

<b>1.0</b>	<b>MISSION STATEMENTS</b>	
<b>1.1</b>	<b>Mission Statement of Banbridge District Council</b>	“ ... to provide high quality services at the optimum level of effectiveness, efficiency and economy and to create opportunities and encourage initiatives for the residents of the District to enhance the quality of their lives.”
<b>1.2</b>	<b>Environmental Health Department Mission Statement</b>	"... to enhance the quality of life for all those who live in or visit Banbridge District by providing, promoting and encouraging the highest quality Environmental Health service at the optimum level of efficiency, effectiveness, economy and safety."
<b>2.0</b>	<b>SERVICE AIMS AND OBJECTIVES</b>	
<b>2.1</b>	<b>Aims and Objectives</b>	
	<u><b>Aims</b></u>	To ensure that food business proprietors meet their obligations concerning the safe production and sale of food within the District, reduce the possibility of food borne illness and protect the consumer with regard to composition and labelling of food.
	<u><b>Objectives</b></u>	<p>To inspect every food premises due for inspection, for compliance with The Food Safety (NI) Order 1991, and as a result assess food hygiene and food standards requirements. Appropriate action will be taken to remedy any problems discovered. To continue to educate on HACCP food safety principles.</p> <p>To act as home authority to manufacturers and packers of food located within the District, providing advice, food hygiene and standards inspection reports and responding to requests for 'Home Authority' reports from other local authorities.</p> <p>To investigate complaints regarding premises, practices and food items.</p> <p>To carry out proactive and reactive food sampling regimes for chemical and microbiological purposes.</p> <p>To investigate individual cases and outbreaks of food borne illness as notified by the SHSSB and members of the public.</p> <p>To improve the understanding of food safety requirements by persons handling food, by providing the necessary facilities for the provision of food hygiene training courses. To educate during visits to premises by the provision of advice and recommendations, and to provide a health education and promotion service to the general public to ensure greater awareness of food safety issues in both the commercial and domestic setting.</p>

**2.2 Links to Corporate Objectives and Plans**

The food safety service of the Council’s environmental health department is embodied in the strategic themes of the Council’s Corporate View, as follows:

**Provision of Services**

The Council is committed to the Best Value Process, and the Environmental Health Department as a result has achieved accreditation of ISO 9001:2000.

**Corporate Development**

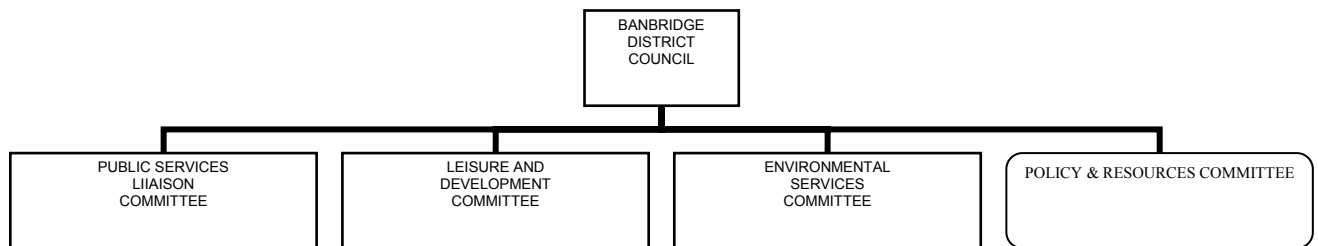
The Council will be promoted through its web site, and advantage will be taken by the Environmental Health Department’s Food Service, to promote the service and make relevant information available to the public and businesses.

**Community Involvement**

Since November 1999, users of the Environmental Health Department including users of the Food Safety Service have been and will continue to be consulted by Questionnaire on the quality of the delivery of the service. The department is committed to the Investing for Health Strategy and will continue to foster good working relationships with appropriate partners eg. TASSK – Targeting Actions and Skills.

The Director of Environmental Services reports Food Service issues to the Council via the Environmental Services Committee, which is one of 4 member committees.

