

REPORT

Report Subject : Food Safety Enforcement Plan

Report to : The Cabinet

Date : Wednesday 07 June 2006

Author : Joanne McClay

Cabinet Member for Environment and Transport : Councillor Dennis Brown

1. Purpose:

The purpose of this report is to establish a formal food safety enforcement service plan as required by the Food Standards Agency (FSA). The service plan is important in ensuring that national priorities and standards are addressed and delivered locally. The Cabinet is asked to approve the Food Safety Service Plan for 2006/07 and give their support to the review of the Environmental Services Unit.

2. Background:

The White Paper "The Food Standards Agency – A Force for Change" identified the FSA as having a key role in overseeing local authority enforcement activities. The Agency is proactive in setting and monitoring standards and can audit the local authority against the service plan.

The food service plan (**Appendix 1**) is structured in accordance with the FSA service planning guidance and must be submitted to elected members for approval. The plan examines key delivery issues, sets objectives for the future, identifies issues that cross service boundaries and provides a means of managing performance.

3. Food Safety Service Plan 2006/07:

The food service plan details the services provided to businesses and residents within the district. This involves protection of public health through inspecting food businesses, investigating food complaints, carrying out food sampling, the provision of food hygiene training and promoting educational activities based on food safety.

The food work plan for 2005/06 (**Appendix 2**) was devised to ensure compliance with the food safety service plan. In the past 12 months the food team has achieved the following;

- Inspected over 500 food businesses
- Achieved 130,000 of funding in conjunction with the other Wiltshire Authorities to provide food hygiene training to local businesses
- Investigated 132 food and premises complaints
- Educated over 300 school children on the importance of food hygiene in the home



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Waste and Recycling Services



4. Review of the service:

Although there has been a good level of achievement in food enforcement work, performance has reduced slightly in recent years. This is due to the resource implications of enforcing new food legislation introduced in January 2006 and vacant posts in the food team.

Review of the current establishment and recruitment to vacant posts has been delayed following retirement of the Service Unit Head. However, the environmental services unit is to be reviewed during the next 6 months and significant findings and recommendations will be reported back to Cabinet.

5. Future food safety work:

The work plan for 2006/07 (**Appendix 3**) details objectives and actions for food safety enforcement staff during the following 12 months. The key priority involves training and supporting food businesses in developing a food safety management system to comply with the legislation. Officers have already identified over 80 public houses to receive free food hygiene training and will be rolling this support out to other sectors in the future. Progress with the work plan will be monitored and reported on in 2007.

6. Recommendations:

It is recommended that members approve the Food Safety Service Plan for 2006/07 and give their support to the review of the Environmental Services Unit.

7. Implications:

7.1	Financial	:	All planned activities in the plan can be carried out within existing budgets.
7.2	Legal	:	None
7.3	Human Rights	:	None
7.4	Personnel	:	None
7.5	Community Safety	:	None
7.6	Environmental	:	As explained in the report.
7.7	Core Values	:	
7.8	Wards effected	:	All

**Food Service Plan 2006/07
Environmental Services**

June 2006

**Safety/hygiene
Training
Investigation
Sampling**

1.0 Service Aims and Objectives

1.1 Aims and objectives

It is the policy of this authority to ensure that food produced, prepared or sold within the district is safe and without risks to health.

This will be achieved by:

- Enforcement of statutory controls
- Development of services and initiatives to influence and improve food hygiene across the district
- Monitoring of food, premises and personnel in a structured manner which indicates the condition of food standards across the district
- Continuous improvement of services within a policy framework influenced by national and local priorities.

The council subscribes to the Home Authority Principle.

The council has adopted the Enforcement Concordat.

1.2 Links to corporate objectives and plans

The Food Safety Service Plan is one of the service plans which underpin the work of the department. This service plan meets the criteria for the indicator in the Best Value Performance Plan (BVPP).

1.3 External audits

An inter-authority audit of the food service was carried out in January 2005. The findings were positive and an action plan has been drafted with service improvements.

The food safety service was benchmarked in accordance with Best Value Indicator 166 against other similar Local Authorities in December 2005. The results indicated that Salisbury's performance was comparable with other similar local authorities.

