

Food Law Enforcement Service Plan: Performance 2005/6

1. Purpose of the Report

- 1.1. To inform Members of the performance of the Environmental Health Team against the Food Law Enforcement Service Plan 2005/6.

2. Recommendations

It is recommended that the Committee.

- 2.1. **Note the content of the report.**
- 2.2. **Consider whether it is necessary for such performance reports to continue to be presented to the Committee.**

3. Links to the corporate/business area objectives

- 3.1. "To ensure high quality, cost effective services."
"To enable the provision of responsive, accessible and fair services delivered with courtesy and care."
"To safeguard and enhance the assets and resources of North Wiltshire and the wider community."

4. General Background Information

- 4.1. The Food Standards Agency (F.S.A) has made it mandatory that all Local Authority food enforcement activities are included in a Food Service Plan to outline how the Local Authority will deliver it's food enforcement role.
- 4.2. The Food Law Enforcement Service Plan has to be completed in a common format as agreed in a framework agreement and the F.S.A has provided the local authorities with a service plan template. This matter was the subject of a report to the Executive Committee on 17th May 2001.
- 4.3. Service Plans are required to be audited by the F.S.A to ensure that national priorities and standards are addressed and delivered locally.

Current Position

Transparency and Accountability

- 4.4. The Executive approved the Food Service Plan on 17th May 2001. It is part of Council policy to have a food service plan. They resolved that the Plan is adopted and that the Scrutiny Committee deals with future monitoring of performance against the plan.
- 4.5. With the changes in Council structure and the implementation of business planning, the Food Service Plan 2005/6, for Members information, is now contained within the Community and Environment Business Plan. There is also a statement within the Food Service plan, that performance against the Food Plan is to be reported to this Committee on an annual basis. The plan for 2005/6 is detailed in Appendix1
- 4.6. When the performance report was last presented to the committee the Chairman questioned whether it was necessary for the committee to receive the report on an annual basis. The alternative was for the Strategic Manager to monitor and report

annual performance directly to the Chairman. No decision was made at that time regarding this proposal and the committee are now asked to resolve this matter

Risk Rating of Food Premises

- 4.7. All premises used as a food business have been assessed against set criteria covering size of business, confidence in management, type of food processed, structural suitability and hygienic practices.

The premises are allocated a score against these criteria and then placed into a banded hazard rating system.

An 'A' band premises being the highest risk down to an 'E' rated premises which is seen as a low risk.

The legislation requires that: -

Category A premises be inspected every six months.

Category B premises be inspected every year.

Category C premises be inspected every eighteen months.

Category D premises be inspected every two years.

Category E premises be inspected every four years.

There were 512 premises due for inspection in the above categories in 2005-06.

- 4.8. The Environmental Health Team met the Local Performance Indicator and completed 100% of targeted inspections for high risk premises in A, B and C banded premises.
- 4.9. A 100% of targeted inspections of properties in bands D and E were also completed.
- 4.10. Four food safety improvement notices were served on non-complying food businesses. 202 written warnings were sent during the year.
- 4.11. During the year, the Principal Environmental Health Officer (Food and Health and Safety) to ensure consistency of approach undertook 15 quality audits. The Principal EHO or Team Leader accompanies officers during routine inspections, to monitor the standards of food premises and to view compliance of officers with internal inspection procedures. To ensure consistency of approach across the County, the Principal Environmental Health Officer attended 8 meetings of the Wiltshire Food Group. This group consists of Environmental Health Officers from every Local Authority in Wiltshire and representatives from Trading Standards, Wiltshire County Council.
- 4.12. The Team received 15 foreign body or food contamination complaints. Having regard to the enforcement policy, formal action was not considered appropriate. During the year 19 complaints regarding the hygiene of food premises, were received none of which were serious enough to result in formal action. A further 21 food complaints from a variety of sources were also investigated.
- 4.13. North Wiltshire District Council acts as home authority for two large manufacturing sites within the district. The council received only 1 enquiry from another local authorities about food products produced in this district.
- 4.14. Advice is given to food business proprietors at the time of inspection. However, 96 separate enquiries were dealt with, specifically giving advice to businesses on food hygiene matters.

