

Spelthorne Borough Council
Food Safety Service Plan
2016/17

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Appendix I Glossary of Terms

Executive Summary

The Food Safety Service, provided by the Commercial Team, continued to provide an efficient and effective service in 2014/15, and so far in 2015/16.

We have achieved the following:

- a) In 2014/2015 the Commercial Team carried out 478 food hygiene interventions, including 103 new business visits.
- b) Between April 2014 and so far in 2016, the team successfully prosecuted two businesses for non-compliance with food law resulting in fines and awarded costs totalling £38,616.
- c) In September 2015 we lost a senior member of staff when the Environmental Health Manager left. We have since restructured the team and in January 2016 a Principal Environmental Health Officer was appointed from within the team. In the time before the permanent appointment, officers within the team took on additional responsibilities and an increased workload.
- d) In December 2015 we participated in a Food Standards Agency Inter-Authority Audit of our implementation of the Food Hygiene Rating Scheme (FHRS) and the auditor found a good level of compliance with the operating standards for the FHRS.
- e) In 2014/15 we achieved a high level of satisfaction based on the customer care questionnaires returned by local businesses visited by our enforcement officers.
- f) In March 2015 we began to tweet our five rated food businesses and in April 2015 we begun to tweet our zero and one rated premises. This was generally welcomed by the local community and businesses.
- g) Since April 2014 we have run five Level 2 Award in Food Safety in Catering training courses and 34 delegates have successfully passed. In addition we provided free food hygiene training to people trying to return to work in conjunction with the Sure Start Children's Centre at Kenyngton Manor School.

In 2016/17 the Commercial team is committed to continue improving the food safety service provided to the local communities. Our main aims will be as follows:

- (a) To achieve at least 98% of food hygiene inspections in accordance with the frequencies set out in the Food Safety Act's Code of Practice. However, we will continue to aim for 100%.
- (b) To continue promoting the Food Standards Agency's national "Food Hygiene Rating Scheme" to improve and maintain hygiene standards in our food businesses.
- (c) To sustain improvements to food hygiene standards in the Borough's food businesses.
- (d) Continue to specifically target our high risk and non-compliant food businesses.
- (e) Continue to offer the Level 2 Award in Food Safety in Catering training course to commercial food handlers to promote good hygiene practices in our local businesses.

- (f) Continue to actively take part in the healthy eating initiatives and encourage more local food businesses to achieve the “Eat Out, Eat Well” award.
- (g) Complete the process of updating our operational food safety procedures.
- (h) Continue to engage with local businesses to ensure that we achieve a high standard of customer care and provide a fair and professional service.
- (i) To ensure that the remote working practices within the service continue to be a success in terms of improving the level of service provided to our customers.
- (j) To complete the Competency Assessment Framework as set down in the Code of Practice for all officers undertaking official food controls.
- (k) To progress the recommendations made following the FSA’s Inter-Authority Audit.
- (l) To engage with our local schools to promote safe food and good personal hygiene such as effective hand washing techniques.

1.0 SERVICE AIMS AND OBJECTIVES

1.1 Service Aim

1.1.1 The aim of the Spelthorne Community Plan 2005-2015, which was supported by a partnership of local organisations from the public, voluntary, business and community sectors, was to:

'make Spelthorne a safe, healthy, inclusive, prosperous and sustainable community'.

Particular themes of the Plan included Healthy Spelthorne, Thriving Spelthorne and Young People's Spelthorne. The Food Safety Service Plan will assist in achieving the aims of the Community Plan by improving the standard of food produced and sold in the Borough and by promoting a healthy diet to residents and visitors.

1.1.2 Our Food Safety objectives will be set as part of the Service Improvement Plan when it has been updated as a result of the Council's wider "Towards a Sustainable Future programme". For 2015/16, the Objectives which may be transferred into specific targets for the section are outlined as follows:

- To achieve 98% of all food hygiene inspections in accordance with frequencies set out in Food Safety Act Code of Practice and Practice Guidance.
- To ensure that the service that is provided meets the expectations of the local community and other customers. In 2014/15 100% of businesses that responded to our Customer Care Questionnaires were satisfied with the intervention they received.
- To ensure that the service continues to provide for hard to reach groups.
- Continue to offer the Level 2 Award in Food Safety in Catering to food handlers.
- Complete the process of reviewing and updating our operational food safety procedures to take into account changes to legislation and the FSA's Code of Practice including the changes to the Competency Framework.
- Continue to promote the Food Standards Agency's "National Food Hygiene Rating Scheme" and sustain improvements to food hygiene standards in the Borough's food businesses. As of 31 December 2015, 92.7% of Spelthorne businesses included in the scheme have a food hygiene rating between 3-5 (generally satisfactory to very good).

- Actively take part in the Surrey healthy eating initiative to encourage targeted local catering businesses to provide more healthy options on their menus. Currently 13 businesses within Spelthorne hold an Eat Out Eat Well award.
- To ensure that remote working practices within the service continue to be a success in terms of improving the level of service provided to our customers.

In addition the Service has the following additional aims in terms of the level of service provided:

- To comply with all new legislative requirements imposed on the Borough regarding the enforcement of food safety.
- To respond to 90% of service requests within six working days.
- To ensure that at least 80% of letters sent out to food businesses, following an intervention/inspection, are done so within 7 working days.
- To ensure that the performance of the service is measured in the most appropriate way.

1.2 Links to Corporate Objectives and Plans

1.2.1 This strategy is a detailed part of the Service Plan for the Environmental Health Service, which in turn forms part of the corporate Performance Plan.

1.2.2 The food safety service, as part of the overall Environmental Health Service, plays an important role in meeting the social, economic and environmental strategic objectives of the Council, which are set out in the Council's mission statement, Strategic Priorities and Core Values as outlined in the Performance Plan. The Council's mission statement is:

“Delivering quality, best value for money services that matter most to our residents”

In order to achieve this ambition, the Council has outlined a number of elements to delivering its vision, one of which to enable and facilitate a better life for our community. In addition, the authority has adopted 5 values, all of which are followed by Environmental Health Staff in the Commercial Team as they do their day-to-day work.

Values of the Council

1. **Community** – develop strong, thriving cohesive communities
2. **Opportunity** – creating equal opportunities for all our residents
3. **Self-reliance** – supporting ourselves and focus our limited resources on those most disadvantaged and in need
4. **Accountability** – We will develop our economy, keep our Borough clean and safe and help people in need
5. **Tradition** – Committed to providing modern efficient services, but ensure people can continue to access our services in traditional ways should they wish

1.2.3 Cross Linkage to other Plans developed by the Authority

We recognise that the work carried out by the food safety service interlinks with other strategic approaches and services. Some key areas where this is the case is:-

Regulator's Compliance Code

This Code replaced the previous voluntary "enforcement concordant" in April 2008. All local authorities' Environmental Health and Trading Standards departments have a legal obligation to have regard to the code in the provision of their services to the public and businesses.

