



Food Safety Service Plan 2008 - 2009

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INTRODUCTION

High Peak Borough Council carries out a wide range of regulatory roles in meeting its many statutory duties of protecting the public and the environment. This Service Plan covers the work of Environmental Health Service in relation to Food Safety functions.

The Council is designated as Food Authority under the terms of UK and European law which is responsible for the enforcement of Food Hygiene laws across the borough. Food Standards law is enforced by Derbyshire County Council.

The activities of the Council as a Food Authority are regulated by the Food Standards Agency, which is an independent Government department set up to protect the public's health and consumer interests in relation to food. The Agency requires the Council to produce an annual plan of its activities as a Food Authority which must be made available to the public, to ensure transparency and accountability. The plan is used as a method of financial and priority planning by the Council towards its role as a Food Authority.

This plan has been approved by the Executive, and will be reviewed annually.

SECTION 1 – SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

- 1.1.1 To maintain and improve food hygiene & safety standards, protecting the public and employees and minimising the risks of food poisoning and infectious diseases.
- 1.1.2 To advise and educate food businesses and members of the public on food safety matters.
- 1.1.3 The Environmental Health Service adopts a balance of techniques and approaches in order to achieve its aims. Table 1 shows examples of what will be included in our food safety enforcement activities under the four common approaches to enforcement.

Demand Driven	Inspection Driven
Requests for advice Food Complaints Home Authority Principle Investigation food poisoning notifications and outbreak control Food Alerts	Inspection programme Targeted inspections Sampling programme for analysis / examination as required by national, EC, regional or local programmes
Education Drive	Intelligence Driven
Inspection programme Targeted inspections Home Authority principle Food Hygiene Courses Public awareness campaigns Partnerships with business, the voluntary sector and other public bodies.	Sampling Scientific and technical developments Inspection programme Targeted inspections Meat Hygiene Service referrals Home Authority Principle Food poisoning notifications Food complaints Food Hazard Warnings Liaison and partnerships

Table 1 – Food Safety enforcement activities broken down into the different approaches to enforcement. Amended from source: Framework Agreement - Food Standards Agency, 2004

- 1.1.4 To achieve this the Environmental Health Service will aim to: -
- 1.1.4.1 Inspect the premises programmed for food hygiene inspections, in accordance with the statutory Code of Practice, and guidance issued by LACORS (the Local Authorities Coordinating Office on Regulatory Services) and the Food Standards Agency;

- 1.1.4.2 Approve, register and license relevant premises in accordance with relevant legislation, statutory Code of Practice and guidance issued by LACORS and the Food Standards Agency;
- 1.1.4.3 Investigate food complaints in accordance with LACORS guidance and the Service's Food Complaint Policy, and to respond to complaints within 3 working days;
- 1.1.4.4 Ensure that requests for service are responded to within 3 working days;
- 1.1.4.5 Provide advice to businesses and members of the public in the borough with respect to food safety;
- 1.1.4.6 Provide the Level 2 Award in Food Hygiene for Catering training courses;
- 1.1.4.7 To promote the Safer Food Better Business scheme as a Food Safety Management system in appropriate premises;
- 1.1.4.8 Explore the feasibility of a Food Hygiene Award and a "Scores on the Doors" scheme.
- 1.1.4.9 Provide advisory leaflets and other written guidance on food safety issues;
- 1.1.4.10 Promote the Food Standards Agency's food safety and nutritional campaigns which aim to raise awareness of food issues among catering businesses and the public in partnership with Derbyshire County Council;
- 1.1.4.11 Produce and implement a sampling programme based on the national and local sampling programmes, and local sampling needs in line with the Council's Food Sampling Policy (see 3.5 in this plan);
- 1.1.4.12 Investigate all food poisoning notifications as appropriate and outbreaks in association with the Consultant in Communicable Disease Control;
- 1.1.4.13 Respond to all food alerts in accordance with the relevant instructions from the Food Standards Agency, and where necessary notify food hazards to the Food Standards Agency in accordance with the statutory Code of Practice;
- 1.1.4.14 Ensure that the Service's authorised officers will abide by the Council's enforcement policy when making enforcement decisions;
- 1.1.4.15 Continue to ensure that the Service's authorised officers are suitably qualified, experienced and competent to carry out the range of tasks and duties they are authorised to perform, including providing additional training where required;
- 1.1.4.16 Continue to support the Home Authority Principle, including consulting with Home and Originating Authorities where appropriate following inspections and when dealing with food complaints;