- 4.15. A projected number of 184 food poisoning notifications were anticipated in the plan. In fact 217 cases were reported throughout the district. A forecast of 2 food poisoning outbreaks was expected and 1 outbreak was investigated although this turned out not to be food related.

None of the investigated notifications were linked to food businesses in the district and the cases were found to be related to incidents in the home, viral infection or foreign holidays.

- 4.16. As part of the home authority principle and national food surveys campaigns, 102 food samples were taken for analysis. From these 8 samples were found to be unsatisfactory as regards the quality that would normally be expected. In these cases, Officers revisited the premises to check practices and procedures.
- 4.17. In the year 2004, 91 Food Standards Agency food hazard warnings were received of which 13 required immediate response. These included; 7 warnings relating to Sudan1 illegal dye in various foods, aflatoxins in Kebab mix, counterfeit vodka, residues in honey, illegal meat from Northern Ireland, illegal imported chicken meat, E Coli in Camembert Cheese.
- 4.18. A target of a 95% pass rate for candidates passing the Chartered Institute of Environmental Health (C.I.E.H) Food Hygiene Course was exceeded with a 100% pass rate. Eight courses were provided during the year with a total of 67 candidates. The team has only sufficient resources to concentrate on mandatory duties and as such is therefore unable to be involved in any food safety promotion work other than the basic food hygiene courses.
- 4.19. Licensing of butchers' shops was introduced in November 2000. The government in 2005 repealed the butcher shop licensing registration scheme.
- 4.20. Safer Food Better Business (SFBB) is a new food safety management pack developed by the FSA to help small and medium sized catering businesses comply with new EC Regulations. These regulations came into force in January 2006 requiring businesses to keep records of the systems that they use to prepare and serve food safely.

The Wiltshire Food Group was awarded a grant of £133,000 by the FSA to provide training to local businesses on how to implement the pack. It is a requirement of the contract that each of the Wiltshire Authorities match fund the money received, which it has been agreed can be met through allocating Officer time to SFBB promotion.

To date 33 local businesses have attended training on SFBB (held in Chippenham and Wootton Bassett) provided by CMI consultants on behalf on NWDC. The businesses and will now also be receiving 1 to 1 coaching sessions from the consultants. Four further training sessions have been arranged for later in 2006/7 and 80 further businesses will be invited to attend.

EH staff are required to re-visit each business following their 1 to 1 session to assess progress made on the SFBB pack. It is also likely that some further training will have to be provided by EH staff for those businesses not involved in the CMI training.

5. Financial Implications

- 5.1. Cessation of butchers licensing resulted in a loss of income of £1200.

6. Community and Environmental Implications

- 6.1. The Food Law Enforcement Service Plan is a measure to ensure that food which is eaten and manufactured in North Wiltshire is safe and without risk. The report demonstrates a high level of performance in meeting the food service plan.
- 6.2. Members should be aware that the Food Standards Agency (F.S.A) are auditing Local Authorities Food Safety Services by sending in a team of auditors to assess Local Authorities systems and procedures.

These audits are very much like ISO9002 audits where paperwork and computer systems are examined in great detail. It is not premises focused, nor will it reflect in any way the physical standards of food premises in the North Wiltshire District. All of the teams' paperwork and computer systems are being examined to ensure that our data complies with the framework agreed.

The date of the audit is not known, until 3 months prior to inspection. The FSA intend to audit 40 Local Authorities per year.

Two Principal Environmental Health Officers from other Wiltshire Authorities in 2004/5 carried out an Inter Authority Audit on our Food Safety Section. The audit was carried out over a two-day period and the findings were that North Wiltshire DC provided a good food service. Action points from the audit have been included in the plan for 2005/6. The next Inter Authority Audit is programmed for 2007

7. Equal Opportunities implications

- 7.1. There are no Equal Opportunities implications.

8. Human Resources Implications

- 8.1. There are no Human Resources implications.

9. Legal Implications

- 9.1. There are no Legal implications.

Documentation used in the preparation of this report:

Internal reports and documents.