Local Plan

We recognise the importance of food businesses to the local economy and work closely with Planning Officers to encourage food businesses to 'design out' potential problems in proposed food premises.

Licensing

We play an active role in the licensing of a variety of premises including food establishments providing late night refreshment after 11pm, night-clubs, regulated entertainment venues, outdoor events. Officers will ensure that all food safety problems that come to light during visits for other purposes are dealt with without delay.

Delivery of Public Health duties

Under the Health and Social Care Act 2012 the public health role, previously delivered by the now abolished NHS PCTs, were transferred across to local authorities in April 2013. Spelthorne, along with other Surrey District Councils will have to work closely with Surrey County Council and Public Health England to ensure the public health of its residents is improved. One area within food safety where public health is being promoted is by encouraging local food businesses to offer

healthy eating options on their menus. This is through the “Eat Out, Eat Well” award scheme, which Spelthorne is signed up to.

Customer Care

In addition to informal systems for resolving complaints and dissatisfaction, the Council has an open, clear, formal system for dealing with complaints. Clear corporate targets have been established for the speed and quality of response to letters (7 to 10 working days) and telephone calls (respond within 5 rings).

Customer consultation and feedback carried out to support national indicators has been used to set specific customer care standards and response times for work areas across the organisation, these are contained in the Service Plan for Environmental Health and Building Control.

Economic Development

The policies set out in the local plan seek to achieve a balance between community health and development.

We aim to take a balanced approach to food safety enforcement that safeguards health, but does not act as a disincentive to business.

Social Inclusion and Diversity

The Food Safety Service provided by the Council is committed to social inclusion and diversity within its communities. This is achieved in the following ways:

- (a) Food hygiene advice leaflets are available in a number of different languages.
- (b) We periodically send out a newsletter to all our food businesses to provide them with information and inviting them to contact us for further advice.
- (c) We will make use of the Council's translation services, where necessary.
- (d) We must have regard to the Regulator's Compliance Code, which requires us to deal with all businesses with fairness and consistency.
- (e) Customer Care Questionnaires are sent out to all food businesses, who have received an inspection, to ascertain levels of satisfaction with the Commercial Section's services.

2.0 BACKGROUND

2.1 Profile of Spelthorne

The Borough

- 2.1.1 Spelthorne lies 15 miles west of Central London and sits in the far North West corner of Surrey close to the boundary of Berkshire. The Borough is also bordered by the London Boroughs of Hillingdon, Hounslow and Richmond. The Borough is at the inner edge of the Metropolitan Green Belt, with 45% being urban and the remainder protected as Green Belt.
- 2.1.2 The main centres of population are the towns of Staines-upon-Thames, Ashford, Sunbury-on-Thames, Shepperton and Stanwell.

The People

- 2.1.3 Spelthorne's resident population was 95,600 by the end of 2011, based on the 2011 census. This is an increase of over 5,000 compared to the previous census in 2001(90,390)
- 2.1.4 The population is predominantly white with other ethnic groups making up 12.8% of the population compared with the national average (15.5 %). This figure is based on the 2011 census and has shown an increase of 7.1% compared to the census of 2001 (5.7%).

The Local Economy

- 2.1.5 The local economy includes manufacturing and service industries, research, agriculture, the professions and many administration sites. A number of large commercial organisations have their main UK offices in the Borough.

2.2 Organisational Structure

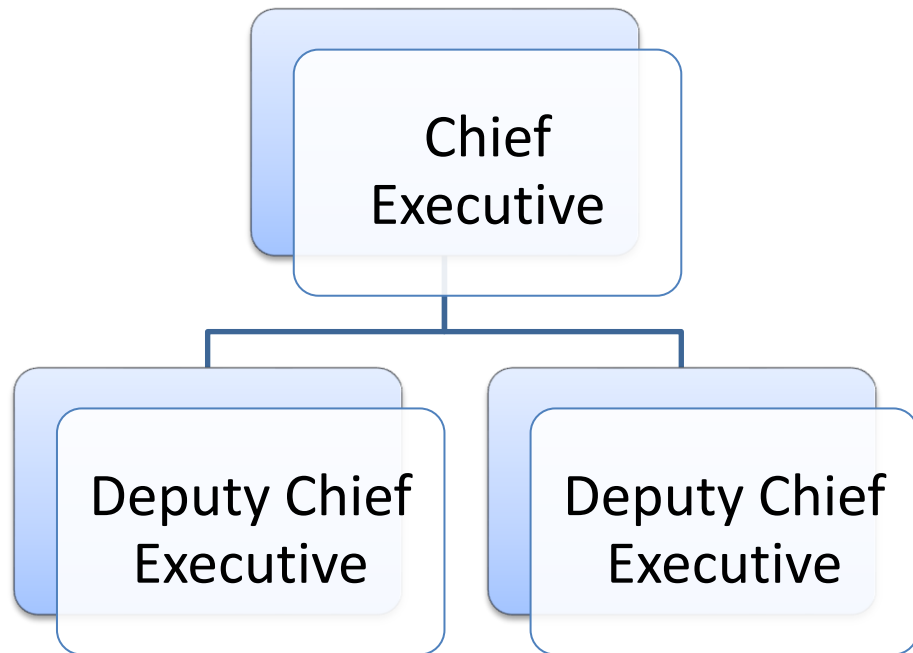
The Political Structure

- 2.2.1 The Council implements a 'cabinet' style committee structure.
- 2.2.2 The Cabinet is responsible for deciding matters relating to food and water safety, however the Overview and Scrutiny Committee examines the work we do in relation to food and water safety, monitors progress against targets and makes recommendations to the Cabinet.

The Council's Management Team

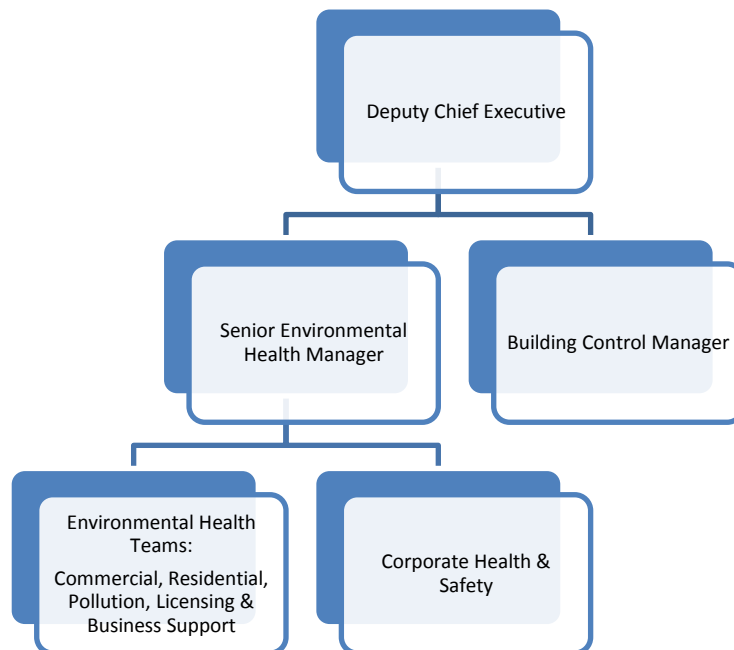
- 2.2.3 The services provided to achieve the Council's strategic objectives are delivered under the direction of the Council's Management Team led

by the Chief Executive. The Management Team comprises the following 3 Senior Officers:



2.2.4 The Environmental Health & Building Control Service

The Department structure is as follows:



The structure within the Commercial and Residential Teams has changed. The Environmental Health Manager left the organisation in September 2015 and in January 2016 a Principal Environmental Health Officer (PEHO) was appointed for each team. The PEHO (Commercial) will have responsibility for the day to day running of the Commercial Team and will work closely with the

Senior Environmental Health Manager to ensure that the aims and objectives of this service plan are met.