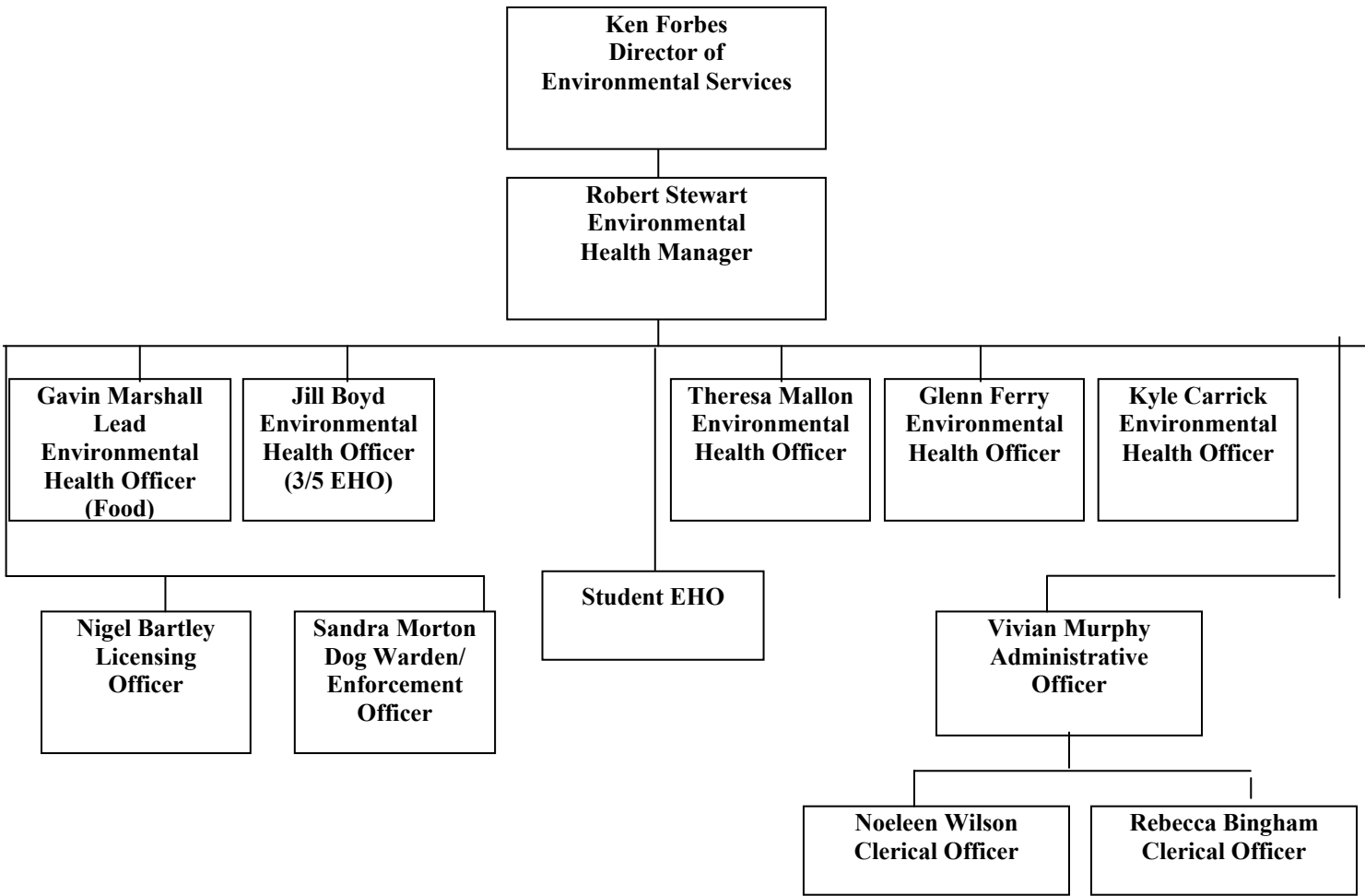
**3.0 COMMITTEE STRUCTURE**



All powers concerning the delivery of the food service have been delegated to the Director of Environmental Services.

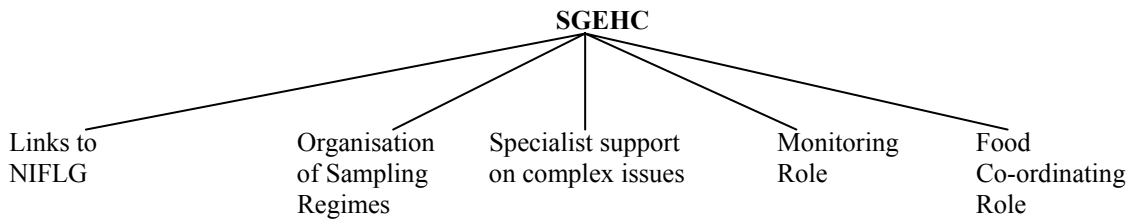
The majority of powers have been further delegated to individual officers depending on their competence (for details refer to paragraph 4.2).