REPORT FROM THE COMMUNITY AND ENVIRONMENT STRATEGIC MANAGER TO OVERVIEW AND SCRUTINY COMMITTEE – 25 MAY 2006

Report Author: Martin Thorne - Principal Environmental Health Officer
01249 706406 - ehealth@northwilts.gov.uk

APPENDIX1
NORTH WILTSHIRE DISTRICT COUNCIL
FOOD LAW ENFORCEMENT SERVICE PLAN 2005/6
IMPROVING NORTH WILTSHIRE

SERVICE DELIVERY

“Improving North Wiltshire“

Community and Environment mission statement:

“Caring for people

Caring for place”

SERVICE OBJECTIVE

Ensure that we are meeting all government standards applicable to Environmental Health year on year to 2007

Continue to be in the top 25% of all authorities performance relating to Environmental Health year on year to 2007 by achieving all local and national PI's.

Local: Food Team aims and objectives

Ensure that in 2005/6 we are meeting all government standards applicable to food safety.

In 2005/6 enforce prescribed government standards relating to food, drink and water in the District, to minimise the risk to the health and safety of customers and the public.

Enforce that legislation for which the Council is responsible in respect of inspection of food, food hygiene and other aspects of food safety.

Endeavour to achieve the highest attainable standards of food safety, beyond that required by legislation, in all premises in which food is handled commercially.

Maintain and establish liaison with all agencies having responsibility for food quality and safety.

Respond to and seek to influence proposals for legislation on Codes of Practice promoted by Central Government or the European Community. In particular seek to enhance the food safety responsibilities of the District Council.

Promote a greater knowledge of the principles of food safety, both among persons employed in the food industry and in the community generally by initiating publicity, advice and education.

Make readily available to all levels of the food industry operating in the district the provision of expert advice on matters affecting food quality and safety commensurate with the Council's enforcement responsibilities.

Implement actions determined by the Food Standards Agency on food hazard warnings and product withdrawals.

Investigate all notified cases of communicable disease, where necessary in liaison with the Consultant in Communicable Disease Control.

1.1 CORPORATE LINKS

To ensure high quality cost effective services.

To enable the provision of responsive, accessible and fair services delivered with courtesy and care.

To achieve requirements detailed in Corporate Plan 2005/6 relating to food safety.

1.3 PERFORMANCE INDICATORS

As performance indicators, the following statistics are monitored annually and recorded by audit commission.

- i) The percentage of high-risk premises inspected per year against the number demanded by the codes of practice.
- ii) The percentage of low risk premises inspected per year against the number demanded by the codes of practice.

The Council has set Value Local Performance Indicators as follows.

The percentage of completions per annum of food businesses due to be inspected. Target 100%. A/B High risk category. Target 100% C Aim 100% D-E risk category

Reports on food inspections and enforcement are sent to the Food standards Agency on a quarterly basis.

1.4 SERVICE TARGETS

The Environmental Services management will ensure that all targeted inspections are carried out in accordance with the standards laid down in codes of practice issued under the Food Safety Act 1990.

The percentage of candidates passing CIEH Basic Food Hygiene Certificate annually. Target 95%.

The number of quality audits to food businesses to be completed annually. Target 15 audits.

2. BACKGROUND

Profile of North Wiltshire District Council

The district covers an area of roughly 300 square miles and has a population estimated at 127,000. The population is likely to rise to 133,000 by 2011.

There are six market towns within the area. The district is home to clusters of companies in the emerging key growth sectors. Manufacturing is critical, with a quarter of the workforce employed in this area. Tourism is a key growth area with over £60m spent annually in the area.

Food processing and production plants ensure that North Wiltshire can supply both bulk foodstuffs and specialist food products to buyers.

2.1 ORGANISATIONAL STRUCTURE

The Local Government Act 2000 set out new models for the political management of local authorities. The fundamental principle within the models is the separation of executive power from the scrutiny and representational role of Councillors. The North Wiltshire District Council has revised its Committee structure accordingly, with the establishment of an Executive Committee with a separate Scrutiny Committee. The Executive Committee has several panels covering specialist areas reporting to it.