2.3 Scope of the Food Service

2.3.1 The Council provides a comprehensive service to food consumers and food businesses in Spelthorne. We have the main responsibility for enforcing the provisions of the Food Safety and Hygiene (England) Regulations 2013 and associated European Community regulations made under the European Communities Act 1972 in all food premises located within the Borough.

The main elements of the service are:-

- a) Food Hygiene Inspections - Regular inspection of our 812 food premises (as of 31 December 2015) to check food safety standards and to promote good hygiene practices.
- b) Food Hygiene Rating Scheme – to participate in the national Food Hygiene Rating Scheme to enable consumers to make informed choices about the places where they eat out or shop for food.
- c) Food Complaint Investigations - Investigation of complaints relating to food safety, including poor hygiene, foreign objects in food (e.g. metal, glass, insects), unfit food, and food alleged to have caused food poisoning.
- d) Infectious Disease Control - Investigation of notifications and outbreaks of food poisoning and gastrointestinal infection to (a) control and prevent further cases from source of disease; (b) identify source and; (c) prevent spread from primary case.
- e) Food Sampling Programme - Sampling of foodstuffs for microbiological examination, on (a) a programmed basis (including participation with Food Standards Agency/Public Health England sampling programme), (b) in response to cases of outbreaks of food poisoning or specific investigations and, (c) in accordance with relevant Commercial Team work procedures and statutory guidance, as detailed in the sampling strategy.
- f) Health Promotion Programme - Provision of accredited food hygiene training courses for food handlers, and food safety advice to managers and proprietors of food businesses and implementation of the Commercial Team's Health Promotion initiatives, e.g. "Eat Out, Eat Well" Award Scheme.
- g) Food Premises Database – We will maintain the database of food premises in the Borough and take steps to ensure that the information is accurate and up to date.

2.3.2 The food safety service is provided by the Commercial Team who also provide a health and safety enforcement service, process, monitor and enforce various licensing/registration regimes, such as all animal licensing and beauty treatments in relevant premises, and implement the Council's Health Promotion Programme across all Environmental Health Services. Commercial team officers also carry out some private sector housing enforcement work, but this is a minor part of their overall duties.

2.4 Demands on the Food Service

2.4.1 We have approximately 812 food premises within the Borough of Spelthorne, with more than half being classed as restaurants and other caterers (73%). Food retailers make up the second most significant group (25%), with food producers, distributors, importers and manufacturers accounting for the remaining 2% of premises.

2.4.2 From 1 April 2014 to 31 March 2015 we had 26 "A" rated premises. These are our highest risk premises and are visited at least every six months as required by the Food Law Code of Practice.

2.4.3 Food premises of significance include three "approved" premises, two of which are in-flight catering companies and the third is a ready meals manufacturer. The third premises is currently closed due to fire damage but it is anticipated that this business will return once all the repair works have been undertaken.

2.4.4 The Borough does not have any "Primary Authority" arrangements with any business. There are 4 food manufacturers in the Borough. Being close to Heathrow, there are 11 enhanced remote transit sheds and 2 remote transit sheds, through which foods of non-animal origin are imported from time to time, located in the Borough. Responsibility for checking and dealing with imported food from our 2 existing remote transit sheds was transferred to Hillingdon Borough Council in 2006.

2.5 Accessing the Service

The service can be accessed by: -

- Calling in person to the Spelthorne Borough Council, Knowle Green, Staines upon-Thames, TW18 1XB. The Offices are open from 9am to 5pm Mondays to Thursdays and 9am to 4.45pm on Fridays. The office is closed in the evenings and at weekends.
- Telephoning the support staff, whose numbers are in the telephone directory.
- Officers have direct line telephone numbers.

- There is an email box which customers can use to contact the Commercial Team regarding food safety: (EH.commercial@spelthorne.gov.uk). Officers also have individual email addresses.
- Food safety emergencies can be dealt with by telephoning our 24-hour out of hours emergency service where the on-call officer will contact a senior officer from environmental health.
- Information and advice can be accessed via the Council's website (www.spelthorne.gov.uk)

2.6 Enforcement Policy

2.6.1 Enforcement will be carried out in a fair, equitable and consistent manner in accordance with the Regulator's Compliance Code and the Environmental Health Department's agreed enforcement policy. The policy was last updated and published in October 2014. It is published and made available to businesses and consumers in printed format, if requested and on the Council's website.

2.6.2 We recognise that most businesses want to comply with the law. We will therefore endeavour to help food businesses and others meet their legal obligations without unnecessary expense, while taking firm action, including prosecution where appropriate, against those who flout the law or act irresponsibly. Enforcement action will always be proportional to the risk to public health.

2.6.3 In considering enforcement action we work with our Legal Team to consider statutory Codes of Practice, the Code for Crown Prosecutors, guidance from the Food Standards Agency, UK or EU Industry Guides to Good Hygiene Practice, and Local Government Regulation guidance and advice. In addition we must also have regard to any relevant guidance produced by the Better Regulation Delivery Office (BRDO).

2.6.4 All authorised officers will follow the policy when making enforcement decisions. Any departure from the policy must be exceptional, capable of justification and approved by the Senior Environmental Health Manager.

2.6.5 The Council's enforcement policy will be regularly reviewed and amended.

3.0 SERVICE DELIVERY

3.1 Food Premises Inspections

3.1.1 Whilst the primary responsibility for identifying food hazards and controlling risks rests with food businesses, food hygiene inspections undertaken by Spelthorne Borough Council's team of environmental health professionals serve the following purposes:

- To establish whether food is being handled and produced hygienically. This includes, as an in-land authority, identifying imported food being sold or used by the food business, and assessing whether or not it has legally entered the UK;
- To establish whether food is, or will be having regard to further processing, safe to eat;
- To identify foreseeable incidences of food poisoning or injury as a consequence of consumption of food.

