duty to verify that the quantity of drug to be supplied is necessary for the equipment of the ship. Please refer to PMO Handbook for detail.

The Merchant Shipping (Medical Stores) Regulations prescribe the requirement, quantity, packaging, labelling and storage of the medical stores on board ships.

14.1.2 Ship Sanitation certification forms include details of inspected ship medical facilities & onboard supplies. Any deficiencies to be noted on the 'Evidence Report Form'.

14.1.3 In January 2016, the Authority instigated a service to receive out of date prescription-only medicines from ships following request by the master. The Authority charges a minimal cost for this service to recover associated fees for their disposal.

14.2 OBJECTIVES

1. To facilitate the requirements of ships to maintain compliant medical stores.
2. To provide a service for the disposal of out of date prescription-only medicines from ships.

14.3 TARGETS

1. To work with shipping agents and masters in arranging supplies of controlled drugs to restock ships medical stores; and to facilitate the safe disposal of any out of date stock.
2. To follow up actions taken by other port health authorities in remedying any deficiencies noted on the ERF attachment to ship sanitation certification relating to medical supplies.
3. To set, review and advertise the charges for disposal of ship medicines in a timely manner.

14.4 PERFORMANCE INDICATORS

1. Number of responses to request for action carried out promptly.

15.0 SHIP INSPECTION - GENERAL

15.1 BACKGROUND

Inspection of ships under specific legislation has been dealt with in the foregoing sections.

15.2 SHIP SANITATION CERTIFICATE

15.2.1 The IHRs replaced the deratting certification system with a broader system of certification - Ship Sanitation Control / Ship Sanitation Control Exemption Certificates, whereby port health authorities can comment on a wider range of aspects affecting the ship including:

- Potable water systems
- Swimming pools / spa pools
- Accommodation
- Garbage disposal & storage facilities
- Summary of contraventions / details of closing meeting / samples taken / other comments
- Details of informal / formal actions taken by the port health authority.
- Food safety / hygiene
- Waste disposal
- Medical facilities
- General public health controls

15.2.2 Following the IHRs, APHA recognised the need for setting up a national data base of such ship inspections to facilitate the monitoring of remedial measures and to provide a more efficient use of staff resources. However, this has not proved possible to maintain.

15.2.3 In 2013 the EU introduced a further phased system - '*ShipsanAct*', primarily for creating a database for monitoring food hygiene and communicable disease on passenger vessels throughout the EU. The joint action now supports port health in Europe through training courses, an integrated inspection programme for passenger vessels and information system tools.

15.2.4 Annually, APHA sets the UK scale of charges in relation to issuance ship sanitation certificates. Such scale is recommended to individual PHAs for adoption and must be published 10 days prior to implementation by each Authority. The Director has delegated authority to set the annual charges imposed by this Authority.

15.3 MARITIME DECLARATION OF HEALTH

15.3.1 The MDH is a form prescribed by the IHRs and domestic legislation for submission by the master of a vessel to advise port health authorities of any incidence on board his ship constituting a public health emergency of international concern. The master has a duty to provide accurate information so that assessment of the health status of his vessel can be made - often prior to its arrival.

15.3.2 In January 2016, this Authority registered for licence to use the newly operational 'UK National Maritime Single Window' - an electronic data base of submissions by masters of vessels held by the Department for Transport. The system eases the administrative burden on masters, is password protected, and enables various regulatory agencies to download information relevant to their service.

15.2.1 OBJECTIVES

1. To make best use of port health staff resource.
3. To standardise ship inspection protocol throughout the UK and beyond in the EU.
4. To improve the effectiveness of the port health service in remedying deficiencies on board ships.
5. To maintain an IT system capable of receiving and checking ship movement in conjunction with APHA, the EU and other agencies such as 'Severn VTS' operated by ABP; and to access the DfT 'Single Window' system.

15.2.2 TARGETS

1. To work with APHA and the EU in the maintenance and improvement of the ship data base.
2. To follow up each action required by other port health authorities regarding deficiencies found on board ships.
3. To promote inclusion of the ship detail database system in future revisions of the IHRs.
4. To maintain an IT system capable of monitoring ship movement and inspection in conjunction with APHA and the EU and other agencies such as the ABP 'Severn VTS'; and to access the DfT 'Single Window' system.
5. In line with APHA guidance, to set and advertise annual charges for issuance of ship sanitation certification in a timely manner as required.