Scrutiny is the overview Committee scrutinising the decisions of the Executive and all areas connected with the Council's decision making process.

The Council also operates five Area Committees, and a Development Control Committee, the latter dealing with planning applications.

The Council's senior management structure is a management board consisting of four Strategic Managers, and Chief Executive. Each Strategic Manager is responsible for a Business Unit. The Environmental Team is within the Community and Environment Business Area.

2.2 THE MANAGEMENT OF THE FOOD SAFETY SERVICE

The Environmental Services has specialist teams covering Food, Health and Safety and Licensing, Pollution, Housing Enforcement and Animal Control.

The food service workload requires the equivalent of 3.3 full time officers. The food group is lead by a Principal Environmental Health Officer. Officers carry out food inspections, food hygiene training, home authority enforcement, specialist food sampling investigation of food borne disease and the investigation of food complaints. Only limited health promotion work is carried out by the group and involves the provision of 4 basic food hygiene courses each year, although six were delivered in 2004. A suitably trained officer in health and safety group, if it is required in food inspection, provides additional support.

2.3 OTHER SERVICES

The Environmental Health Service is also responsible for the delivery of other key areas of Environmental Health work.

- Health and Safety enforcement. (including Council Safety)
- Pollution (including nuisance and complaints investigation).
- Housing Enforcement
- Licensing (including Licensing Act 2004)
- Animal control. (dog and pest control)

2.4 SCOPE OF NORTH WILTS DISTRICT COUNCIL FOOD SERVICE

The environmental health services food enforcement team will carry out the following activities, including preparation of relevant paperwork, in the following areas:

- a) Progress requests for hygiene advice.
- b) Investigate food complaints.
- c) Investigate food poisoning incidents and notifications.
- d) Deal with food hazard warnings.
- e) Complete the food inspection programme
- f) Arrange and participate in food hygiene education courses.
- g) Arrange and participate in public awareness campaigns.
- h) Complete the food-sampling programme as demanded by national, local, regional and European Community bodies.
- i) Investigate Infectious Disease/Zoonoses.
- j) Undertake liaison with other relevant food enforcement bodies.
- k) Provide appropriate professional development /training for staff.
- l) Assist in development training for students.

The food enforcement officers will also carry out, where appropriate in qualifying food premises, inspections under the Health and Safety at Work etc Act and

associated legislation.

2.5 DEMANDS ON THE NORTH WILTSHIRE DISTRICT COUNCIL FOOD SERVICE

North Wiltshire District currently has 915 registered food premises throughout the district. In accordance with Code of Practice they have been categorised using the hazard rating score system.

<u>Inspection</u>			<u>Minimum Frequency of</u>
CATEGORY A	4	_____ Premises	at least every 6 months
CATEGORY B	45	_____ Premises	at least every year
CATEGORY C	486	_____ Premises	at least every 18 months
CATEGORY D	82	_____ Premises	at least every 2 years
CATEGORY E	277	_____ Premises	at least every 4 years
Uncategorised	21		

Within the district there are a number of food premises with particular demands: -

- 1 large motorway service area complex.
- 15 Licensed butchers shops.
- 2 Licensed (large) meat product plants.
- 9 Large supermarkets.
- 5 Military bases.

There are also several smaller licensed plants within the district (see3.12)

2.6 SERVICE ACCESS POINTS

The service is based centrally at the council offices in Chippenham. The service is available from 08:45 – 17:15 Monday to Thursday and 08:45 to 16:45 Fridays. A 24-hour emergency service is available outside normal hours. Where the needs of the service require, Officers will work outside of normal office hours and do undertake programmed inspections of premises that are open late at night.

2.7 NORTH WILTSHIRE DISTRICT COUNCIL ENFORCEMENT POLICY

The authority has signed up to the Enforcement Concordat. There is an enforcement policy approved by the Executive Committee. Linked to this is an agreed a specific policy for food enforcement.