3.1.2 With this in mind the main objectives of a food hygiene inspection are the:

- Determination of the scope of the business activities and of the relevant food safety legislation that applies to the operations taking place at the premises.
- Thorough and systematic gathering and recording of information, from observations and discussions with food handlers, managers and proprietors.
- Identification of potential hazards and associated risks to public health.
- Assessment of the effectiveness of process controls to achieve safe food.
- Assessment of the food safety management system operated by the business.
- Identification of specific contraventions of food safety legislation.
- Consideration of appropriate enforcement action, (proportionate to risk), to secure compliance with food safety legal requirements.
- Provision of advice and information to food business proprietors and food handlers.
- Recommendation of practical, good food hygiene practices, in accordance with Industry Guides and relevant sector specific codes of practice where appropriate.
- The promotion of continued improvements in food hygiene standards through the adoption of good practice.

3.1.3 EU Food Consolidated Regulations came into force on 1 January 2006. The legislation now used to enforce food hygiene provisions in food businesses comes under the Food Safety and Hygiene (England) Regulations 2013, and associated EC Regulations 852/2004 and 853/2004. The main change was the requirement for all food businesses to have a written food safety system in place, based on HACCP principles. LAs continue to promote a written system to existing small businesses, with no hazard analysis in place, based on Safer Food Better Business (SFBB). This will inevitably continue to impact on officer time during inspection visits, in the forthcoming year.

3.1.4 We aim to undertake 98% of food hygiene inspections of premises within the Borough at a frequency which is in accordance with the

inspection rating system set out within the Statutory Code of Practice made under the Food Safety Act and Food Safety and Hygiene (England) Regulations 2013.

- 3.1.5 All food premises in the Borough are categorised according to potential risk and the frequency that they are inspected depends on this category. The rating system takes account of management practices and past compliance with legislation in determining likely future risk. Premises are inspected within the following minimum frequencies:

<u>Category</u>	<u>Minimum frequency of Inspection</u>
A	At least every 6 months
B	At least every year
C	At least every 18 months
D	At least every 2 years
E	Alternative Enforcement Strategy

In the financial year commencing 1 April 2014 the number of programmed inspections (excluding new business inspections and those risk rated "E") was 132. The risk profile relating to this inspection programme is illustrated in the table below:

Category	No. of Inspections
A	4
B	10
C	58
D	60

- 3.1.6 Risk category "E" premises are not part of the programmed inspection programme, but are included in an "Alternative Enforcement Strategy". As of October 2015 there were 214 food businesses within this risk category. Self-assessment questionnaires were sent out to all these E rated premises in October 2015 and officers are currently working through returned completed questionnaires and will arrange further follow-up with those businesses that have failed to return the questionnaires.
- 3.1.7 The Council recognises that some food businesses present a higher risk to consumers than others. We plan to visit all categories (A – C) of food premises within their due date.
- 3.1.8 Prior notice of an inspection will not normally be given in accordance with the Statutory Code of Practice. Exceptions will be made for home caterers, including childminders, bed and breakfast businesses, charitable groups, church and community centres and certain large organisations in order that key personnel and documents may be available.
- 3.1.9 Food premises will be inspected during normal trading hours. We recognise that certain food businesses operate in the early hours of the

morning, late at night and at weekends and indeed that some businesses are busiest at these times and would therefore benefit from a visit at these times, so the inspections programme will include food hygiene inspections outside of normal working hours.

3.1.10 Food hygiene inspections of all new premises will be undertaken within 28 days of registration. When we become aware of unregistered premises we will send information to require the business to register and if they do not reply, will inspect as soon as possible, subject to other priorities. We receive information regarding change of occupation from business rates on a monthly basis to assist this process.

3.1.11 Wherever it is practicable and appropriate to do so, we will combine a food hygiene inspection with another visit for food hygiene purposes (e.g. food complaint or a request for advice) to help make effective use of resources to prevent duplication of effort and to minimise disruption to business.

In addition, where we discover or are notified of a new food premises, we shall endeavour to undertake an initial health and safety inspection in conjunction with the initial food hygiene inspection, so that new proprietors of businesses are aware of their main priorities.

Wherever it is practicable and appropriate to do so, where a food business is due a programmed food hygiene and programmed health and safety inspection in the current year, we will combine both inspections to help make effective use of resources to prevent duplication of effort and to minimise disruption to business.

3.1.12 We will reschedule our proactive food hygiene inspection programme in exceptional circumstances or if requested to do so by the Food Standards Agency (FSA) in order to take specific urgent action to protect public health. We will co-operate with the FSA and will provide them with any information and assistance as may be necessary.

3.1.13 All food hygiene inspections will be conducted by appropriately qualified and appropriately authorised officers who satisfy the requirements of the Food Safety Act Code of Practice and are fully aware of advice contained in the current Codes of Practice, Industry Guides and BRDO/LGA guidance.

3.1.14 If we identify serious contraventions of food hygiene legislation and/or poor practices during a programmed inspection and formal action is not appropriate as laid out in the enforcement procedure, we will undertake a revisit to the premises after an appropriate time period to check that matters have been attended to. We will revisit to check compliance with all notices served.

3.1.15 The resources required to deliver the programmed food hygiene inspection programme and associated re-visits in 2016/17 are estimated to be **1.3 FTE**.

3.2 Food Complaints

3.2.1 Our policy is to investigate food complaints concerning extraneous matter, chemical or microbiological contamination, unfitness and food alleged to have caused food poisoning, provided that the food was purchased within Spelthorne's area, in accordance with the departmental food complaints procedure and enforcement procedure, last updated in December 2015. We will also investigate, where appropriate, allegations concerning illegally imported food, poor hygiene or food complaints in food premises located within the Borough.

3.2.2 Due to the proximity of Spelthorne to Heathrow Airport we are occasionally notified of food imports that have bypassed the border inspection post and ended up in one of our bonded warehouses (known as External Temporary Storage Facility). These may have to be detained, destroyed or re-exported to the country of origin. However, most imported food consignments from Heathrow that are moved into the Borough for temporary storage go into one of our two Remote Internal Temporary Storage Facilities. These are dealt with, on our behalf, by authorised officers employed by London Borough of Hillingdon.

3.2.3 We will refer any food complaints relating to premises outside the Borough to the relevant food authority. We will refer any complaints regarding food labelling, food allergens or composition to Surrey County Council Trading Standards Department together with any other matter which is their responsibility.

3.2.3 Our main aims in undertaking independent investigations of food complaints on behalf of members of the public are:

- To identify what caused the problem and assess the likely risk to public health;
- To prevent a recurrence of the complaint by securing improvements in food hygiene standards and/or food handling practices and procedures;
- To take enforcement action where appropriate.

3.2.4 We aim to respond to food complaints as soon as possible after receipt, or notification in accordance with our documented procedures and relevant statutory Codes of Practice and LGA guidance.

3.2.5 The depth and scope of investigation required will depend on the nature of the complaint and whether the food was produced within a food premises for which the Council has food safety enforcement

responsibility. If the foodstuff concerned is produced outside Spelthorne Borough, we liaise with our counterparts in the local authority responsible for the premises where the food was manufactured to obtain detailed information about the effectiveness of existing food safety management systems. Should this part of the investigation give cause for concern, a more detailed investigation will be carried out.