2.0 Background

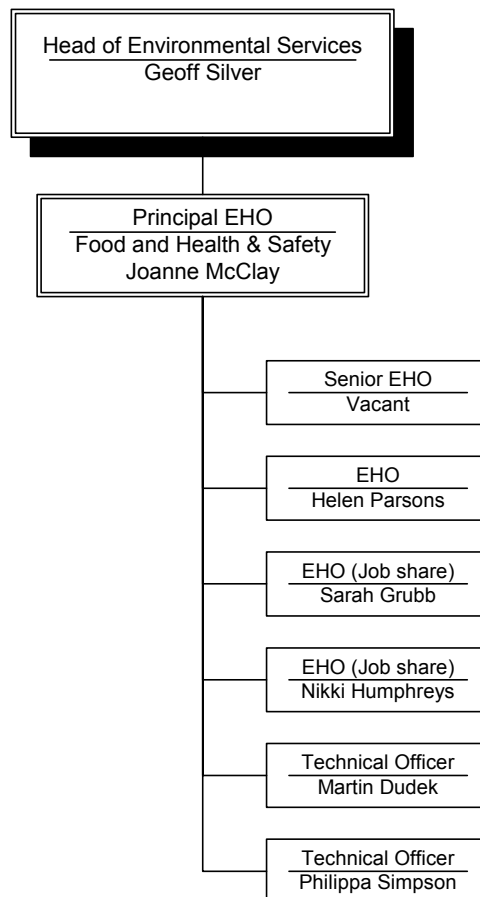
2.1 Profile of the Local Authority

Salisbury District Council is located in South Wiltshire and has a population of 116,100. Approximately 4 million visitors are attracted to the area each year. The importance of tourism places a greater responsibility on the council and food providers to ensure that high standards of food hygiene are achieved and maintained.

The majority of food premises are located in the centres of high population in Salisbury, Amesbury, Wilton, Mere and Tisbury. However, the size of the district (400 square miles) and the distance of outlying areas from Salisbury town centre (maximum of 30 miles) are significant factors when organising the food safety service.

2.2 Organisational structure

The Cabinet through the Portfolio Holder for the Environment and Transport is responsible for overseeing the food service.



Food Service Plan 2006/07

Acting Head of Service

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Lead Officer for Food Safety

Joanne McClay

Consultant for Communicable Disease Control

Dr Mark Evans, Health Protection Agency, Southgate House, Devises.

Microbiology Services

Wessex Environmental Microbiology Services, Level B, South Block (Mailpoint 205),
Southampton General Hospital, Southampton, SO16 6YD.
Tel: 023 8077 7142

Public Analyst

Hampshire Scientific Services, Hyde Park Road, Southsea, Hants.
Tel: 023 9282 9501

2.3 Scope of the food service

The Environmental Health Department provides the following food safety services;

- Food safety/hygiene inspections
- Food complaint investigations
- Food poisoning investigations
- Microbiological food sampling
- Provision of food hygiene training in conjunction with Salisbury College
- Promotional and educational activities and initiatives based around food safety and hygiene

The food safety service is integrated within the environmental health section and food businesses are also provided with health and safety, entertainment licensing and pollution advice.

2.4 Demands on the food service

Profile of food premises for the year beginning on 1 April 2005

Risk Category	A	B	C	D	E	F	U⁽¹⁾	TOTAL
No of premises	12	202	510	280	133	19	118	1274

Food Category⁽²⁾	A	B	C	D	E	F	G	H	I	J	TOTAL
Number of premises	3	0	19	0	0	27	303	911	2	9	1274

Food Service Plan 2006/07

Notes:

(1) Businesses outside the scope of the programme

(2) Food Category:

A	Primary producer	B	Slaughter house	C	Manufacturer
D	Packer	E	Importer/exporter	F	Distributor
G	Retailer	H	Caterer	I	Material supplier
J	Manufacturing retailer				

There are 1274 local food businesses mainly in the catering and retail sector.