3. SERVICE DELIVERY

3.1 Food Hygiene Inspections

The Environmental Health Function will: -

- Continuously review programmes for inspections of food premises and maintain systems to ensure that inspections are carried out regularly.
- Use the priority classification by inspection rating of premises as a basis for determining minimum frequencies of inspection. Special attention will given to those food businesses, which are using methods of preparation including processing cooking and packaging of food, which present particular risks to food safety. Specific attention during inspections in 2004 will be given to HACCP and Imported Food, as recommended by the Food Standards Agency.
- Where there is not a satisfactory system in place, a fuller physical examination of the premises will be carried out with officers having special regard to the hazards associated with the business and focusing on areas of greatest concern.
- If contraventions of food hygiene or processing regulations are found during the programmed inspection then steps to secure compliance will be taken, having regard to the enforcement policy.
- Where there is no immediate significant risk to public health or there are no significant breaches of food hygiene requirements, an officer will adopt an educative approach to encourage a preventive attitude to food safety.
- Other than in serious situations, (i.e. where immediate statutory action is required) a formal written warning will be sent, which will be followed by more formal action if compliance is not achieved. The service of Food Safety Act Improvement Notices will be routine wherever none compliance with a formal warning is observed. None compliance with a food safety notice will result in legal action
- Where there is a significant breach of food hygiene requirements, or where the business concerned involves high-risk operations, or where the business concerned has not responded to an educative approach, then a formal approach will be adopted.
- The timing of further visits to premises will be determined by the action taken.
- Officers will continue to offer help and advice on matters relating to good food hygiene practices and the maintenance of acceptable food safety.

3.2 Premises Profile

The Authority has a policy of inspecting all food premises as they become due for inspection as set out in Code of Practice No. 9

CATEGORY	A	B	C	D	E		TOTAL	Resource Necessary
Total Number of Food Premises	4	45	486	82	277		894+21=915	1.5 FTE
Planned Food Inspection 01/04/05 – 31/03/06	8	45	268	45	87	-	21	

3.3 Food Complaints

- Food Complaints alleging mould, unfitness, staleness or associated illness will be investigated, wherever possible, on the day of receipt.
- Food complaints shall be thoroughly investigated and fully documented so that informed decisions can be made as to the most appropriate course of action.
- Following investigation of a food complaint, regard shall be had to the criteria in the Codes of Practice made under the Food Safety Act 1990 when deciding whether or not to initiate legal proceedings.
- Members of the public seeking advice or making a complaint will be provided with all the necessary assistance available. Where it is found that responsibility for enforcement rests with another Authority, then arrangements will be made for transferring details of the complaint, Statements of evidence, (if appropriate) and where necessary, the food under complaint. It will not be suggested that the complainant should travel to the offices of the other Authority.
- Complaints regarding animal feeding stuffs are reported to Trading Standards at Wiltshire County Council for action and investigation. Close liaison is maintain with Trading standards, a representative being a member of the Wiltshire Food Group

Projected No. Complaints 01/01/04 – 31/12/04		Resource Necessary
Food	60	0.20 FTE
Formal action (estimated)	2	
Premises	40	

3.4 Home Authority

The Environmental Health Function will: -

- Maintain the “Home Authority” principle in respect of relevant food businesses within the Council’s area.

Premises	Description	Inspections Under H. A. Principle	Projected No. referrals from other LA’s	Resource Necessary
Hygrade Meats Ltd (Chippenham and Corsham)	Major manufacturer of cooked/cured meat products	3	10	0.11 FTE

3.5 a) Advice to Business

The Environmental Health Function will: -

- Make readily available to all levels of the food industry operating in the District, the provision of expert advice upon matters affecting the food quality and safety commensurate with the Council's enforcement responsibilities.
- Encourage the highest attainable standards for food safety, beyond that required by legislation, in all premises in which food is handled commercially.

Contacts	No of Contacts	Resource Necessary
At time of Inspection	530	0.17 FTE
From Business (estimated)	140	

3.5 (b) Business Partnership

The authority supports local business by a having a very proactive approach to planning liaison. Appropriate advice and guidance is given at the earliest stage possible. We are part of the Wiltshire Business Partnership and regularly give advice to local business. The Council runs regular food hygiene courses for staff and employers involved in the food industry.