15.2.3 PERFORMANCE INDICATORS

1. Number of SSCs issued by this Authority
2. To notate all SSCs issued where deficiencies have been identified.
3. Number of follow-up inspections made by this Authority to SSCs issued by other Port Health Authorities notated with deficiencies.
4. Response time to enquiries / complaints / requests for action.
5. That annual charges for issuance of ship sanitation certification are set in line with APHA guidance, in a timely manner and advertised as required.

16.0 CIVIL CONTINGENCY

16.0.1 The Civil Contingencies Act 2004 confers a duty upon Port Health Authorities as a 'Category 1' responder in respect of infectious disease emergency emanating from a ship within the district.

The IHRs impose a duty upon the Authority to deal with any CBRN hazard on board ships posing a public health emergency of international concern.

16.0.2 As such, this Authority is represented at the SWLRF & working with PHW and other agencies including local authority emergency planning departments, blue light services, MCGA, and the NRW.

16.0.3 The Act also confers a duty upon this Authority to have a '*Business Continuity Plan*' to mitigate the effect of an emergency upon the services it provides. The Board has appointed a Relief Port Health Officer to cover absence by the full-time professional officers; and has delegated authority to the Director to arrange contingent cover by PHOs working for other authorities (under reciprocal arrangements) in cases of emergency where the workload requires such.

16.1 OBJECTIVES

1. To comply with the duties conferred upon this Authority by the Civil Contingencies Act 2004 in preparedness of and in mitigating civil emergency relating to the port health service.
2. To undertake ship inspection and deal with any CBRN incidents found upon inspection or otherwise brought to the attention of the Authority.

16.2 TARGETS

1. To respond promptly to all reports regarding the presence of emergency.
2. To carry out routine and random inspections of the district and ships entering the district for the detection of CBRN incident potential.
3. To take formal action where necessary.
4. To liaise with the PMO and other partners in the SWLRF as appropriate.
5. To ensure that the port environs remain free from CBRN-related threats.
6. To attend meetings with other local authorities in Wales, PHW, SWLRF and other stakeholders to prepare mitigation of CBRN incidents.

16.3 PERFORMANCE INDICATORS

1. Adoption and maintenance of suitable inter-agency plans to mitigate CBRN threat such as the Communicable Disease Outbreak Plan.
2. Response time in mitigating presence of CBRN threats found within the port environs.
3. Adoption of an Authority 'Business Continuity Plan' and its maintenance so as to remain fit for purpose.

16.4 RELATED DOCUMENTS

Please refer to the SBPHA '*Business Continuity*' and '*Disaster Recovery*' Plans - office file ref S5/4/c/2 (Section 13) and the '*Port Medical Officer Handbook*' - office file ref S5/4/c/2 (Section 14).

17.0 SEWAGE AND GARBAGE DISPOSAL FROM SHIPS

17.1 BACKGROUND

17.1.1 Sewage

Means of disposal from ships are regulated under the MARPOL international agreement and are controlled in the UK by Defra.

The facilities on board ships for disposing of sewage are routinely inspected and noted by officers of this Authority. Any relevant comments or requirements are made on the ERF attachment to any SSCs issued.

17.1.2 Garbage

'International Catering Waste' ie waste contaminated with food landed for disposal from ships, arriving from or having visited a port outside the EU, is regarded as 'Category 1 Waste'. Its disposal is subject to provisions regulated by this Authority in conjunction with other LAs, Defra and the Welsh Government as follows:

- Ships must maintain 'Garbage Log Books' recording the safe disposal of all garbage waste.
- Port and terminal operators must have '*Port Waste Management Plans*' and provide appropriate port waste reception facilities approved by the WG Animal Health Division.

- Transportation for the disposal of such Category 1 waste must be undertaken by operators licensed by the WG Animal Health Division and controlled by Trading Standards Officers.
- Disposal of such waste must be undertaken at sites licensed by the WG Animal Health Division and controlled by Local Authorities.

17.2 OBJECTIVES

1. To ensure that ships not compliant with the MARPOL agreement in respect of sewage disposal are brought to the attention of Defra.
2. To liaise with WG / Defra in the monitoring of garbage disposal from ships
3. To ensure the satisfactory disposal of garbage from ships
4. To specify SSC / ERF controls where garbage management on ships is non-compliant.
5. To ensure compliance by port / terminal operators with garbage management requirements
6. To follow up any SSC / ERF deficiencies noted by other port health authorities.