Other information about the service:

- There are 8 EC registered premises. These consist of small and medium scale specialist cheese and fish manufacturers, a large manufacturer of burgers, minced meat and other meat preparations and a ready meal manufacturer.
- There is an unlicensed farm turkey slaughterhouse, a bison farm and a cutting plant.
- The importance of tourism means there are a significant number of bed and breakfast premises.
- Salisbury has the largest inland importer in the UK. Vitacress imports over ½ million kilograms of organic products each year.
- A large proportion of the city's restaurants and takeaways are owned by ethnic minorities.
- In January 2006 there were considerable changes to food legislation that has had an impact on inspection techniques, production of new in house procedures and officer training.

During the 2005/06 financial year the service has dealt with;

- 688 inspections
- 149 requests for service
- 454 imported food certificates etc.

The food team can be contacted at

Customer Services Opening Times Monday to Friday 9.00am- 5 pm Contact Details Council House, Bourne Hill, Salisbury SP1 3UZ Tel: 01722 434319/320 24hr Emergency Number 01722 411676 Enquiries can also be made via our email address or on the web site enhmail@salisbury.gov.uk www.salisbury.gov.uk

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The council is able to respond to major emergencies outside normal operating hours through our control centre, which operates 24 hours/ 7 day per week.

2.5 Enforcement policy

The Food Safety Enforcement Policy was formulated in accordance with the Enforcement Concordat and was approved by Cabinet in March 2002.

The policy details the process adopted to manage enforcement and the action available to the department. Each case for enforcement action is unique and will be considered on its merits. The action taken will be proportionate to the risk involved and the seriousness of the circumstances.

Food Service Plan 2006/07

3.0 Service delivery

This section of the plan provides a base line assessment for the service. It details each aspect of the food safety service, defines the scope of service provision and estimates staff requirement based on past and expected future demand.

3.1 Food Premises Inspections

The aim of the food service is to inspect all those food premises registered on the council database at a frequency in accordance with the Food Law Code of Practice (England) 2006. After each inspection a food premises is risk rated in accordance with the code. The frequency of inspection is then determined as follows:

	Draft Food Law Code of Practice (England) 2006
A	at least every 6 months.
B	at least every 12 months.
C	at least every 18 months
D	at least every 2 years.
E	Alternative enforcement strategy, contact made at least every 3 years.
F	

Inspection profile for the year beginning 1 April 2005.

	A	B	C	D	E	F	U	TOTAL
Premises targeted for inspection	14	110	312	95	26	2	0	559
No of inspections	13	107	308	90	21	2	0	541

The average time taken for each inspection is 5 hours (including report).

Resources 2.0 full time officers

3.2 Approved Premises

Inspections of specialist food businesses approved under regulation (EC) 853/2004 are carried out by an EHO in conjunction with another member of the food team. The eight approved premises have at least one comprehensive primary inspection each year and a minimum of two secondary inspections that include revisits, sampling visits or investigation of complaints. The estimated average time for each joint inspection is 6 hours (including report).



Resources 0.07 of a full time officer

3.3 Revisits

Revisits to food premises are carried out as necessary to ensure compliance with formal and informal notices issued as a result of an inspection. A total of 83 revisits were carried out during 2005/06. The estimated average time for each revisit is 1.5 hours.

Resources 0.1 of a full time officer

Food Service Plan 2006/07

3.4 Food complaints

It is the Departments policy to investigate all food complaints concerning food and drink that is produced, stored, distributed, handles or consumed within Salisbury to ensure it is without undue risk and is correctly labelled and meets quality standards. Food complaints are investigated in accordance with LACORS guidance.



Complaints are received about individual foodstuffs and hygiene of food premises or personnel. There have been 108 food complaints received in 2005/2006, 84 concerning foodstuffs and 24 concerning food premises. The estimated average time for each food complaint is 3 hours, and the estimated time for each premises complaint is 1.5 hours. Service standards are set for response times to complaints and performance against these targets is monitored. In general, complaints will be responded to within 5 working days, however the more urgent the matter, the speedier the response.

Resources 0.15 of a full time officer

3.5 Home authority principle

This authority endorses the principles laid down in the in the LACORS Home Authority Principle and will act as the Home Authority for local businesses as appropriate. This involves dealing with enquiries from other authorities and offering support and advice to the company on policies that are applied across local authority boundaries. Where enforcement action impacts on a businesses national policy the Home Authority will be consulted.