As part of the strive for excellence by the Environmental Health Services, each month customer feed back forms are sent to food premises which have been the subject of inspection. There is also on an annual basis a joint customer survey for a 3-month period organised by the CIEH Wiltshire Food Group. Management analyses and monitors the feed back and, if necessary, make adjustments in the service provided. Results are reported back to the EH Team on a monthly basis.

Partnership	No. Meetings/ Contacts	Resource necessary
Business / Partnership (By Community Partnership Team)	1 plus 2 Farmers Mkt.	0.04 FTE
Advice / Liaison	100	

3.6 (a) Food Sampling

Microbiological Safety of Foods

- In collaboration with the Health Protection Agency Service, Bristol, a sampling programme will be devised and implemented for the microbiological examination of foods, with due regard to the home authority enforcement concept.

- The Function will positively respond to requests made by PHLS and the Department of Health to participate in national and regional surveillance studies concerning the microbiology of foods.
- May –June; sandwiches. July – end December; Pre packed salads. May-October; gravy and sauces.

Sample types	No Samples	Resource necessary
(12 per month) Planned informal. Regional Laboratory	100 plus 20 water samples	0.04 FTE
LACORS/HPA Survey	30	
Complaint	6 (projected)	

3.6 (b) Arrangements for Examination

Mrs P Urwin and Paul Lenartowicz of Bristol City Council Scientific Services have been appointed as Public Analysts for North Wiltshire District Council. Bristol City County Scientific Services are an accredited laboratory. Estimated 7 formal food complaint samples will be the subject of analysis. [FTE included in Microbiological Safety of Foods 3.6(a)]

3.6 (c) Food Poisoning Notifications and Outbreaks

The Environmental Health Function will ensure that: -

- Whenever possible the investigation of cases of foodborne disease will be dealt with on the day of receipt. The objectives of the investigation will be to:-
 - Determine which organism or chemical was responsible.
 - Implement control measures necessary to prevent the spread of disease.
 - Identify which food is involved.
 - Determine how the food became contaminated and the defect in the food process, which permitted the contamination and/or multiplication and/or survival of pathogens.
 - Recommend how food should be prepared in the future to prevent recurrences.
 - Consider the enforcement action required (if any), and implement the action accordingly.
 - An epidemiological monitoring system will be maintained to determine progress of investigations and indicate early warning of the prevalence of disease.

- Effective liaison will be maintained, where appropriate, with the Consultant in Communicable Disease Control, Wiltshire Health Authority, The Director of the Public Health Kennet and North Wiltshire Primary Care Trust, Regional laboratory of Health Protection Agency South West, the Department of Environment, Food and Rural Affairs.(DEFRA)

Projected Number	Resource necessary
Notifications – 200 (12 visits & 50 telephoned)	0.2 FTE
Outbreaks – 2	

3.7 Food Safety Incidents/Hazard Warnings

Department of Health Food Hazard Warnings

- Appropriate and immediate responses will be made to food hazard warnings.
- Action taken may include contacting likely outlets, detaining and sampling suspect foods as appropriate, seizing unsafe foods and disseminating information to the public and trade in accordance with the guidance issued with the food hazard warning and the relevant Code of Practice.

Incident / Notification	No.	Resource necessary
Requiring little or no action	96	0.22 FTE
Require significant input	11	

3.8 Liaison with other organisations

The Environmental Health Function will seek: -

- To liaise and consult with other enforcement agencies (e.g. Wiltshire County Council, other District Councils in Wiltshire) in the field of food control, and with other organisation including those involved in the wider field of health care (e.g. Health Authorities)
- Maintain effective liaison with all other agencies having responsibilities for food quality or safety.
- Respond to and seek to influence proposals for legislation and Codes of Practice promoted by Central Government of the European Community and in particular seek to enhance the Food Safety responsibilities of the District Council.