- 3.2.6 In certain circumstances, where there is a possibility that formal proceedings may be taken or it is considered in the interests of consumer protection for samples to be formally analysed, we send food complaint samples to the Public Analyst for examination. This service is currently provided by Eurofins, 445 New Cross Road, London SE14 6TA.
- 3.2.7 All complaints are thoroughly investigated and complainants advised of the outcome.
- 3.2.8 If the number of food complaints and enquiries for 2016/2017 is consistent with recent years the human resources required to deliver the service equates to 350 hours of full time equivalent officer time (**0.2 FTE**).

3.3 Primary Authority Partnerships

- 3.3.1 The Primary Authority Principle (PAP) is a formal recognition of the importance of the relationship between a food business and a specific local authority.
- 3.3.2 It is a statutory scheme set up the Better Regulation Delivery Office (BRDO). It means that all local authorities will have to have regard to it when considering enforcement action in relation to a food business which has a number of branches or units in other food authority areas and a decision making base in another area, the relevant "Primary Authority" must be consulted before taking formal action. The only exemption to this requirement is when a local authority needs to take urgent action to avoid a significant risk of serious harm to human health.
- 3.3.3 Prior to undertaking an intervention, an officer must take appropriate steps to find out if the business concerned participates in a PAP and if so the conditions of that partnership. Any inspection plan devised as part of the PAP arrangement must be adhered to.
- 3.3.4 At present there are approximately 8,500 PA arrangements between businesses and local authorities (compared to 2,538 last year), Spelthorne do not have PA arrangements with any business at this time. The current resource for this activity in 2015/16 is **0.02 FTE**.

3.4 Advice to Business

3.4.1 We recognise that the majority of food businesses seek to comply with the law and will provide such advice and assistance as may be necessary.

This includes:

- Running food hygiene training courses/seminars.
- Provision of business information sheets, including leaflets detailing other local providers of food hygiene courses, practical advice on hazard analysis and controlling food safety hazards, temperature control and guides to compliance with specific food safety legislation.
- On the spot advice during routine visits and inspections.
- Provision of free telephone advice.
- Provision of a food safety newsletter as appropriate.

3.4.2 The resource required for business advice (excluding training) is **0.02 FTE** per annum.

3.5 Food Inspection and Sampling

3.5.1 Food sampling provides useful information about the microbiological safety of food produced, prepared and sold within the Borough, and constitutes an important element of the intelligence driven side of the food safety enforcement mix.

3.5.2 We will ensure that food is inspected and sampled in accordance with our sampling procedure, relevant legislation, statutory Food Safety Code of Practice and centrally issued guidance to ensure that food meets the food safety requirements.

3.5.3 We will carry out sampling in accordance with our food sampling policy, procedures and programme.

Our approach to food sampling is:

- We will continue to support and participate in the FSA/PHE national sampling programmes, where staff resources allow.
- Where appropriate, samples will be taken during routine inspection and if necessary as part of legal proceedings.
- Food complaint samples will be submitted on an 'ad hoc' basis where appropriate, as they arise.
- We will adopt a policy of re-sampling should any sample result be unsatisfactory, unacceptable or potentially hazardous.

3.5.4 Food samples will be submitted for analysis to Public Health England (PHE) in Porton Down, Salisbury, which currently holds UKAS accreditation for the microbiological examination of food samples.

3.5.5 It is estimated that the proposed food-sampling programme can be delivered by 70 hours of full time equivalent officer time (**0.04 FTE**).

3.6 Control and Investigation of Outbreaks and Food Related Infectious Diseases

3.6.1 Public Health Laboratories and doctors are required by statute to notify cases of particular infectious diseases, including food poisoning, to the relevant Local Authority.

3.6.2 The Council will investigate notifications of food poisoning, suspected food poisoning and laboratory notifications of gastrointestinal infections such as campylobacter, cryptosporidium and giardia, in accordance with relevant central guidance, and the departmental procedures relating to the investigation of communicable diseases.

3.6.3 Our objective is to identify the source, to control and prevent further cases from the source if the suspected source is within the Borough, and to prevent spread from the primary case (e.g. if the case is a food handler, health worker or young child). We will work closely with our colleagues in Public Health England (PHE).

3.6.4 Certain cases will require exclusion, for example healthcare workers or very young children. Many of these cases will require additional faecal sampling and additional coordination with the Public Health England team, the public laboratories and occasionally employers.

3.6.5 We received 132 notifications of food poisoning (including suspected food poisoning) in 2014/2015. The table below shows the numbers of cases reported over the past five years:

2013 - 2014	121
2012 – 2013	123
2011 – 2012	189
2010 - 2011	155
2009 - 2010	194

In 2015/16, up to the 7 January 2015, 98 food poisoning cases have been reported to Spelthorne.

3.6.6 If the number of cases of food poisoning reported to the Council in 2016/2017 is consistent with last year, the service can be delivered in 100 hours of full time equivalent officer time (**0.06 FTE**).

- 3.6.7 In addition to the investigation of sporadic cases of infectious disease, the Council will also investigate outbreaks of infectious disease, such as food poisoning, in accordance with the joint PHE and Local Authority Outbreak Control Plan. The plan identifies action to be taken in order to manage infectious disease control in an outbreak situation and describes the roles and responsibilities of the various agencies concerned, including the Council.
- 3.6.8 In such outbreak situations there is a need for co-ordinated action between the Council, under the direction of the Consultant in Communicable Disease Control (CCDC), at Kent, Surrey and Sussex Public Health England Centre, County Hall North, Chart Way, Horsham, RH12 1XA, the PHE laboratories at Brighton and Porton Down, and other national agencies such as The Communicable Disease Surveillance Centre in Colindale.
- 3.6.9 The number of outbreaks reported to the Council is thankfully small, and averages one or two per year. However, each outbreak does require a significant amount of officer time to investigate, control and to prepare a case for prosecution (where appropriate), depending upon the individual circumstances of the outbreak.
- 3.6.10 Demand for the service in 2016/2017 is impossible to predict, however if a major outbreak occurs, staff will be taken from other Environmental Health duties as appropriate.

3.7 Food Safety Incidents

- 3.7.1 Food alerts notify the public and food authorities to serious problems concerning food that does not meet food safety standards or food that does not meet compositional standards. The way we deal with alerts is outlined in the Food Complaints Procedure.
- 3.7.2 The content of all food alerts received will be assessed by the Principal Environmental Health Officer (Commercial) or the Senior Environmental Health Officer on the Commercial team, and appropriate action will be taken as specified in the notification. Food Alerts issued by the Food Standards Agency fall into two categories, i.e. "For action" and "For information".
- 3.7.3 In relation to 'For Action' alerts the Council is generally required to take action by making direct contact with relevant food businesses by telephone, letter, fax or e-mail, by undertaking visits, or by making indirect contact via the local media. Food will usually be withdrawn from sale or supply through the voluntary co-operation of food businesses. However, the Council may seize or detain the food if food business proprietors refuse to co-operate with voluntary withdrawal of the product.