Resources 0.01 of a full time officer

3.6 Advice to business

This Authority has always provided appropriate and competent advice through a variety of means to local businesses and residents within available resource constraints. The advice is now also being made available on the council website.

Food safety advice is routinely given as part of the inspection and is complemented by the use of mail shots and other promotional activities.

Food Service Plan 2006/07

Advisory visits are made if requested, particularly to food business operators that are setting up new premises. In 2005/2006 78 new food premise registrations were received.

Resources 0.12 of a full time officer

3.7 Food inspection and sampling

Microbiological food sampling is carried out to meet five main objectives:

- To ascertain the current state of the food safety in the district as part of a structured sampling program
- To improve the effectiveness of food hygiene inspections
- To investigate suspect cases of food poisoning where a link with a local business or food is suspected.
- To investigate complaints about food
- To ensure approved premises comply with legislation

The formal sampling plan is linked to the LACORS sampling program and local sampling initiatives coordinated by the Wiltshire sampling group.

Sampling is carried out on a weekly basis and it is estimated that the preparation, collection, completion of paperwork and dealing with problems identified from the sampling results takes about 6.5 hours. There were 162 samples taken in 2005/2006.



Resources 0.2 of a full time officer

3.8 Control and investigation of outbreaks and food related infectious disease

A close working relationship is maintained with the Consultant in Communicable Disease Control (CCDC) at the Health Protection Agency for Wiltshire and the Health Protection Agency at Southampton General Hospital, with regard to the investigation and control of infectious diseases.

The Health Protection Agency notifies the authority of any confirmed cases of illness caused by food poisoning bacteria, viral gastro-enteritis and other infectious diseases. General Practitioners also notify the authority within the district of suspected cases of food poisoning.

These cases are investigated to determine, where possible, the source of the infection and whether the case was part of a wider outbreak. Measures are taken where necessary to prevent the spread or re-occurrence of illness.

There were 144 notified individual cases of infectious disease investigated in 2005/2006 (including 75 campylobacter). Each case (except campylobacter) will take an estimated 2 hours to investigate. Outbreaks of food poisoning, particularly viral in origin, are becoming more common and can place considerable demands on officer time. During 2005/2006 5 outbreaks were investigated, each investigation takes approximately a week and a half.

Resources 0.2 of a full time officer

Food Service Plan 2006/07

3.9 Food safety incidents

The Food Standards Agency notifies this authority of any food safety incidents. Food alerts are received via a dedicated e-mail in box, which is checked twice a day by the Principal EHO. The action taken is determined by guidance given by the Food Standards Agency.

The number of incidents requiring formal investigation at a local level is relatively small. However in 2005 a national incident involving chilli powder contaminated with red sudan dyes was found in a large number of food products. The food team worked with other Wiltshire environmental health and trading standards departments to provide a mail shot to caterers in the district and extensive media coverage. There have been 66 other food safety incidents in 2005/2006.



Resources 0.01 of a full time officer

3.10 Liaison with other organisations

This authority is represented on the following groups:

- Wiltshire Food Technical Liaison Group
- Wiltshire Health Education Group
- WEMS Laboratory User Group
- CCDC Liaison Group

The groups act as a forum for discussion to ensure consistency of advice and enforcement. They enable resources to be pooled and act as a facilitator for benchmarking activities. The food group provides cost effective standardization and training exercises for food officers in Wiltshire and the opportunity to bid for central government funding.

The department has strong links with building control and the planning department. It also liaises regularly with the CSCI who license and register residential care homes.

Resources 0.05 of a full time officer

3.11 Food safety promotion and education

There is a comprehensive program of promotional activities, which takes into account local initiative and national campaigns. The authority supports the National Food Safety Week through the distribution of leaflets at unmanned displays at local council offices and local supermarkets. Topical issues such as 'cook your turkey safely' and "barbeque safety" are promoted throughout the year.

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Each year in June, officers take part in a Junior Good Citizen Event that is organised by Salisbury Police Force. The event is attended by school children in Salisbury and aims to educate children on food safety and health and safety issues. The event is always well attended and has received positive feedback from the children and teaching staff.