## STAFF STRUCTURE



### Specialist Services

The Council avails of the following services:-



### Specialist Services Continued

- Public Health Laboratory
- Craigavon Area Hospital Laboratory
- DARD
- Public Analyst
- Private Laboratories
- SHSSB and CCDC
- SELB
- FSA
- EHS

Access to specialist advice is also available from the following:-

Collindale  
LACORS  
HPA  
Legal representatives  
Campden & Chorleywood

Other departments within the local authority may also be used as and when required e.g. Technical Services.

#### 4.0 Profile of the District.

The District has a population of 43,100 and an area of some 180 square miles. It lies in the heart of Co Down from Dromore in the north to Rathfriland in the south and from Gilford and Scarva in the west to Dromara and near Castlewellan in the east. The main town is Banbridge with a population of 14,000, whilst the other main centres of population are Dromore, Gilford and Rathfriland. The area is predominantly rural with agricultural activities forming an important part of the economic base. Many of the residents commute to nearby large towns.

<b>5.0 Scope of the Food Service</b>	<p>The department is responsible for the enforcement of the Food Safety (N.I.) Order 1991, The associated Code of Practice and ancillary legislation made thereunder. This will be achieved by the following:-</p> <ul style="list-style-type: none"><li>❑ Complete the risk based food hygiene inspection programme planned for all relevant food premises.</li><li>❑ Complete the risk based food standards inspection programme planned for all relevant premises within the District.</li><li>❑ Carry out all inspections in accordance with Food Safety Order Code of Practice.</li><li>❑ Procure food and drinking water samples on a ratio of 8 per 1000 head of population and submit them for bacteriological safety testing. 3 samples are currently being submitted weekly, this is due to a shortage of staff at the Public Health City Hospital Laboratory.</li><li>❑ Test recreational waters from the swimming pool for bacteriological quality monthly.</li><li>❑ Procure samples of food on a ratio of 2.5 per 1,000 head of population and test them for chemical composition. Samples to be submitted monthly.</li><li>❑ Ensure that all food premises are registered and registrations updated as necessary.</li><li>❑ Prepare and implement a documented management system to monitor the fulfillment of inspection and sampling programmes and the nature and quality of inspection.</li><li>❑ Update food enforcement policies for approval by the Council.</li><li>❑ Update bacteriological and chemical food sampling policies for approval by the Council.</li><li>❑ Prepare documented plans for bacteriological and chemical sampling annually.</li></ul>
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- ❑ Participate as necessary in EU/LACORS/PHLS/MAFF chemical and bacteriological sampling surveys.
- ❑ Follow the documented procedures for response to food alerts and food hazards.
- ❑ Respond effectively to all complaints about food and food premises.
- ❑ Investigate all notified cases of food and water borne disease and take effective action to control the spread of infection.
- ❑ Details of alleged food poisoning cases will be taken and forwarded to Group. The patient will be directed to visit their GP.
- ❑ Examine and comment on all relevant plans submitted for planning and building control approval.
- ❑ Liaise with other Councils/Group through the forum of the Food Officers Group (FOGS).
- ❑ Promote the implementation of HACCP for food businesses on a risk based assessment.
- ❑ Continue to support the on-call rota system for food/water related emergencies.
- ❑ Participate in the National Food Safety Week initiative.
- ❑ Participate as appropriate with other food related health promotion initiatives.
- ❑ Promote food hygiene training courses.
- ❑ Liaise with and co-ordinate enforcement activities with other key players e.g. Food Standards Agency, Department of Health and Social Services, Department of Agriculture and Rural Development, Public Health Laboratory and Public Analyst.
- ❑ Continue to review and develop standard guidance notes and procedures.

Food inspections are generally carried out on their own, but where a Health & Safety inspection is scheduled in a low risk premises this will be carried out at the same time.