- 3.7.4 In addition, the Council will promptly notify the Food Standards Agency and all other relevant agencies if any potentially serious incidents are identified locally via food complaints, food sampling, notifications from GPs or manufacturers etc. in accordance with the Code of Practice.
- 3.7.5 In 2014 the Food Standards Agency issued 29 food alerts, of which none required a response from the Service. In 2015, the FSA issued 63 food alerts of which none required a response from our Service. Records are kept of all action relating to food alerts.
- 3.7.6 It is impossible to predict with any degree of accuracy, the number of food alerts that the Council will have to respond to in the next financial year, but recent experience would suggest that the figures for 2014/2015 are representative of the likely demand on the service. It is estimated that this relatively small demand can be met with 40 hours of full time equivalent officer time (**0.01 FTE**).

3.8 Liaison with Other Organisations

- 3.8.1 The Council actively participates in liaison arrangements with a number of other local authorities, agencies and professional organisations in order to facilitate consistent enforcement, to share good practice and to reduce duplicity of effort.

- Surrey Food Liaison and Food Study Group
- Surrey Infection and Environmental Health Group
- Surrey Environmental Health Managers' Group
- Liaison arrangements with Building Control, Planning, Licensing, Legal etc.
- Public Health England
- Surrey County Council Trading Standards
- Surrey CIEH Branch
- Surrey Healthy Eating Award Steering Group

- 3.8.2 The food safety element of these groups accounts for approximately 50 hours, **0.03 FTE officer time**.

3.9 Promotion of Food Hygiene Rating Scheme (FHRS)

- 3.9.1 Section 2 of the Local Government Act 2000 gives local authorities powers to take action which they consider is likely to achieve the promotion or improvement of the economic, social or environmental well-being of their area.
- 3.9.2 Food hygiene ratings are published online at the FSA's website and businesses are encouraged to display their stickers on their premises. As yet, in England there is no statutory requirement for businesses to do so, however this is currently under public consultation.
- 3.9.3 The Information Commissioner has indicated that the food hygiene ratings is the type of information ought to be in the public domain and

that proactive disclosure is consistent with the Freedom of Information Act 2000. By making food hygiene rating information available in the public domain enables consumers to make informed choices about the places where they eat out or shop for food.

- 3.9.4 The scheme incorporates safeguards to ensure fairness to businesses, including an appeals procedure, a right to reply on the website and a mechanism for requesting a re-inspection for the purposes of re-rating when improvements have been made.
- 3.9.5 Since the introduction of the FHRS in Spelthorne there has been a significant increase in the number of premises receiving the top rating, however it has proven more difficult to achieve a consistent improvement among those at the lower end.
- 3.9.6 It is the Council's policy to focus resources on the businesses that fail to satisfy legal requirements. Social media has the power to positively influence the behaviour of these poor performing businesses and this should be maximised.
- 3.9.7 In March 2015 we began on a trial basis to further publicise our five rated businesses, and in April 2015 our zero and one rated businesses on the Council's Facebook and Twitter accounts.
- 3.9.8 Businesses may appeal the rating they have been awarded. Consequently their rating is not published anywhere until the appeal is heard and decided upon. Appeals are reviewed by the Lead Environmental Health Officer (Food) or the PEHO (Commercial) who will thoroughly review the actions taken by the inspecting Environmental Health Officer.
- 3.9.9 Further publicising ratings has had a significant impact on the attitude of businesses towards their rating particularly those receiving low ratings and as a result we have received 4 appeals. In one case the Lead Officer found in favour of the business and the rating was increased from one to two. With the other three cases the rating was unchanged.
- 3.9.10 Discussion with these businesses has made it clear that their main motivation for the appeals was the fear of their rating appearing on social media sites and the subsequent impact on their business. Prior to April 2015 we did not receive any appeals.
- 3.9.11 After a stand-still period of at least three months a re-inspection can be made (this is a FSA ruling). Since April 2015, 13 premises received a rating of zero or one following a programmed inspection. To date, five of these premises have requested a re-inspection and as a result of revisits two of the premises are now rated as four (Good). The Communications Teams were informed and the Council's Facebook and Twitter accounts subsequently updated.
- 3.9.12 The Commercial Team received 8 revisit requests in 2012 /2013, six in 2013/2014, 36 in 2014/2015 and 22 so far in this 2015/2016 financial year.

- 3.9.13 The increase in the number of revisit requests demonstrate that businesses take seriously the information that is available in the public domain. This encourages them to improve and maintain better standards.
- 3.9.14 The number of businesses affected by the use of social media in this manner is small compared to the overall number of businesses who receive regular interventions.
- 3.9.15 Analysis of the ratings is showing that since the ratings have been tweeted the number of premises rated 0s or 1s decreased slightly with the ratings for 2s and 3s increasing slightly. The ratings for 4s and 5s have continued to rise positively. Caution is required in providing a meaningful analysis of these results due to the small numbers of premises involved.
- 3.9.16 Currently Spelthorne is the only authority in Surrey who further publicise lower rated premises. All Surrey authorities participate in the FHRS.
- 3.9.17 The Communications Team has reported that the information provided is very popular and is getting a lot of views/shares/retweets.
- 3.9.18 Due to the positive response from businesses and the general public, it is our intention to continue with this activity.

3.10 Food Safety Promotion

- 3.10.1 In addition to enforcing food safety legislation in food businesses, we have sought for many years to achieve high standards of food safety in the Borough by promoting awareness of good food safety practices through our programme of food hygiene training and health education initiatives and by providing businesses with a regular newsletter of information regarding food safety.
- 3.10.2 In 2014/2015 we trained 34 food handlers to CIEH's Level 2 Award in Food Safety in Catering, generating an income of £2,240. Unfortunately, demand for these courses has continued to marginally fall in 2015/2016, because of the current economic climate and a likely increase in the uptake of cheaper "online" training options. However, we will continue to run these courses in 2016/2017 at current prices and with more promotion in order to improve attendance numbers.
- 3.10.3 We routinely put articles in the Borough Bulletin to provide members of the public with information and advice on food hygiene matters. In 2015/16 we included one article promoting the national food hygiene rating scheme, which contains information about food hygiene of food businesses in our Borough.
- 3.10.4 To assist food businesses, particularly small and medium sized businesses, to comply with legislation and improve hygiene standards, we will continue to provide a wide range of advisory information in the

form of free leaflets, handbooks and posters. We also will continue to ensure that the advisory information which can be used on our website is up to date and relevant in 2016/17.

3.10.5 A press release is issued following each prosecution action to ensure that an effective deterrent is set for local food businesses. This also keeps the public and other businesses informed.

3.10.6 We will assess the effectiveness of the programme by using a variety of methods, including customer questionnaires and surveys.