- 1.1.4.17 Liaise with other Councils, and associated organisations, to help achieve consistent enforcement;
- 1.1.4.18 Continue to develop a quality system, based upon written procedures and work instructions, internal and external auditing of these procedures and corrective control;
- 1.1.4.19 Explore opportunities for closer working relationships with Staffordshire Moorlands District Council in relation to the new Strategic Alliance.
- 1.1.4.20 Ensure reporting in line with National Indicator 184 is conducted within the timescales set by the Food Standards Agency and the Better Regulation Executive.

1.2 Links To Corporate Objectives And Plans

- 1.2.1 The Council's Corporate Plan guides the work of the Council by setting out priorities for service delivery and spending. It also informs and guides the development of individual service plans produced by business teams. Where applicable the priorities within the Corporate Plan are reflected within this document.
- 1.2.2 Progress in achieving the corporate objectives is monitored through the Council's performance management system. In addition to national performance monitoring, reporting to the Corporate Management Team and Councillors on a local food hygiene inspection performance indicator occurs on a monthly basis. An annual review is prepared in conjunction with the national and local performance indicators.
- 1.2.3 The Corporate Plan is guided by the Council's Vision, Aims and Values
 - 1.2.3.1 The Council's Vision: To improve the quality of life in the High Peak.
 - 1.2.3.2 The Council's Aims: Supporting People;
Creating Jobs and Prosperity;
Protecting the Environment;
Improving the Council.
 - 1.2.3.3 The Council Values: PRIDE: People First;
Respect;
Innovate;
Deliver;
Exceed Expectations.
- 1.2.4 The Food service mainly falls under the following aims:
 - 1.2.4.1 Creating Jobs and Prosperity by supporting, advising and assisting business in addition to ensuring compliance with the law to ensure a fair trading environment.
 - 1.2.4.2 Protecting the Environment through appropriate and proportionate enforcement of food law, robust inspection programmes and advice and support for businesses.

- 1.2.5 The Derbyshire Dales and High Peak LSP Community Strategy is a multi-agency process for identifying a shared vision and priorities for the long-term direction of both Councils. The Strategy provides a framework for promoting economic, social and environmental wellbeing – essentially for improving the quality of life for local people. The process for developing the Community Strategy places local people at the centre of decision-making processes, ensuring that local services are responsive to local needs. The Community Strategy also acts as a link between the Council’s various plans and strategies and those produced in partnership with other organisations. It also highlights the links between the various multi-agency partnerships operating across the borough.

SECTION 2 – BACKGROUND

2.1 Profile Of The Council

2.1.1 High Peak covers an area of 54,000 hectares (208 square miles) the majority of which is located in the Peak District National Park in North Derbyshire, close to the conurbation of Greater Manchester. The population of the borough is estimated to be 92,000 of which approximately 1.3 per cent is from ethnic minority communities. There are approximately 37,600 households, with 13 per cent of those living in social rented housing, which is accommodation that is rented from the council through High Peak Community Housing (an Arms Length Management Organisation), a Housing Association or a Registered Social Landlord.

Taken from Audit Commission report on High Peak Borough Council, 2003 and the population estimates are taken from ONS estimated projections based on the 2001 Census.

2.1.2 The main populated areas are concentrated in the industrial and market towns of Glossop, Buxton, New Mills, Whaley Bridge and Chapel-en-le-Frith. Much of the remaining area is sparsely populated, with particularly isolated rural communities.

2.1.3 The Council is covered by two Health Protection Agency regional offices (North West and East Midlands) with two Consultants in Communicable Disease Control who take the lead role on infectious disease incidents. Six monthly meetings are held with both, to assist in maintaining cross boundary communication.

2.1.4 The Council adopted its new Constitution on 14 May 2002. It is based on what is known as the Executive and Scrutiny model. This is one of three available options in the Local Government Act 2000 and was the public's choice. Full details are available on the Council's website. There is an Executive Councillor responsible for Food Safety, amongst other issues.