Banbridge District Council has 346 food premises currently open for which the authority has food enforcement responsibility. They fall into the following usage categories:-

O.C.D. Code	No. of Premises	Percentage (%)
A – Producers	1	0.29
B – Slaughterhouses	0	-
C – Manufacturers/Processors	13	4.00
D – Packers	1	0.29
E – Importers/Exporters	0	-
F – Distributors (including wholesalers and transporters)	4	1.16
G – Retailers	101	29.00
H – Restaurants and Other Caterers	215	62.00
I – Materials and Articles Manufacturers and Suppliers	0	-
J – Manufacturers mainly selling by retail	11	3.00

#### **Product Specific Premises**

There are 4 premises approved under Product Specific Regulations.

#### **Home Authority Premises**

The Council acts as home authority for 7 premises

#### **Current Issues**

Current issues which are liable to impact on the demands of the service in the forthcoming year are:-

**New Code of Practice on the Food Enforcement.**

**Introduction of new EU Food Regulations from 1<sup>st</sup> January 2006 will have a major impact on staff training, review of premises approvals and implementation of Haccp based systems.**

**Development and roll out of new Tascomi premises database.**

**Development of Food Section on Council website.**

**Beef Labelling Scheme.**

**Eat Safe Award**

**Quality Management System ISO 9001:2000.**

**Provision of guidance to businesses on Animal By-Products Regulations and enforcement thereof.**

These issues necessitate a higher percentage time spend and officer expertise.

## 5.1 Service Delivery Points

The service is available from Monday to Friday inclusive during the hours of 9.00 am to 5.00 pm at the Gate Lodge, Linenhall Street, Banbridge BT32 3EG (Tel: 028 4066 0606). During these hours officers can be accessed via either direct dial telephone line to the department or direct access e-mail. However, flexi time facility is available for officers and it may be possible to contact them outside these hours. Use of Flexi time can facilitate inspection of premises closed during normal office hours. Planned out of hours work is carried out as directed by the Environmental Health Manager.

The Council will make provision for staff to carry out inspections of Premises that operate at times outside normal working hours. The Food Safety Code of Practice states that on occasion premises which operate at evenings and weekends are inspected during these periods even if access is possible during normal office hours.

Emergency access for the public can be established through the Council's out of hours contact procedure.

### 6.0 Enforcement Policies

#### Food Safety

Banbridge District council recognises the importance of all Councils having a systematic and consistent approach to policies on the use of formal enforcement powers. This policy is based on LACORS guidance notes and has been developed in a local context but within a consistent national framework. The policy draws extensively on guidance contained in Codes of Practice issued under Article 39 of the Food Safety (NI) Order 1991 (referred to as the Order) and aims to ensure that enforcement action is focused on situation where the public is put at risk and on food businesses which are negligent of their obligations or are intentionally infringing the law.

It is the Council's policy to strive to ensure that any food supplied for human consumption, which is produced, stored, distributed, handled, consumed or imported within the Council boundary is without risk to the health or safety of the consumer.

#### Food Standards

It is the Council's policy to ensure that foods and food packaging meet relevant standards for quality, composition and labelling, presentation and advertising and that reputable food businesses are not prejudiced by unfair competition.

#### Alternative Enforcement Policy

The Food Safety (Northern Ireland) Order 1991 Code of Practice states that Food Businesses that present little or no risk to public health or Safety for food hygiene and standards need not be subject to primary inspection. These premises should still be subject to an alternative enforcement strategy within specified periods. For Food Hygiene premises, this is once every 3 years. For Food Standards this is once every 5 years. These are premises scored as E under Food Hygiene and C under Food Standards. The Council considers that it is still important for visits to be carried out occasionally and will do so in line with its Alternative Enforcement Policy. *(Appendix 1)*

Banbridge District Council has adopted a food safety enforcement policy, a food standards enforcement policy and an enforcement concordat based on CEHOG approved framework to ensure consistency of enforcement across the province. Food businesses and the general public are given the opportunity of consulting our policies at any reasonable time.

**7.0 Service Delivery****Food and Feedingstuffs Premises Inspections**

The Council intends to carry out food hygiene and food standards inspections for compliance with the Food Safety (NI) Order 1991 at a minimum frequency as determined by the risk assessment scoring schemes contained in the Code of Practice.

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

Home Authority Principle  
 Food Safety Enforcement Policy  
 Food Standards Enforcement Policy  
 Enforcement Concordat.

During the year 2005/ 2006 the planned number of inspections is as follows.