Food hygiene training is provided in conjunction with Salisbury College who run approximately 10 foundation level food hygiene courses each year. Environmental health staff contributes by delivering the law module.

This year Wiltshire Authorities were successful in achieving grant funding from the Food Standards Agency to help food businesses comply with new food legislation requirements. A series of seminars will be organized to support the implementation of a Safe Food Better Business (SFBB) pack. Although funding was provided for the seminars, additional staff support will be required to ensure the program is delivered on time and to an acceptable standard.



Food Service Plan 2006/07

IMPORTANT!
NEW FOOD LAW WILL AFFECT YOU SOON.

FOOD SAFETY

Food hygiene legislation is changing – new requirements are coming into force on 1 January 2006 that will affect your business. In particular you need to know about one major new requirement detailed in this advice sheet.

New food hygiene requirement

The good news is that the new regulations only bring together and extend the requirements of current UK food hygiene laws.

If you run a food business, the key requirement will be for you to have a documented food safety management system. This means you will need to say what you do to make food that is safe to eat and have this written down. The amount of documentation you require is related to the type of food you prepare/handle and the risks presented by your business.

Don't panic, help is available.

The Food Standards Agency has developed "Safer Food Better Business" (SFBB) to assist you in complying with the new requirements.

Safer Food Better Business is a simple fact sheet system that tells you how to ensure that major potential hazards involving cooking, cleaning, chilling and cross-contamination can be controlled. A simple diary is also provided for appropriate record keeping.


Cross-contamination


Cleaning


Chilling


Cooking


Management

The information pack is free of charge, although it will take you time to complete and implement the system. The pack can be downloaded from the website at www.food.gov.uk/foodindustry/hygiene/sfbb



'Advice for YOU'

FOOD SAFETY

Free training sessions


Salisbury District Council has received grant funding from the Food Standards Agency to help businesses adopt SFBB. Seminars and coaching sessions will be run to provide you with sufficient knowledge and information to successfully implement and maintain the pack.


This is your opportunity to receive free training to ensure you comply with the new requirements. Please contact us if you would like to receive training on Safer Food Better Business that will take place in 2006.


Is there a deadline to make the changes?

Although the new regulations come into force on the 1 January 2006, sufficient time will be allowed for all businesses to comply.

SFBB is not the only option for complying with the new requirement. A similar system called "Cook Safe" is also available on the Food Standards Agency website or you may decide to develop your own Hazard Analysis and Critical Control Points (HACCP) system.







If you already have a documented food safety system in place, you will not have to change to SFBB. However, you need to ensure your system complies with the new requirements. Further advice can be obtained from the Environmental Services Unit.

What happens if I do not comply?

If you choose not to use SFBB and do not implement a suitable alternative system, the council may take legal action in line with its enforcement policy. However, in view of the extensive free training available we hope that this will not be necessary.

Need to talk to us?

If you have any further questions on the new legislation, please contact a member of our team on: 01722 434 319/320.

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Boume Hill, Salisbury
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It is estimated that one officer spends half a day each week on health education and promotion.

Resources 0.15 of a full time officer

3.12 Overall estimated staff requirement

Service	FTE
Food premises inspections	2
Approved premises	0.07
Revisits	0.1
Food complaints	0.15
Home authority principle	0.01
Advice to business	0.12
Food inspection and sampling	0.2
Control and investigation of outbreak and food related infectious disease	0.2
Food safety incidents	0.01
Liaison with other organisations	0.05
Food safety promotion and education	0.15
Total	3.06

Food Service Plan 2006/07

4.0 Resources

4.1 Financial resources

The following table details the financial resources for the Food, Health and Safety team.

Cost centre	2005/2006
Staffing	141,970
Equipment and services	3,550
Inspections	7,000
Consultants and Analysts	5,200
Total	157,720

4.2 Staffing allocation

The Environmental Services Unit provides a comprehensive service covering all aspects of environmental health. In the past all officers carried out food hygiene inspections as well as working on health and safety, environmental protection, public health and housing.

This has caused difficulty in recent years with the wide breath of knowledge required to undertake complex inspections and investigations. In January the department moved into specialist teams, one dealing with food and health and safety issues and the other dealing with pollution and housing. This will provide a more efficient service allowing officers to increase their specialist knowledge.