2.2 Organisational Structure

2.2.1 The food enforcement services operated by this Council are provided within the Community Services portfolio. The operative professional staff are located in Environmental Health Services within Community Services portfolio.

2.2.2 The Council has a strategic working alliance with Staffordshire Moorlands District Council. Operating under a shared Chief Executive and the Joint Senior Managers Group, the Environmental Health Services of both Councils are exploring ways in which the two will work together to provide the most efficient and flexible services possible.

2.2.3 The service employs the use of outside contractors / agencies in areas where specialist knowledge is vital and to assist when there are staff vacancies which cannot be filled. These are: Sheffield Hospital Microbiology Laboratory and the Health Protection Agency, North West and East Midlands regional offices, as well as a number of private companies such as human resource providers.

2.2.4 Appendix 1 provides diagrams of how the food service fits within the Council's Management structure.

- 2.2.5 The Environmental Health Service is based operationally at Buxton Town Hall. Customer services are available Monday to Friday 8am until 8pm. As some food businesses operate outside these hours flexible working patterns have been developed to ensure these businesses are inspected when they are operational by officers regularly working outside the set working hours. Emergencies are dealt with via the out of hours arrangements (Carelink available 8pm to 8am including weekends and bank holidays) and appropriate officers being contacted as required.
- 2.2.6 There are a number of forums where operational and strategic Food Safety issues can be raised and communicated throughout the Council, which we will be notified of where appropriate. These are:
- 2.2.6.1 Council
 - 2.2.6.2 Executive
 - 2.2.6.3 Executive Portfolio Holder
 - 2.2.6.4 Environment Select Committee
 - 2.2.6.5 Joint Senior Managers Meeting (with Staffordshire Moorlands District Council)
 - 2.2.6.6 Customer Champions group meeting
 - 2.2.6.7 Performance Board
 - 2.2.6.8 Senior Managers Seminars
 - 2.2.6.9 Service Portfolio Team Meetings
 - 2.2.6.10 Joint HPBC and SMDC meetings
 - 2.2.6.11 Operational team meetings
 - 2.2.6.12 Staff performance and development review meetings

2.3 Scope Of The Food Service

- 2.3.1 To inspect all food premises and their food safety systems, within the Audit Commission and Food Standards Agency (FSA) targeted timescales, to ensure compliance with Food Safety.
- 2.3.2 To carry out inspections and enforcement procedures in accordance with the latest Food Law Code of Practice and taking note of the relevant industry guidance, to ensure standardisation and correctness of action.
- 2.3.3 To carry out risk assessments of all food premises in order to determine hazard rating and inspection frequency.
- 2.3.4 To maintain an up to date Public Register of Food Premises.
- 2.3.5 To respond to all valid food complaints and requests for service.
- 2.3.6 To promptly investigate sporadic cases and outbreaks of food poisoning / suspected food poisoning in conjunction with the Health Protection Agency and Consultant in Communicable Disease Control in order to identify the cause and to introduce effective control measures.
- 2.3.7 To carry out the statutory duties required in the Control of Disease and Infectious Diseases legislation including the exclusion from work of affected food handlers.

- 2.3.8 To take samples of foodstuffs, as required by the Food Standards Agency and LACORS (the Local Authorities Coordinating Office on Regulatory Services) through a sampling programme, in conjunction with other Councils in the surveillance group, to ensure the wholesomeness of food.
- 2.3.9 Carry out education of food handlers in food hygiene through Level 2 Award in Food Hygiene.
- 2.3.10 To correctly supervise and assist in the training of student Environmental Health Practitioners throughout the accredited degree course in Environmental Health leading to their registration with the Environmental Health Registration Board.
- 2.3.11 To liaise with planners, developers and businesses to ensure all new food premises are suitably constructed and equipped to ensure compliance with the food safety legislation.
- 2.3.12 To assist food handlers and businesses by offering advice on their roles and how they can comply with the law.
- 2.3.13 To participate in local, regional and national investigations in order to advance understanding of infectious disease transmission paths and controls.
- 2.3.14 To participate in the Derbyshire Chief Environmental Health Officers Food Liaison Group to promote consistency of enforcement actions and to share good practice.
- 2.3.15 To work closely with Staffordshire Moorlands District Council to share good practice and ensure consistency of approach between the two Councils.