**FOOD HYGIENE PRIMARY INSPECTIONS**

Risk Category	Frequency	Number of Premises	Number of Tasks	Task Time (hrs)	Total Hours
A	6 months	0	0	0	0
B	12 months	32	42	5	210
C	18 months	169	113	3	339
D	24 months	52	29	2.5	72.5
E	36 months	68	30	2.0	60
F	60 months	18	6	1.75	10.5

**FOOD HYGIENE SECONDARY INSPECTIONS**

Risk Category	Frequency	No. of Premises	No. of Tasks	Task Time (Hrs)	Total Hours
A	100%	0	0	2.0	0
B	50%	32	16	1.25	20.0
C	25%	169	42	1.25	52.5
D	10%	52	5	1.25	6.25
E		68			0
F		18			0

**FOOD STANDARDS PRIMARY INSPECTIONS**

<b>Risk Category</b>	<b>Frequency</b>	<b>No. of Premises</b>	<b>No. of Tasks</b>	<b>Task Time (hrs)</b>	<b>Total Hours</b>
A	12 months	0	0	5	0
B	24 months	28	18	3	54
C	60 months	309	91	2	182
Unrated	-	3			

**FOOD STANDARDS SECONDARY INSPECTIONS**

<b>Risk Category</b>	<b>Frequency</b>	<b>No. of Premises</b>	<b>No. of Tasks</b>	<b>Task Time (hrs)</b>	<b>Total Hours</b>
A	100%	0	0	3.0	0
B	10%	28	2	2.0	4
C	05%	309	5	1.0	5

**NOTE** – Frequency = Percentage of No. of inspections.

Due to the current change over in the Department’s Computer Database there may be a small number of inspections unaccounted for. The replacement Tascomi system will be fully data cleansed and will produce an up to date and accurate plan for forthcoming inspections.

**Additional time spends for food hygiene and food standards for more specialist/complex premises:-**

<b>Category</b>	<b>No. of Premises</b>	<b>Additional Time Spend</b>	<b>Total No. of Hours</b>
Product Specific Premises	4	95 hrs/premises/year	380
Special Events	3	3 hours/event	9
HACCP	10	2 hours/premises	20
Premises Complaints	4	2 hours/premises	8
New Premises/Proposed	15	4 hours/premises	60

The Council may seek additional specialist services from Southern Group Environmental Health Service for specialist or complex processes to ensure competent inspections are carried out. Other expertise to assist with such activities may be obtained from outside agencies as outlined in paragraph 2.2 “Organisational Structure”.

<b>7.1</b>	<b>Service Delivery</b>	
	<b>Food and Feedingstuffs Complaints</b>	The Council intends to fully implement the approved food complaints policy and procedure. The likely demands on the service is based on trends in the past two years, as detailed below.

<b>Number of Complaints</b>	<b>Task Time (Hrs)</b>	<b>Total Hours</b>
20	10.0	200

<b>7.2</b>	<b>Home Authority Principle</b>	<p>The Council intends to fully implement the approved Home Authority Principle, policy and procedure.</p> <p>In addition to the resources in paragraph 3.1 it is estimated that the following additional resource is required.</p>
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Number of Home Authority Premises	Task Time (Hrs)	Total Hours
7	6.0	42

<b>7.3</b>	<b>Service Delivery Advice to Business</b>	<p>The Council intends to provide advice to businesses in line with the approved Enforcement Concordat policy. The likely demands on the service is based on trends in the past two years as detailed below.</p>
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Number of Advisory Visits	Task Time (Hrs)	Total Hours
50	2.0	100

Banbridge District Council does not intend to carry out training courses, however it will organise and facilitate training courses on its premises by approved private sector tutors and will also refer requests to other District Councils and approved Further and Higher Education Colleges.

**7.4 Service Delivery****Food and Feedingstuffs  
Inspection and Sampling**

The Council intends to fully implement the approved chemical and microbiological sampling policies and programmes in accordance with the NIFLG document - Food Sampling Policies and Associated Guidance November 1998.

The Council intends to fully implement its enforcement policies and enforcement concordat where sample results are not considered to be satisfactory.

The Council has appointed Public Analysts to carry out analysis of food samples procured from within the Council area.

The Public Health Laboratory at Belfast City Hospital will carry out examination of food samples procured from within the Council area.

The Council will also participate in special sampling programmes that are relevant to the district. This include surveys co-ordinated by the FSA/LACORS/HPA and the NIFLG.