The Food and Health and Safety Team are responsible for implementing the food safety service plan. There are three Environmental Health Officers (two of which work job share). All hold a Certificate of Registration from the Environmental Health Officers Registration Board and other appropriate qualifications. One Technical Officers is qualified to a Higher Certificate level and the other has recently achieved this qualification.

Staff	FTE
Environmental Health Officer	2
Technical Officer (Higher Level)	1
Technical Officer (Ordinary Level)	1
Consultants	0.4
Total	4.4

The chart excludes administrative support.

4.3 Staff development plan

Training of authorised officers is in accordance with individual personal development plans agreed as part of the Investors in People Initiative (IIP). Each year discussions are held with all staff, and in the light of the service plan and its objectives, action plans are drawn up for each member of staff.

At least 10 hours of relevant certified Continuous Professional Development (CPD) training must be recorded by all food enforcement staff as required Food Safety Code of Practice.

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Monthly team meetings up-date staff on new policies and procedures. In-house technical briefings provide training on new legislative developments and enable staff to share information on seminars attended with other team members. Food safety training and standardisation exercises are also provided through the Wiltshire Food Group.

5.0 Quality assessment

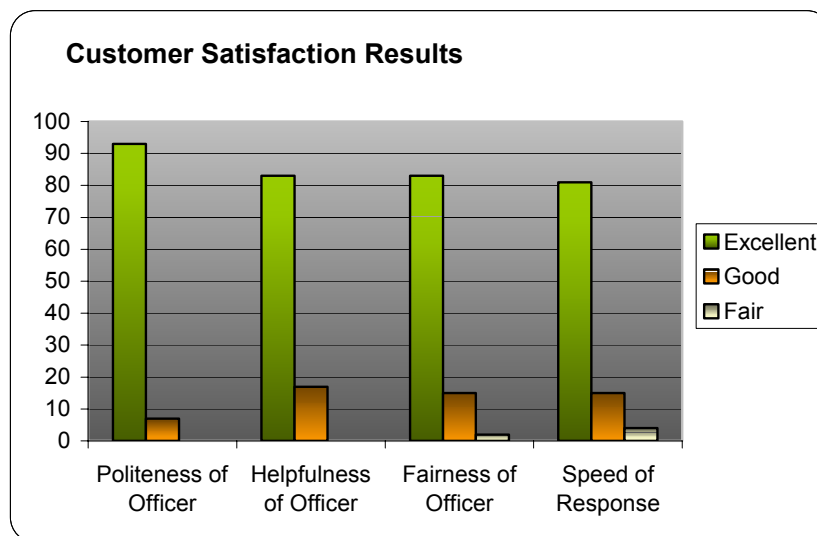
5.1 Quality assessments and initiatives

The quality and consistency of work is currently regulated by:

- A staged and mentored approach to the authorization of staff
- The routine monitoring of reports, correspondence and notices.
- Accompanied inspections
- Regular team briefings
- Use of standard phrases in reports of inspection
- Feedback from customers – formal and informal

An inter-authority audit was carried out in January 2005. The results of the audit were generally positive and an action plan was drawn up to deal with the recommendations of the audit. A bench marking exercise was also carried out in December 2005 in which the food safety services provided by Salisbury District Council were compared to other similar rural Local Authorities.

A customer satisfaction card is now sent out to every business following an inspection. The survey monitors the standard of service provided and gives feedback on the attitude of the inspector. The initial results have been very good and are as follows:



The chart shows that over 80% of our customers stated that the politeness, helpfulness and fairness of the officer was excellent. No customers found our service to be poor.

Comments received on the satisfaction survey include;

- Excellent, helpful and understanding
- Very helpful and informed officers who seemed interested, and “on the ball”
- Very efficient.
- As always, the visit was conducted in a very professional manner
- The inspector was very helpful and put staff at ease, thank you!

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Staff development procedures are externally accredited to the IIP standard. The council also operates a well-publicised corporate complaints procedure prior to any referral to the ombudsman.