3.10.7 The resources required delivering this programme of training and health education initiatives in 2015/2016 will be about **0.17** of full time equivalent officer time.

4.0 RESOURCES

4.1 Financial

4.1.1 The gross cost of providing the food safety service, i.e. staff and budgetary expenses in 2015/2016 is £111,900. The budget for 2016/17 has yet to be finalised. It should be noted that the three Environmental Health Officers continue to carry out expanded roles across the Environmental Health service, i.e. undertaking some private sector housing complaint work and an increased workload due to the loss of the Environmental Health Manager post. It is anticipated that officers from the Residential team will begin to work on food controls in 2016/17.

4.2 Staffing Allocation

Staffing Allocation for Food Safety Enforcement

NAME/ JOB TITLE	F.T.E	QUALIFICATIONS	FOOD SAFETY ENFORCEMENT EXPERIENCE
Fidelma Harding Principal EHO (Commercial)	0.50	BSc (Hons) in Environmental Health,	10 years
Liz England Senior EHO	0.50	BSc (Hons) Environmental Health Corporate Member of the C.I.E.H NEBOSH Diploma Part 2.	32 years
Goga Sheppard EHO Officer	0.50	Bsc (Hons) in Environmental Health; Higher Certificate in Food Premises Inspection.	13 years
Administrative Support	0.35		
Total:	1.85		

This total of 1.85 FTE includes time spent on inspections, complaints, advice to businesses, sampling, food poisoning investigations, food

safety alerts, food safety promotion, primary authority work and liaison with other agencies.

In addition, **0.1 FTE of EHO** staff time is spent on duties such as checking notices, detailed investigations, small outbreaks and preparation for prosecutions etc. The team will also be delivering the Level 2 Award in Food Safety in Catering courses.

4.3 Staff Training and Development

4.3.1 We recognise the need for all officers engaged in food safety work to be trained, not only to the level required by law, but also to a level commensurate with the work they carry out. We also recognise the need to develop the personal skills needed in order to work effectively in the field and for EHOs' to meet the requirements of the Chartered Institute of Environmental Health Continuing Professional Development (CPD) scheme.

The Food Standards Agency Framework Agreement on Local Authority Food law Enforcement requires Local Authorities to appoint a sufficient number of authorised officers to carry out food enforcement work and that they shall have suitable qualifications, training and experience consistent with their authorisation and duties in accordance with the relevant Food Safety Code of Practice.

The Food Safety Code of Practice requires the Local Authority to ensure that every officer receives structured on-going training, which is managed, assessed and recorded. The minimum on-going/update training for each officer should be at least 20 hours per year, of which at least 10 hours must be food based.

4.3.3. Each member of staff receives one appraisal and bimonthly one to one meetings per year at which development needs are identified and a plan agreed to address these.

4.3.4 Training and development is provided by a range of methods including:-

- i) Post Entry Training
Nominations for formal training courses/qualifications are considered annually and in appropriate cases members of staff are sponsored on formal academic and practical courses.
- ii) Short Course Training
Where appropriate, short courses, seminars and workshops can provide valuable updates for staff. We support attendance at such events through the Council's short courses training budget. .

- iii) In-house Training
We encourage in-house training as this helps to develop individual's presentation skills as well as cascade information to other members of staff.
- v) Cascade Training
Staff are encouraged/required to cascade information skills and knowledge they possess or have gained through attendance at Seminars and short courses to other members of staff at in-house training sessions.
- vi) Peer Review
Through the use of peer review, during joint visits, and in monitoring work performance we encourage exchange of expertise and skills between staff.
- ix) Team Meetings
These provide useful forum for exchange of information and experience amongst team members, and assist in achieving a uniformity of approach to food safety issues.

4.3.5 We will ensure that the Council's training plan is used effectively to identify general and personal training and development needs for all members of staff and ensure that these are addressed through the officers' appraisal scheme.

5.0 QUALITY ASSESSMENT

5.1 Internal Monitoring

5.1.1 We have set up a number of documented internal monitoring procedures to monitor compliance with the statutory Code of Practice and our own internal procedures and policies. The Principal Environmental Health Officer (Commercial) occasionally checks post-inspection risk score (where risk ratings are lowered from "A" or a "B") and correspondence that is sent out. Buddy visits are carried out each quarter along with internal monitoring of letters, complaints etc. Customer Care Questionnaires are sent out to all food businesses that have received an inspection, to ascertain levels of satisfaction with the service.

5.1.2 Between April 2015 to September 2015, 20 Customer Care questionnaire forms were returned from businesses who had received either a food hygiene or health & safety inspection. In terms of whether they were treated fairly by the EHO, 100% of respondents either strongly agreed or agreed.

The following comments were also made:

“We received excellent service and advice, the Inspector gave advice that was very useful and helped us improve our standard”

“All good – thanks for your service”

“Nice lady – made us feel at ease”

“Very helpful and was very supportive during the visit”

“The most courteous, helpful, professional civil servant I have met in England”

“Helpful service and clear instruction”

“We were dealt with very professionally”.

5.2 External Monitoring

Food Standards Agency (FSA)

5.2.1 Our food safety enforcement service was externally audited by the FSA in October 2014. No significant areas of concern were identified and the Audit identified a number of strengths within the team including service planning and review and the management of the food premises database. Following the FSA’s Final Audit Report an action plan was devised to address any matters requiring our attention. We provided an update to the FSA in November 2015 and the final action remaining is to provide them with evidence that the changes we outlined in our update are implemented effectively. This will be done before 1 February 2016.

5.2.2 We currently submit a significant amount of additional information on our food safety service on an annual basis to the FSA. This is a requirement for all Local Authorities.

5.2.3 We were audited in December 2015 as part of an inter-authority audit organised by the Surrey Food Liaison Group and funded by the Food Standards Agency. The audit examined our arrangements for consistent operation and implementation of the FHRS looking at relevant aspects of service planning, food premises database/website management, FHRS procedures, food premises interventions, officer training and internal monitoring. We are waiting for their final report however we received an initial draft on 21 December 2015. The audit highlighted one of our strengths as having experienced, professional staff with a good level of training. We will work through the recommendations made in the final report in 2016/2017.

6.0 REVIEW

6.1 Review against the Service Plan

6.1.1 This section should be read in conjunction with the Environmental Health's Performance review.

6.1.2 Both this document and the local key performance indicators set by Spelthorne are used to determine individual and team targets through the annual appraisal process and performance is reviewed through a variety of mechanisms. These include:

- i) Bimonthly 1-2-1 meetings with individual officers
- ii) Environmental Health service meetings every two months and monthly commercial team meetings
- iii) Peer Review

6.1.3 Four principal performance measures are used. These are:-

- i) Performance against the food safety inspection programme targets. Our target is to achieve 98% of inspection targets for all food premises.
- ii) Percentage ratio of businesses scoring a food hygiene rating of between 3-5 compared to 0-2 (92.0:8.0 in 2014/15) and percentage of food businesses with food hygiene rating scores of 0 -1 (4% in 2014/15). In 2016/17 we shall aim to improve this ratio and set a new target of 94:6.
- iii) Performance against local response targets for Food Safety service requests. Our target is to respond to 95% of service requests within 6 working days.
- iv) Number of reports sent out within target times (7 working days from date of visit). Our target is to send out 95% of reports within 7 working days.