**Microbiological Sampling Programme**

No. of Food Samples	No. of Drinking Water Samples	Task Time (Hrs)	Total Hours
150	75	0.75	168

**NOTE -** Swabs may be taken in special circumstances, e.g. investigation of food poisoning outbreaks, and under guidance from the Public Health Laboratory.

**Drinking Water Inspectorate – Sampling in Food Premises**

No. of Chemical Samples	No. of Bact. Samples	Task Time (Hrs)	Total Hours
75	12	0.75	65.3

**Sampling for Analysis Programme**

Number of Formal Samples	Task Time (Hours)	Total Hours
44	2.0	88

Number of Informal Samples	Task Time (Hours)	Total Hours
56	1.0	56

For reactive sampling the number of complaint samples for both examination and analysis is estimated from trends in the past two years as detailed below. This also includes special surveys instigated by NIFLG.

Total time spent 50 hours.

**7.5 Service Delivery**

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

The Council will investigate all confirmed and alleged cases of Food Poisoning and food related infectious diseases in accordance with the ISO 9001:2000 and SHSSB procedures. In addition the Council will participate in national case control Infectious Disease studies when requested.

The Council was involved in two outbreak investigations over the previous year. The time spend on was this was **400 hours** Should future outbreaks occur then the necessary time and resources will be allocated as required.

**Sporadic Investigation**

Number of Cases		Task Time (Hours)	Total Hours
Confirmed	20	4.0	80
Alleged	5	1.0	5

**7.6 Service Delivery**

**Food Safety Incidents**

The Council will respond to Food Alerts in accordance with the Code of Practice and the ISO 9001:2000 approved Food Alert Procedure.

The likely demands on the service is based on trends in the past two years as detailed below.

**(a) Food Alerts**

Number of Food Alerts (For action)	Task Time (Hours)	Total Hours
5	7.0	35

Number of Food Alerts (For information)	Task Time (Hours)	Total Hours
45	0.75	34

**(b) Voluntary Surrender/Unsound Food**

<b>Number of Tasks</b>	<b>Task Time (Hours)</b>	<b>Total Hours</b>
4	6.0	24

In addition to the hours required to carry out food hygiene/food standards inspections and to give advice etc, **340 hours** are required for officer training and attendance at food group meetings.