6.0 Review

6.1 Review against the service plan

The service plan pulls together significant information about food safety activities. The food work plan for 2005/6 demonstrates that the majority of actions were completed within the specified timescales. Any outstanding areas of work have been included on the work plan for 2006/07.

The Principal Environmental Health Officer reviews performance indicators and service objectives on a monthly basis. Performance indicators were updated in January and results reported to Cabinet in April in accordance with BVPI 166.

6.2 Variation from the Service Plan

There has been a good level of achievement in food enforcement work however this has recently been to the detriment of other services. Local performance indicators show that the level of service has reduced slightly in recent years as demonstrated below.

	2003/04	2004/05	2005/06
Food premises - % inspected	96%	85%	88%
Food complaints investigated	154	162	132
Food samples taken	210	196	157
Number of food poisoning notifications investigated	60	50	133

The introduction of new food safety legislation in January 2006 has had a significant impact on the team. The requirement for all businesses to have a documented food safety management system has required the dissemination of information and training to support food businesses in achieving compliance with the legislation.

The overall estimated staff requirement for food safety is 3.06 full time equivalents and at present the section has 4 full time officers carrying out food and health and safety work. An audit by the Health and Safety Executive in March 2005 identified a minimum for 2 full time officers to carry out health and safety functions. This indicates that the section should have a minimum of 5 full time officers and is therefore short by 1 full time officer.

In addition, the food team has not had a full establishment of staff in the past year. Recent staff absence at a managerial level has resulted in an Environmental Health Officer acting in a senior capacity and one team member has been on maternity leave. One of the Technical Officers did not fully qualify until February 2006 and could only carry out a proportion of the food safety work. This has created pressures on the team to maintain the high standard of service and meet response times. Subsequently a consultant has been employed on a part time basis to assist in meeting food safety service targets.

6.3 Areas for Improvement

The team has worked extremely hard in the past 12 months to maintain the food safety service during a period with several staff vacancies.

Food Service Plan 2006/07

In January the department moved into specialist teams, one dealing with food and health and safety issues and the other dealing with pollution and housing. This has provided a more efficient service allowing officers to increase their specialist knowledge.

However, further review of the unit is required at a managerial, specialist and administration level to ensure that the establishment meets the service requirement and that all vacant posts are filled.

This review will take place within the following 6-12 months and any significant findings and recommendations will be reported back to Cabinet.

Issued by Salisbury District Council
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Document Location - Z:\ENH Common Area\COPY LETTERS ESU\Current Year\00-Drafts-Grubb\Food Service Plan\FoodServicePlan.doc

Work Plan for Food Safety 2005/06

Goals	Objectives	Action	Target	Suggested Timescale	Officer	Completed
1	Inspection Programme Ensure compliance with statutory provisions/conditions.	<ul style="list-style-type: none"> ➤ Inspect all businesses at intervals prescribed by the Code of Practice. ➤ Monitor customer satisfaction with response to satisfaction surveys 	<ul style="list-style-type: none"> ➤ To achieve 90% of the inspection target ➤ To achieve 90% good responses 	March 2006 Monitoring during one quarter	All	86% Yes
2	Ensure consistency during food safety inspections	<ul style="list-style-type: none"> ➤ Annual open meeting organised by the Wiltshire Food group ➤ Annual joint inspections with officers 	<ul style="list-style-type: none"> ➤ To demonstrate consistency of enforcing officers 	March 2006	All	Yes
3	Service Requests To respond promptly and effectively to customer service requests, food poisoning and infectious disease notifications	<ul style="list-style-type: none"> ➤ To achieve the Departments response time for service requests ➤ Monitor customer satisfaction with response to survey 	<ul style="list-style-type: none"> ➤ 90% of service requests responded to within the stated response time ➤ To achieve 90% good responses 	Quarterly monitoring Quarterly monitoring	All	Yes