Table 1: Commercial Team Performance 2011-2015

Performance Measure	2011/12	2012/13	2013/14	2014/15
Food Safety Inspection Programme				
Target % - for Programmed Inspection (achieved % in brackets)	98% (99%)	98% (87%)	98% (87%)	98% (95%)
Rating A-C - No. planned inspections carried out	199	177	147	243
Rating A-C - % inspections carried out	100%	90%	90%	98%
Rating D - No. inspections carried out	52	55	46	101
Rating D - % inspections carried out	98%	90%	70%	95%
No. of new/unplanned inspections carried out	70	66	63	103
Response to Commercial Enquiries				
Target - to respond to within 6 working days	95%	95%	95%	95%
Number Investigated	161 *	174*	183*	158*
% Responded to within 6 working day target (Average across the Commercial team for food related functions carried out)	99%	98%	98%	93%

* These figures only relates to the number of Food Hygiene/Safety related service requests.

6.1.5 Commercial Team Performance against Target – 2014/15

Food Safety Inspection Programme - The team did not reach the performance target of 98% of the planned inspection programme as we carried out 95% of our programmed inspection, however this is an improvement on 2013/14 where we achieved 87%. One of the main reasons we did not reach the performance target was due to the increase in the number of unplanned or new food business inspections. In addition the preparation of two prosecution files has a significant impact on the workloads of all officers working in the team.

Response to Commercial Enquiries - The team received a total of 158 service requests relating to food hygiene/safety matters for 2014/2015. They responded to 93% of these service requests within the target time of 6 working days. The reason for this slight drop in response time is mainly due to the additional officer time required to address the actions required following the FSA audit in October 2014.

Reports following inspections – In 2014/15 the team provided a total of 224 written reports following food hygiene and health and safety inspections. 99% of these reports were sent out within 7 working days of the date of inspection.

6.1.6 Other achievements

- a. It is essential that the Service complies with all new legislative requirements imposed upon local authorities regarding the enforcement of food safety legislations. The Commercial team has managed to keep pace with all main legislative requirements in 2014/15 and so far in 2015/16.
- b. The FSA's national FHRS has continued to prove effective in sustaining improvements in food hygiene standards in local food businesses. The number of 5 and 4 rated premises (very good and good, respectively) increased from 262 and 134, at the start of the scheme (April 2012), to 360 and 155, respectively, by the December 2015.
- c. The Commercial Team has taken two successful food hygiene prosecutions against food businesses for persistent non-compliance with minimum legal standards. The first case was heard before Redhill Magistrates Court on 14 April 2015 and the food business operators received fines and costs of £25,800. The second case was heard before Redhill Magistrates Court on 20 October 2015 and the food business operator received fines and costs of £12,816.

6.1.7 Comments on Commercial Team Performance

Overall, 2014/2015 had been a very busy year for the section, however the team had performed well and managed to maintain a high level of service delivery.

We continue to prioritise interventions to our highest risk food businesses and target those businesses who consistently fail to comply with food law.

6.1.7 Update for 2015/16

From 1 April 2015 until 11 January 2016 the team had completed 207 food hygiene interventions, and at the time of writing this service plan a further 95 existing businesses (A – D) were due a routine inspection before the end of March 2016.

In September 2015 the Environmental Health Manager left the organisation. In January 2016, two Principal Environmental Health Officers (PEHO) were appointed within the service, one on the Commercial Team and one on the Residential Team. The PEHOs will take on additional responsibilities for the day to day running of their teams and will work closely with each other and the Senior Environmental Health Manager. The new structure will result in an increase in officer workloads as work is distributed across the teams and we shall continue to prioritise work based on risk. However there is currently one unfilled post on the residential team and, as a result of

the restructure, another 0.8 post will be advertised shortly. The successful candidates will be expected to work across both teams, thus increasing resilience across the service.

In October 2015, 214 self-assessment questionnaires were sent out to our low risk food businesses as part of our alternative enforcement strategy. At the time of writing we have received back approximately 150 completed self-assessment questionnaires. The team is reviewing these questionnaires to identify any businesses that require a follow-up visit and to issue a desk top rating where appropriate. It is anticipated that the first phase of this work should be completed by April 2016 and in 2016/17 further visits will be made to those who require it and those businesses who have failed to return the questionnaires.

6.2 Identification of any variation in the Service Plan

During 2014/15 and into 2015/16 officer time was allocated to reviewing and updating our documented procedures and significant progress has been made with this. This work shall be completed in 2016/17.

6.3 Areas of Improvement

6.3.1 As well as continuing to review and update our operational procedures, many of which are due their annual review, the following actions will be taken during 2016/2017 to ensure continuing improvement against the objectives:

- a. Ensure that we continue to improve the service provided to local businesses. This will be delivered by continuing to provide staff with relevant training and guidance. We will also act on any feedback we received from our satisfaction surveys, provide improved information on the Council's website.
- b. Ensure that the Service is inclusive and is provided to hard to reach groups. This will include continuing to provide Safer Food Better Business information in other languages to relevant food businesses when this information.
- c. To ensure that a 100% of our Food Safety Services remain "e-enabled" we will ensure that any new services introduced comply with this requirement. We already participate in the FSA's National Food Hygiene Ratings Scheme to ensure as many of our residents and visitors know how to use it to find out food hygiene information about local food businesses.

6.3.2 In order to ensure that we meet our relevant food safety enforcement objectives for 2016/2017 we will undertake the following:

- a. The Service Management Team will continue to carry out performance monitoring meetings to ensure that service standards and service objectives are being met and to discuss any staff issues.
- b. Development needs of all staff will be considered during regular staff appraisals and they will be provided with training and support to enable them to meet service objectives.
- c. The food service will use the allocated expenditure budget for the purpose of providing a quality, cost effective service. This budget will be monitored regularly to ensure that expenditure does not exceed that allocated.
- d. The service will ensure that technology is used efficiently to record information necessary to deal with customer queries, provide FSA returns, provide information on service available to customers in an electronic format and to integrate with other departments to improve service to customers.

APPENDIX I - Glossary Of Terms

CCDC	-	Consultant in Communicable Disease
CIEH	-	Chartered Institute of Environmental Health
TO	-	Technical Officer
EHO	-	Environmental Health Officer
FSA	-	Food Standards Agency
FHRS	-	Food Hygiene Ratings Scheme
LGA	-	Local Government Regulation
PHE	-	Public Health England
HACCP	-	Hazard Analysis Critical Control Point
LAs	-	Local Authorities
BRDO	-	Better Regulation Delivery Office
SFBB	-	Safer Food Better Business