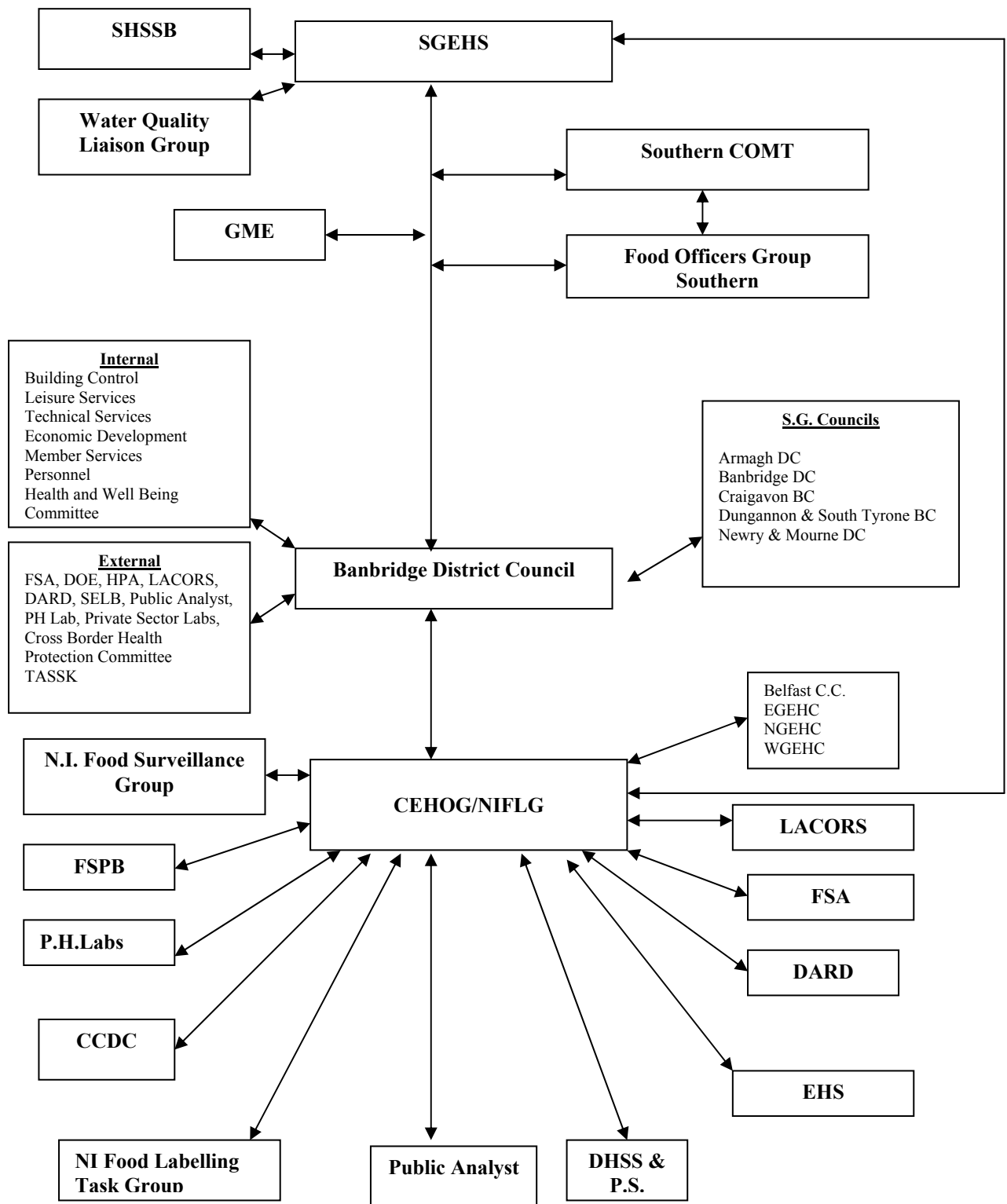
**8.0 Service Delivery**

**Liaison with Other Organisations**

**Estimated Resource Allocation :- 100 hrs**

The Council will liaise closely with all relevant organizations to maintain an efficient and appropriate level of Food Service.

**Estimated Resource Allocation :- 100 hrs**  
**Liaison with Other Organisations**



**LIAISON WITH OTHER ORGANISATIONS CHART- KEY TO ABBREVIATIONS**

CDSC	Communicable Disease Surveillance Centre
CEHOG	Chief Environmental Health Officers Group
DARD	Department of Agriculture and Rural Development
DHSS&PS	Department of Health, Social Services and Personal Services
DOE	Department of the Environment
EGEHC	Eastern Group Environmental Health Committee
FSA	Food Standards Agency
FSPB	Food Safety Promotion Board
GME	Group Management Executive
HPA	Health Promotion Agency
LACORS	Local Authorities Co-ordinating Body on Food & Trading Standards
NGS	Northern Group Systems (Environmental Health)
NIFLG	Northern Ireland Food Liaison Group
PH Labs	Public Health Laboratory
SELB	Southern Education and Library Board
SGEHS	Southern Group Environmental Health Service
SHSSB	Southern Health and Social Services Board
TASSK	Targeting Access to Social Skills and Knowledge
WGEHC	Western Group Environmental Health Committee

<b>9.0</b>	<b>Service Delivery</b>													
	<b>Food and Feedingstuffs Safety and Standards Promotion</b>	The following promotional activities will be undertaken:-												
		<table> <tr> <td>Food Safety Week (Food Link)</td> <td>200 hrs</td> </tr> <tr> <td>Christmas Promotions (Turkey Leaflets)</td> <td>70 hrs</td> </tr> <tr> <td>Council Newsletters</td> <td>5 hrs</td> </tr> <tr> <td>Promotional Literature on Guidance on good practice</td> <td>15 hrs</td> </tr> <tr> <td>Talks to Community Associations/Schools etc.</td> <td>30 hrs</td> </tr> <tr> <td>Food Allergies</td> <td>20 hrs</td> </tr> </table>	Food Safety Week (Food Link)	200 hrs	Christmas Promotions (Turkey Leaflets)	70 hrs	Council Newsletters	5 hrs	Promotional Literature on Guidance on good practice	15 hrs	Talks to Community Associations/Schools etc.	30 hrs	Food Allergies	20 hrs
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Promotional Literature on Guidance on good practice	15 hrs													
Talks to Community Associations/Schools etc.	30 hrs													
Food Allergies	20 hrs													
		The effectiveness of the promotions will be assessed using e.g. the evaluation methodology available for Food Safety Week and response levels to competitions.												