2.4 Demands On The Food Service

- 2.4.1 At 1 April 2008 there were a total of 878 food premises in High Peak which are subject to our official control. This number can vary from day to day as new businesses open or existing ones close.

Risk Rating	Number of Establishments	Number of Inspections /Official Control Interventions planned this year
A	5	10
B	44	44
C	381	269
D	102	31
E	313	90
UNRATED/NEW	33	33
TOTAL	878	477

- 2.4.2 The area contains 3 premises subject to approval under Regulation EC 853/2004 for manufacturing/processing of products of animal origin.
- 2.4.3 The Food Service acts as an informal Home Authority for 1 food manufacturer.
- 2.4.4 The Service maintains a database of food premises in the borough on its Authority Public Protection[®] (formerly known as Flare[®]) computer software system. The database is regularly updated by notifications received from new businesses, premises registrations and observations by officers undertaking their normal duties.

2.5 Enforcement Policy

2.5.1 The Environmental Health Service has developed an Enforcement Policy statement, which forms the basis for all considerations for enforcement activities. The next paragraph is an excerpt from the introduction to the Enforcement Policy Statement.

“Wherever possible and appropriate, officers will seek to find solutions which are arrived at by agreement and co-operation. Officers are required to regulate activities across a wide range of businesses and to have professional dealings with many types of individual. Full regard will be had to the different abilities which may be encountered, and to the role which education and help can play in achieving compliance.

Nevertheless, the aim behind much of the service’s effort is the protection of persons at work, the general public and environment from disadvantage, damage or harm due to failure to comply with safeguards provided for in law. Arising from this, there will be circumstances in which enforcement is sometimes unavoidable and the Council must use its full legal powers, including prosecution, where necessary.”

2.5.2 The Enforcement Policy is currently under review, in light of the new Regulators Compliance Code from the Better Regulation Executive, and the service aims to ensure its actions are taken with that code taken into consideration.

SECTION 3 – SERVICE DELIVERY

3.1 Food Premises Inspection

- 3.1.1 It is the Council's policy to carry out its food safety functions in accordance with Food Law Code of Practice and guidance issued by the Food Standards Agency, LACORS, and central government departments. All inspections will be carried out in accordance with the Service's Quality System and the Enforcement Policy.
- 3.1.2 The Food Safety Inspection Programme undertaken by the Council is in accordance with the current Code of Practice. This states how premises should be risk rated and the acceptable time period for inspections dependant upon risk e.g.
- 3.1.3 Primary Inspection Frequency:
- | | |
|---------|--|
| A rated | - Every 6 months; |
| B rated | - Every year |
| C rated | - Every 18 months |
| D rated | - Every 2 years; |
| E rated | - do not need to be part of the primary inspection programme, but should be surveyed by some means at least every 3 years. |
- 3.1.4 Most premises risk rated as Category E will be initially contacted by self assessment questionnaires, with follow up inspections for a 10% sample of returned questionnaires and inspections for all those not returning after 1 reminder.
- 3.1.5 The Food Safety Inspection Programme has recently improved on its performance by approximately 10% a year from 2004 to 2007 and in 2007-8 achieved 100% of the inspections due within the year. The Food Standards Agency target is 100% inspection of high risk premises (i.e. A, B or C rated premises) with a minimum requirement for at least 50%, below which figure Councils are "named and shamed" and subject to rigorous audit with the possibility of Ministerial intervention.

3.2 Food & Food Premises Complaints

- 3.2.1 Food complaints will be dealt with in accordance with statutory Code of Practice and guidance products by LACORS.
- 3.2.2 The Service has a Food Complaint Work Instruction, and operates within the Quality System in respect of food complaints and unsatisfactory practices at premises.
- 3.2.3 All complaints will be responded to within 3 working days. Based on the year 2008/2009 we anticipate in the region of 260 complaints which we plan to respond to within the 3 day target in all cases. This will be achieved within our existing resources. In 2007/2008 262 requests were received for food and food premises, and the service as a whole met its target response time of 95% within the target of 3 days.
- 3.2.4 The responses to food complaints vary from the provision of advice to the complainant, liaison with the retailer / manufacturer to formal action in line with the enforcement policy. A food complaint is assessed to see if it warrants further

investigation on the basis that it is likely to present a risk to health and/or non-compliance with other food law provisions.