17.3 PERFORMANCE INDICATORS

1. Percentage arriving ships non-compliant with MARPOL agreement subject to issue of SSCs.
2. Percentage of those ships which improve the means of sewage / garbage disposal.
3. Number referrals to WG / Defra, by this Authority, regarding contraventions of the MARPOL agreement and garbage disposal requirements.
4. Efficiency in dealing with illegal landing of Category 1 garbage and the transport of same from the port district.

| | |
|------------|--|
| APHA | The Association of Port Health Authorities |
| BRDO | Now Regulatory Delivery |
| CBRN | Chemical, Biological, Radiological or Nuclear hazard |
| CCA 2004 | Civil Contingency Act 2004 |
| CCDC | Consultant in Communicable Disease Control |
| CIEH | The Chartered Institute of Environmental Health |
| EPR | WHoEHG Pollution Control Expert Panel |
| CEFAS | Centre for Environment, Fisheries and Aquaculture |
| Defra | Department for the Environment, Food and Rural Affairs |
| DPPW | The Society of Directors of Public Protection Wales |
| DWI | Drinking water Inspectorate |
| CDEP | WHoEHG Communicable Disease Expert Panel |
| ERF | 'Evidence Report Form' attachment to ship sanitation certification |
| EU | European Union |
| FBO | Food Business Operator |
| FHRS | Food Hygiene Rating System |
| FLAG | Swansea Bay Fisheries Liaison Action Group |
| FOI | Freedom of Information |
| FSEP | WHoEHG Food Safety Expert Panel |
| HACCP | Hazard Analysis Critical Control Point |
| HSE | Health and Safety Executive |
| HMRC | Her Majesty's Revenue & Customs |
| IHRs | International Health Regulations 2005 |
| ISPS | The International Ship and Port facility Security Code |
| MARPOL | Maritime Pollution International Convention |
| MCGA | Maritime Coastguard Agency |
| MNWB | Merchant Navy Welfare Board |
| NRW | Natural Resources Wales - formerly the Environment Agency |
| PH(COD)Act | Public Health (Control of Disease) Act 1974 as amended |
| PHE | Public Health England |
| PHO | Port Health Officer |
| PHSIG | Port Health Special Interest Group |
| PHEP | WHoEHG Port Health Expert Panel |
| PHW | Public Health Wales |
| PMO | Port Medical Officer |
| PPE | Personal Protection Equipment |
| PWS Regs | Private Water Supplies (Wales) Regulations 2010 |
| SBPHA | Swansea Bay Port Health Authority |
| SCCEC | Ship Sanitation Control Exemption Certificate |
| SSCC | Ship Sanitation Control Certificate |
| SS & FSR | Ship Sanitation & Food Safety Report |
| SWLRF | South Wales Local Resilience Forum |
| SWWLAG | South West Wales Shellfish Liaison Group |
| TSO | Trading Standards Officer |
| WG | Welsh Government |
| WHoEHG | Wales Heads of Environmental Health Group |
| WMFAG | Wales Maritime Fisheries Action Group |

19.0 APPENDIX

19.1 PORT HEALTH SERVICE PROVISION

Services provided by this Authority have various origins:

1. The Swansea Bay Port Health Authority Order 1991, as amended, constituting the Authority specifies certain statutory powers vested in the Joint Board.
2. International, EU and UK health legislation, where referring to port health authorities, gives additional statutory powers and duties of this Authority.
3. The Authority, from time to time, makes policy decisions adopting discretionary powers, or makes other decisions for which there are general provisions.
4. This Joint Board is a signatory to the APHA / MCGA / HPA MOU and thereby provides and receives reciprocal services in a structured manner.
5. Agency services for the riparian Disease of Animal Inspectorate (TSOs), the Welsh Government Animal Health Division and Defra.
6. Under agreement with Neath / Port Talbot Council regarding potable water distribution lines.
7. Matters of good professional practice are within the remit of the Director of Port Health Services to determine. These can be classified largely under headings of local, regional, national and international liaison.
8. In mitigating communicable disease PHOs work in co-operation with PMOs appointed by the Authority. Such liaison and definition of respective duties are specified in the ' Handbook for Port Medical Officers ' produced by the Authority.

19.2 BOARDING POLICY

Efficient use of available staff resource occasionally requires that priority be given to the inspection of particular ships in preference to others, or undertaking other work streams. The Director of Port Health Services will prioritise such inspections as follows:

1. Those ships which arrive from an area where a **notifiable or endemic disease has been reported**; or where a known or suspected case of communicable disease or food poisoning is onboard.