<b>10.0</b>	<b>Service Delivery</b>	
	<b>Food and Feedingstuffs Safety and Standards Research</b>	Additional hours have been allocated for general administration relating to correspondence, attendance at departmental meetings, and updating the inspectors knowledge by reading magazine articles, guidance documents, new legislation, etc.
		The time allocated is 200 hours.

**11.0 Departmental Officer Resource Needs**

The resource available in terms of officer hours for the above service delivery is as follows:-

<b>Officer</b>	<b>Available Hours</b>
EHM	300
District EHO's	2356
<b>Total Available Hours</b>	<b>2656</b>

The above Section on Service Delivery indicates a time of **3440** hours required on the food function which represents a shortfall of **784** Officer hours.

<b>12.0</b>	<b>Resources</b>	
	<b>Financial Allocation</b>	
	<b>COSTS</b>	<b>FOOD SAFETY</b>
	Employee Costs	£84,759
	Travel	£6,699
	Southern Group	£9,841
	Central Support	£11,719
	Capital Charge	£3,456
	Insurance	£3,065
	Food Analysis	£9,371
	Other	£20,910
	<b>TOTAL COSTS</b>	<b>£149,820</b>
	<b>INCOME (Grant)</b>	<b>£22,743</b>
	<b>Other Income</b>	<b>£1,371</b>
	<b>TOTAL</b>	<b>£125,706</b>

**Resources****Staffing Allocation**

2 members of staff work on food law enforcement and health & safety enforcement in food premises.

**No. of Full Time Equivalent Clerical Staff = 0.9 Food Hygiene/Standards**

**No. of Full Time Equivalents = 1.2 Food Hygiene**

Officers are authorized to carry out inspections on Food Safety enforcement in the following risk categories

Officer	Full Time Equivalent	Cat A	Cat B	Cat C	Cat D	Cat E	Cat F
Gavin Marshall	0.6	X	X	X	X	X	X
Kyle Carrick	0.6		X	X	X	X	X

**No. of Full Time Equivalents = 0.6 Food Standards**

Officer	Full Time Equivalent	High	Medium	Low
Gavin Marshall	0.3	X	X	X
Kyle Carrick	0.3		X	X

### 13.0 Resources

#### Staff development plan

All staff within the Food Section will be encouraged to identify training needs in conjunction with the Environmental Health Manager at their annual staff appraisal. These needs are recorded and prioritised within an annual plan.

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

Such additional training needs may be accommodated within a Group Training Plan and/or the NI Training Officers' Plan .

Banbridge District Council has achieved IIP accreditation and these principles will be applied to all training provision.

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

### 14.0 Quality Assessment

#### Quality Assessment

Quality assessment has been undertaken for all environmental health functions since November 1999. For the food control service this has comprised of the following:

- Quality satisfaction surveys have been undertaken of proprietors of food businesses following planned inspections.
- Management monitoring of work at district level.
- A best value review of the service has been carried out and a performance improvement plan drawn up.

The Department in conjunction with the four other Councils in the Southern Group area achieved accreditation of ISO 9001:2000 in November 2002.

The Department's services are designed to meet customer needs, and are provided with reference to the Council and Committees policies. The policies are translated into objectives that are expressed as Annual Corporate and Department Targets. The activities of the Department are then based on these objectives and constitute the service specification that it aims to meet. All service level targets are regularly monitored by the Quality System.

The role of the Department's staff in securing the service specifications to the desired level of quality is acknowledged as being of paramount importance. Accordingly the Department shall develop quality awareness in its entire staff by providing high standards of training and appreciates that staff have an important function in determining the success of the Department's relationship with its customers. Staff development and motivation are key factors in this regard.

The Department recognises that its success and reputation depends upon the supply of a high quality service and commits all staff to that end, thereby ensuring customer satisfaction. All members of staff within the Department are responsible for the implementation of Quality Assurance Procedures and for achieving specified levels of service at all stages of work affected by their activities. Everyone within the Department is encouraged to take responsibility for the work they carry out.

**15.0 Review**

**Review against the Service Plan**

The department will review service performance against the plan monthly and annually.

The monthly review will take place at the food officers meeting with staff giving progress reports.

A monitoring review of the plan is carried out annually by staff from Southern Group Environmental Health Service in accordance with the requirements of the Local Government (Employment of Group Environmental Health Staff) Order (NI) 1994.