- 3.2.5 Based on previous years service requests it is likely that the service will deal with approximately 120 complaints about food or hygiene standards at food premises and another 160 requests for advice and assistance from businesses.

3.3 Home Authority Principle

- 3.3.1 The Food Service acts as an informal Home Authority for one food business. This arrangement is recorded on the LACORS website, however there is no formal agreement between the council and the business in question and there are no agreements for training or additional advice and guidance above the level given to other businesses. The team responds to requests from other Councils to investigate incidents and make a first response within 3 working days. The number of approaches by other Councils are included in the complaint figures, but cannot currently be reported on separately.

3.4 Advice to Business

- 3.4.1 It is our policy to assist and advise both businesses and members of the public whenever we can.
- 3.4.2 The service currently aims to run three Level 2 Award in Food Hygiene for Caterers courses per year, with a target of 45 students per year.
- 3.4.3 Information is provided to businesses by the use of leaflets, and on the Environmental Health Service website.
- 3.4.4 Advice is given on inspections on the use of the Safer Food Better Business Pack from the Food Standards Agency, as an easy to use method of a documented food safety management system, based on HACCP Principles (Hazard Analysis and Critical Control Point). This is only done at appropriate small and medium sized businesses where a full system would not be appropriate, and we can provide these packs.

3.5 Food Sampling Policy

- 3.5.1 Food Sampling is an important contribution to the protection of public health and the food law enforcement functions of the Council. Samples are taken in compliance with the current Code of Practice.
- 3.5.2 Wherever possible, food-sampling activities will include current national, regional and locally co-ordinated programmes as well as samples taken as a result of:
- a) Complaints.
 - b) Process monitoring.
 - c) Inspections.
 - d) Home Authority Principle activities.
 - e) Special investigations.
 - f) Imported foods.

- 3.5.3 The following factors will be taken into account when developing the Sampling Programme:
- a) Protection of the consumer through the enforcement of food legislation.
 - b) Identifying foods that pose a hazard to the consumer because they contain significant levels of pathogenic bacteria.
 - c) Assessing the microbiological quality of food manufactured, distributed or retailed in the area.
 - d) Identifying contravention's of food safety legislation,
 - e) Helping determine whether advice or enforcement action would be appropriate where it is suspected that poor practices and procedures exist.
 - f) Offering advice and guidance, if appropriate, on food hygiene matters.
- 3.5.4 The Council will participate in national surveys which may be organised through the Food Standards Agency (as part of the EC co-ordinated sampling programme), LACORS and the Health Protection Agency where resources are available.
- 3.5.5 A structured regional food safety sampling programme is drawn up by a survey sub-committee comprising officers from the Sheffield and district sampling group in conjunction with the Health Protection Agency. This programme determines the number of samples required and the sampling frequency. Detailed protocols are devised to ensure consistency of sampling and results.
- 3.5.6 Samples for microbiological examination will be submitted to the Health Protection Agency's laboratories, based in Sheffield.
- 3.5.7 No food samples were submitted for bacteriological examination as part of a survey in 2006/2007 and 2007/2008 due to being unable to recruit appropriately qualified and experienced staff.
- 3.5.8 The existing resources of the service will be adequate to participate in the programme of sampling activity determined in 2008/2009, providing vacant posts are filled adequately. This will be a key consideration when the joint service with Staffordshire Moorlands District Council is established during this period.