Organisation	Resource necessary
Food Standards Agency (FSA)	0.15 FTE
Local Authorities Co-ordinating Body on Food and Trading Standards (LACOTS)	
Wiltshire Food Group (Including Inter-Authority audit and peer review)	
Environmental Health Officers Registration (EHORB)	
Chartered Institute of Environmental Health (CIEH)	
DEFRA	

3.9 Food Safety Promotion

- To ensure that legislation is complied with, adopting an educative approach where there is no immediate risk to public health and a formal approach where there is such a risk or where an educative approach has failed.
- To actively promote the educational role of the Department, particularly in the field of food hygiene by the provision of training courses and the distribution of advisory material. In addition, the giving of advice during the course of inspections on matters relating to good food hygiene practices.
- To promote the North Wiltshire District Council Customer Health Environment and Food Safety (CHEFS) Award, which recognises premises, which provide safe, wholesome food, prepared and served in a clean environment where the requirements of the customer are paramount.

Event	Effectiveness	Resources necessary
CIEH Basic Food Hygiene Certificate (6)	To achieve 95% pass rate.	0.07 FTE

3.10 Officer Training

The Environmental Health Function will: -

- Ensure that staff engaged in food safety are adequately trained in food technology and have available to them impartial and expert advice concerning current developments in food processing and marketing. One officer currently studying for higher EHORB certificate in food inspections
- To provide procedure notes to ensure consistency of approach among officers in respect of statutory responsibilities and advisory roles exercised by the Function.

To have regard to guidance provided by the County Food Group and the Local Authorities Co-ordinating Body on Food and Trading Standard (LACOTS) and central government when producing policy notes.

Training	Resource necessary
Continued professional development	0.34 FTE new member of staff
Technical Update	
Specialist officer update	
Appraisals and other Meetings e.g. Function, Team, Council	
Inter Authority Audit	

3.11 Product Specific Regulations

- The Council will enforce the appropriate meat, fish egg and milk products Regulations and issue approvals to those premises which apply for and are found to comply with the relevant parts of the Regulations.

Premises	Product	Resource necessary
HYGRADE FOODS CHIPPENHAM	MEAT PRODUCTS	0.10 FTE
HYGRADE FOODS CORSHAM	MEAT PRODUCTS	
EUROPA TUNA MALMESBURY	FISH PRODUCTS	
COOMBE CASTLE CORSHAM	DAIRY PRODUCTS	
HILL STATION CALNE	DAIRY PRODUCTS	
WILTSHIRE TRACKLEMENTS SHERSTON	DAIRY PRODUCTS	
STONEGATE EGGS	EGG PRODUCER	
POSSIBLE NEW PREMISES PAR FOOD		

3.12 Annual Licensing / Export Certification

	No / Type	Resource Necessary
Licensed Premises	15 Butchers	0.10 FTE
Export Certification	5	

4. RESOURCES

4.1 Financial Allocations

- The table below sets out the overall level of annual expenditure in providing the Food Enforcement Service. The figures are based on the staffing allocation levels set out in paragraph 4.2 below. Travel and other indirect staff-related costs are calculated pro-rata from Environmental Health main budget based on 20 officers. Other non-fixed costs are actual budget figures. Re-charges and fixed costs are not included.

Direct Staffing Cost	F T/E	Annual Gross Cost (incl NI, Superann)	Cost to Food Law Enforcement
Manager Team Leader	0.20	46,618	11,652
PEHO	0.6	38,498	38,498
EHO	1.6	28,138	31,173
Technical Officer	1.0	31,173	31,173
Administration Officer	1.0	19,323	19,323
			131,819
Lease cars / Car Allowance			10,050
Subsistence	3.25 x 50		162
			10,212
Other Costs			
Reference Information			1,000
Sampling Purchases			300
Food Equipment/calibration			700
Professional Fees			268
Training	80 hrs @ £12.80 / hr		1,000
Basic Food Hygiene Course Materials			0
			3,268
Indirect costs			£52,294
Income			
Butchers Shop Licences			(1,200)
Basic Food Hygiene Courses			(5,000)
			(6,200)
Total Cost of Services			£191,393