In the case of a ship arriving with sick (not injured) seamen, it may be necessary for a PMO to accompany the PHO onboard that ship. If necessary, helicopters, pilot launches etc. are to be organised in liaison with shipping agents and the harbour master, port or terminal operators.
2. Where intelligence received indicates a **potential public or environmental health problem** onboard, including those ships arriving from outside the EU, specifically to monitor disposal of **International Catering Waste**.
3. In response to a request by the MCGA in accordance with the Memorandum of Understanding.
4. All ships where the master has requested:
 - Renewal of a **Ship Sanitation Certificate**; or
 - Submitted a positive answer on the **Maritime Declaration of Health** notification; or
 - Requested that a sample be taken of the onboard potable **water supplies**; or
 - Reported another relevant **matter of concern**.All ships reporting **animals or birds** on board must be boarded on arrival and should be revisited as frequently as possible.
5. **Fish factory and processing ships** and those carrying potentially **dusty cargoes** should be boarded on arrival or as soon as possible thereafter.

6. Whether, or not, arriving from an EU port, those ships which arrive that may have recently **visited a port outside the EU** prior to arrival.
7. To supervise any onboard disinfection / disinfestation carried out by ships personnel or specialist contractors required by this Authority or other PHA.
8. To supervise any onboard remedial action or repair carried out by ships personnel or specialist contractors required by this Authority or other PHA.

Accounting for other service provision requirements, PHOs may inspect the following ships at his or her discretion:

9. Those arriving from other UK ports.
10. Those which anchor offshore and request boarding by the PHO or have established shore contact by way of provisions, bunkers, cargo or personnel transfer.

These need not be boarded immediately on arrival at night but may be boarded as soon as possible the following day.

19.3 ENFORCEMENT POLICY STATEMENT – please refer to attached document

| Date | Item | Min. No. | |
|--|--|----------------|------|
| June 1994 | Adoption of Service Delivery Plan | 7 | |
| | Health & Safety Policy adopted | 16 | |
| Oct 1998 | SDP Review - 1 post frozen & 1 P/T post created | 5 + 8 | |
| Jan 1999 | SDP Review - Out of hours arrangements | 4 | |
| Jan 2000 | SDP Review - APHA Benchmarking | 4 | |
| | - Out of hours arrangements | 4 | |
| Oct 2001 | SDP Review – Delegation of authority re enforcement | 4 | |
| Aug 2002 | Best Value/ Benchmarking included in SDP | For info | |
| Jan 2003 | Standing Orders Review & FOI access included | 6 | |
| Aug 2004 | Enforcement Policy adopted | 5 | |
| Jan 2005 | Revised Service Delivery Plan adopted | 5 | |
| Nov 2005 | Civil Contingency Act included | 5(b) | |
| June 2006 | 1. Following plans included: | | |
| | - Managing major outbreaks of food poisoning | | |
| | - Managing major outbreaks of infectious disease | | |
| | - Business Continuity | 5(a) | |
| | 2. Port Medical Officer Handbook included | | |
| 3. LBRO - delegation of authority for better regulation strategies | | | |
| June 2007 | Health & Safety policy updated | 6(c) | |
| | MOU with MCA agreed | 6(d) | |
| June 2008 | PMO Handbook & Best Practice Guides included in SDP | 7(c) | |
| Oct 2007 | Mutual aid strategy with other PHAs agreed | 5(a) | |
| Nov 2008 | Regulatory Enforcement and Sanctions Act 2008 ethos incorporated | 5(c) | |
| Oct 2009 | Freedom of Information Scheme adopted & included | 9 | |
| June 2010 | PWS Regs – Delegation of authority to negotiate | 12 | |
| Jan 2011 | SDP Review - Private Water Supplies included | | |
| Jan 2012 | SDP Review | | |
| | - Staff compliment amended | - page 1 | |
| | - Reference to NEPs included | - page 2 | |
| | - Reference to the FHRS included | - page 4 | |
| | - Reference to 'Shipsantrinet' included | - page 23 | |
| - Boarding policy amended | - page 28 | | |
| August 2013 | SDP Review following: | | |
| | Constitutional and staff arrangement decisions in | | |
| | - January 2013 | - page 1 | 10 |
| | - April 2013; and | - page 2 | 4 |
| - June 2013 | - page 2 | 7b | |
| June 2014 | - FSA shellfish stakeholder meetings included | - page 8/ 9 | |
| | - Charges reviewed regarding water samples | - page 15 | PH7c |
| July 2015 | - Text amendment | | |
| Jan 2016 | - Health & Safety Policy updated | Page 15 | |
| | - Landings of discard fish | Page 25 | |
| | - Disposal of out of date medicines | Page 25 | |
| | - Port Vector surveillance | Page 26 | |
| | - UK National Maritime Single Window | | |
| June 2017 | - Text amendment | | |