3.6 Control and Investigation Of Outbreaks and Food Related Infectious Diseases

- 3.6.1 The Council investigates all notified cases of food related infectious disease and implements relevant control measures, whether cases are sporadic or outbreak. In 2007/2008 we had a total of 149 suspected and confirmed cases with no outbreaks. The trend over recent years has shown a reduction in sporadic cases of Salmonellosis, but an increase in sporadic Campylobacter cases. The work is part of the role of the Lead officer for food hygiene and accounts for approximately 5% of their time during normal periods of demand. Outbreaks are initially managed internally by the Environmental Health Team Manager, handing over to the appropriate area Consultant in Communicable Disease Control when a formal Outbreak Control Meeting is called. For the purposes of infectious disease control and related enforcement and sampling activities, the service then falls under the instruction of the Consultant in Communicable Disease Control, who is appointed by the Council as the Proper Officer.
- 3.6.2 The Service liaises with the Consultants in Communicable Disease Control appointed by the Greater Manchester Health Protection Unit and East Midlands

Health Protection Unit, in relation to the control and investigation of food related infectious diseases. There is a joint plan in place for the control of a major outbreak of communicable disease occurring in the community. The service operates to a County Wide Outbreak Control Plan, and in partnership with the Health Protection Agency's own Outbreak Plans.

3.7 Food Safety Incidents

3.7.1 The Food Service reacts to food alerts (issued by the FSA) immediately on receipt of these in compliance with the current Food Law Code of Practice and deals with them as instructed by the FSA, and if appropriate as agreed with our Derbyshire partners. A copy of all the food alerts in recent years can be seen at www.food.gov.uk.

3.8 Liaison With Other Organisations

3.8.1 The Food service is committed to liaising with other Local Councils, and associated organisations (FSA, LACORS, CIEH) to achieve consistency and to maintain our level of knowledge and understanding in rapidly developing areas of work. This is achieved by being actively involved in a number of Groups, including:

- Derbyshire Chief Environmental Health Officers Liaison Group;
- Derbyshire Chief Environmental Health Officers Food Liaison Group;
- Sheffield and District Food Sampling Group

3.8.2 We continue to work with the NHS Primary Care Trusts operating within the borough and the Health Protection Units, in respect of communicable disease issues.

3.8.3 Planning applications relating to food premises are viewed. Advice is given to Education and Social Services in relation to inspection findings and developing procedures.

3.8.4 Close links with the Licensing officers within the service, Waste Management, the National Non Domestic Rates team and having joint food and health and safety inspectors enables us to keep our database of food premises up to date.

3.8.5 These links and contacts are part of our normal operating procedures and are carried out within existing resources.

3.9 Food Safety Promotion

3.9.1 High Peak Borough Council is an accredited training centre with the Chartered Institute of Environmental Health (CIEH) as mentioned previously.

3.9.2 We also have service specific web pages which has been produced to enable all service users to gain information on the Environmental Health service. The pages have been broken down into service areas, for example, food safety, and there are links provided to other sites of interest, for example, the Food Standards Agency web site. The site enables the service user to submit e-mail enquiries and requests for service. The web site is regularly updated.

SECTION 4 – RESOURCES

4.1 Financial Allocation

4.1.1 The net outturn expenditure for providing the service for 2007/2008 was £88,097 and can be broken down as follows:

	Allocation	Outturn
Salaries etc.	£105,150	£51,731
Supplies and Services	£3,890	£6,697
Management Account	£53,800	£48,896
Less income (licences, street trading consents, etc)	£-18,660	£-19,226
	<u>TOTAL</u>	<u>£144,180</u>
		<u>£88,071</u>

4.1.2 Despite continuing significant budget pressures, the Council has been able to maintain adequate funding for the food service functions.

4.1.3 The Allocated net budget for 2008/2009 is £121,890k and can be broken down as follows:

	Allocation
Salaries etc.	£67,350
Supplies and Services	£11,960
Management Account	£60,630
Less anticipated income (licences, street trading consents, etc)	£-18,050
	<u>TOTAL</u>
	<u>£121,890</u>

4.1.4 There was a low net expenditure in 2007-8 due to lower staffing costs as a result of vacant posts and the use of cheaper contracted inspections to achieve our targets. This however created additional pressures in the management of those external contracts and the quality of inspection work. There was also an increased pressure on the existing staff to deal with the same number of service requests in that year. Unexpected savings were achieved across the food service due to this, however these will not be sustained in 2008-9 outside of the planned savings.

4.1.5 The supplies and services budget covers the use of Contractors to assist with lower risk food hygiene work, investigation equipment and its maintenance, printing services, reference materials, accurate and up to date copies of legislation and industry guidance as well as food sampling resources.