2.5% pay award+ inflation for 2005/6 likely to be **£194,688**

4.2 Staffing Allocation

- An assessment of activity during 2004 was carried out and concluded that the full-time equivalents of .25 EHTeam leader .5 PEHO, 1.6 EHO, 1 Technical Officer and 1 Administrative Officer were devoted to food enforcement. Any shortfall will be overcome by reducing the number of Officer inspections at low risk Health and Safety premises.
- All field officers providing the food service are either qualified Environmental Health Officers or have completed the Environmental Health Officers

Registration Board (EHORB) Certificate in Food Premises Inspections. Direction of Policy with regard to food enforcement is carried out by EH Team Leader with day to day assistance provided by designated PEHO both of whom have a minimum of 30 years experience. Additional management time for PEHO has been included 2005/6 Plan.

4.3 Staff Development Plan

- All staff engaged in food enforcement will be provided with on going training sufficient to ensure that their competency is maintained at a level commensurate with their specific duties. Training methods to be utilised will include internal Technical Update meetings and other in-house training, use of County Food Group training initiatives and external suppliers of training, as appropriate. Adequate time and resources will be provided to each member of staff engaged in food law enforcement to enable them to maintain their competency. Individual training needs will be assessed at least twice each year and training provided as appropriate. A minimum of 40 hours professional training will be provided, in total, to officers providing the food service. Additional training if required will be provided to new EHO postholder

- Equipment

Officers will be provided with protective clothing and equipment (suitably calibrated where appropriate) in accordance with the Food Safety Act Code of Practice No. 9.

4.4 Quality Assessment

- The EH team leader and the Principal Environmental Health Officer responsible for Food Safety Law enforcement will continuously monitor the quality of the service provided by individual staff members and by the service as a whole.(.10FTE)
- Monitoring will be carried out by: -

Accompanying officers carrying out food safety enforcement to ensure that Council policies and procedures are consistently followed and COP's are complied with.

Monitoring actions taken by staff in relation to food safety enforcement to ensure consistent application of policies and procedures.

Ensuring that surveys of service users are carried out and monitoring the results of those surveys.

Providing prompt and appropriate responses to complaints about the quality of the food safety enforcement service.

Ensuring that the standards required of IIP, Citizens Charter, County Peer Review and any other quality standard to which the food safety enforcement service subscribes are maintained.

4.5 Review Against Service Plan

- Each year the Environmental Health Team Leader in conjunction with Principal Environmental Health Officer responsible for food safety law enforcement will produce a report to the Strategic Manager and Scrutiny Committee. That report will describe the extent to which each of the performance targets set out in this Service Plan have been met. The report will highlight variances between performances and plan and give explanations for those variances. An assessment will be included within the report of how well the overall objectives of the service plan have been met.

4.6 Areas of Improvement

- Annual operational elements of the service plan will be subject of amendment by the Environmental Health Team Leader. Areas where there is a need for improvement in the food law enforcement service will be identified and form part of the service plan for the following year. Changes in food service policy shall be reported to the Executive Committee and Council for approval. Any changes in the resources required to implement the Service Plan will be identified within the report to the Scrutiny Committee.
- Areas of the service requiring attention during the year 2005/6.
 - Continuous review of Environmental Health working arrangements in relation to food service delivery. In particular having regard to the revised Code of practice
 - Continue to carry out a review and assessment of food documentation and procedures.
 - Continue to develop the use of “e” commerce and Internet use by food businesses. Subject to corporate action.
 - Continue to develop the web site.
 - Consult service users on service delivery, seeking opinions and needs of customers to shape future service delivery.
 - Review customer survey responses at team meetings and act on feed back.
 - Wiltshire inter- authority audits Nov 2004. Act on recommendations of the Inter-Authority audit and implement during 2005/6.
 - Review working arrangements of HPA
 - Assess impact of COP changes on inspection programme.
 - Integrate new member of staff into the EH team.
 - Specifically look at imported food, traceability and HACCP at the time of inspection.

- Work towards achieving charter mark 2005/6.
- Increase in training of food officers to meet demands of new legislation expected Jan 2006. With particular emphasis on traceability, and imported foods and EU regulations 882,883,884/2004.