4.1.6 As part of our commitment to continual improvement and e-government the Food and Safety team is employing the use of more flexible working arrangements such as home working and hot-desking. The Council has a range of ways for customers to contact us, and service requests can be made on-line.

4.2 Staffing Allocation

4.2.1 Staffing levels are as shown in Appendix 1. The structure allows for up to 3 officers who are qualified and competent to inspect higher rated premises and one only

qualified and competent to inspect lower risk (Maximum C Rated) in accordance with the current Food Law Code of Practice. This officers main role is in Health and Safety, spending up to 0.3 Full Time Equivalent (FTE) on Food Safety matters. 2 FTE are allocated to operational food safety work, this includes: inspections and subsequent actions; requests for service; food complaints; food sampling; lecturing on Food Hygiene Courses; and advice to businesses. This is a reduction of 0.5 FTE since 2007-8. A further 0.3 FTE is dedicated to management and support work.

4.3 Staff Development Plans

- 4.3.1 Staff training and development needs are assessed on a yearly basis, through accompanied inspections, staff appraisals and individual action plans are implemented. An annual learning and development programme for the Section is produced. The Council is recognised as an accredited Investor In People which demonstrates the Council's commitment to service and employee development.
- 4.3.2 Before officers are authorised to undertake food enforcement activities, they are assessed to ensure that they hold the appropriate qualifications, have sufficient experience in food law enforcement, and are properly trained and competent. Records of qualifications, training and experience are documented and link directly to the officer authorisation procedure.
- 4.3.3 Staff training will be delivered in the following ways:-
- externally provided training courses e.g. the Derbyshire Food Liaison Group, Food Standards Agency, LACORS.
 - in-house training throughout the year as and when new issues arise;
 - ongoing in-house training at team meetings.
 - induction training for new staff;
 - accompanied visits;
 - training and instruction provided on-the-job or on a one-to-one basis.

SECTION 5 – QUALITY ASSESSMENT

5.1 Quality Assessment

- 5.1.1 The Food Safety Service operates a skeleton quality system to manage the normal operation of the Food Safety work. This quality system is not currently accredited.
- 5.1.2 The team participates in a nationally recognised and respected benchmarking exercise with the other Derbyshire Councils and as a member of the Derbyshire Food Liaison Group, Inter Authority Audits against the Food Standards Agency framework agreement are arranged. The service has recently undergone a Food Standards Agency audit on the subject of Inspections, database management and internal monitoring.
- 5.1.3 The monitoring procedures include inspection report and enforcement action checks, accompanied visits and Inter Authority Audits.
- 5.1.4 Customer satisfaction surveys and management review meetings are planned for 2008/2009 alongside the National Indicator 182 (business satisfaction with local Council regulatory services). The Citizens Panel also provides feedback on the services provided.

SECTION 6 – REVIEW

6.1 Review Against The Service Plan

- 6.1.1 The Local Food Safety performance indicator (PE20) is reviewed on a monthly basis, with adjustments made to work programmes as necessary and where possible. Monthly performance monitoring is made available to elected Councillors in a monthly report.
- 6.1.2 National Indicator 184 assesses the number of businesses considered as Broadly Compliant with food law within the borough. The projection for 2008-9 is that 80% of businesses within the borough will meet this standard by 1 April 2009. Monthly monitoring of this projection is carried out.
- 6.1.3 The Councils “Let Us Know” comments, compliments and complaints scheme allows feedback and monitoring of the service plan from the public and stakeholders, and these contacts are reviewed quarterly by the service and submitted to the Corporate Management Team.
- 6.1.4 Alternative Intervention Strategies for low risk food premises has allowed for greater focussing of staff resources on high risk premises and those producing large volumes of open, ready to eat food. We aim to complete 100% of the planned inspection programme. It is anticipated that we will achieve our target within existing resources and unforeseen circumstances expected, in the coming year.
- 6.1.5 During 2007/2008, one caution was given to premises where the conditions found during inspection were below the legal standard. Should conditions not be maintained and contraventions of the legislation are found at the next inspection a prosecution will be taken. The council has a number of prosecutions awaiting court dates for food hygiene offences.

APPENDIX 1 – MANAGEMENT ORGANISATIONAL STRUCTURE