4	Partnership/Liaison To maintain contact and work in partnership with other statutory bodies within the food safety field.	Membership of: <ul style="list-style-type: none"> ➤ Wiltshire Food Safety Liaison Group ➤ Wiltshire Health Protection Agency ➤ National Care Standards Commission ➤ WEMs 	<ul style="list-style-type: none"> ➤ Attend meetings and participate in joint working. 	On going	JM	Yes
5	To integrate infectious procedures within the HPA region	<ul style="list-style-type: none"> ➤ To build sound working relationships with the HPA ➤ To improve consistency within Wiltshire 	<ul style="list-style-type: none"> ➤ To review memorandum of understanding with HPA ➤ To review infectious disease procedures, plans and protocols. 	March 2006	JM	Majority completed
6	To create and implement a sampling programme	<ul style="list-style-type: none"> ➤ Design and implement a food sampling programme in accordance with national and local initiatives ➤ Review the water sampling programme 	<ul style="list-style-type: none"> ➤ To have a structure programme of food sampling which can be implemented by officers ➤ Publicise the new charging arrangement and alter the sampling programme. 	April 2005 May 2005	JM/ MD/ PS/ CP/ CW JM/ CP	Yes

7	Take part in Junior Good Citizen	<ul style="list-style-type: none"> ➤ To raise awareness of food safety hazards and promote good practice ➤ Media coverage of the project 	<ul style="list-style-type: none"> ➤ To promote food safety awareness in school children 	June 2005	All	Yes
8	To promote HACCP in small businesses	<ul style="list-style-type: none"> ➤ Design and use a new food hygiene summary sheet 	<ul style="list-style-type: none"> ➤ Trained officers identify shortfalls in caterers HACCP 	June 2005	JM/ PS/ HP/ SG/	Yes
		<ul style="list-style-type: none"> ➤ Provide training on HACCP and Safe Food Better Business 	<ul style="list-style-type: none"> ➤ Information and advice on HACCP provided to caterers 	June 2005	JM	Yes
		<ul style="list-style-type: none"> ➤ Monitor hygiene sheets and inspection reports 	<ul style="list-style-type: none"> ➤ Notices served when reg 4(3) continually contravened 	June 2005 onwards	JM	Yes
9	Health promotion of food safety topics	<ul style="list-style-type: none"> ➤ To promote food safety through media coverage using seasonal themes eg. BBQ safety, safely cooking a Christmas turkey. 	<ul style="list-style-type: none"> ➤ Raise food safety awareness of the public 	On going	JM/ HP lead	Yes
10	FSA grant funding	<ul style="list-style-type: none"> ➤ To apply for FSA grant funding when available. Recent opportunities include: 	<ul style="list-style-type: none"> ➤ To obtain additional funding to assist in complying with 	On going	JM	Successful with SFBB grant

		<ul style="list-style-type: none"> ➤ Hand washing health promotion campaign ➤ Implementation of food safety management systems in caterers 	legislative requirements		HP lead PS lead	
11	To implement the new food hygiene regulations and Code of Practice	<ul style="list-style-type: none"> ➤ To attending a training course on the new requirements ➤ To cascade the training to all officers carrying out a food hygiene role 	<ul style="list-style-type: none"> ➤ To amend all procedures and documents in accordance with the new requirements 	March 2006	JM	Training provided. Some procedures amended
12	To action the points raised in the food safety audit	<ul style="list-style-type: none"> ➤ To implement any shortcomings identified in the inter authority audit. 	<ul style="list-style-type: none"> ➤ To implement the action plan 	March 2006	All	Yes
13	Review Policies and procedures	<ul style="list-style-type: none"> ➤ Up date the procedures in line with working practices and new legislation 	<ul style="list-style-type: none"> ➤ Updated policies and procedures which are easy to use. 	March 2006	All	Some procedures updated
14	To participate in the national survey on campylobacter and salmonella	<ul style="list-style-type: none"> ➤ To investigate all campylobacter notifications by letter, fact sheet and questionnaire ➤ To forward questionnaires to Collingdale 	<ul style="list-style-type: none"> ➤ Investigate 100% of campylobacters ➤ Forward questionnaires to 	September 2005 October 2005	JM/ PS/ JS JS	Yes

		<ul style="list-style-type: none"> ➤ To investigate all salmonellas by national questionnaire 	<p>Collingdale</p> <ul style="list-style-type: none"> ➤ Investigate 100% of salmonella notifications 	September 2005	All officers	
15	Distribute information on the new traceability requirements	<ul style="list-style-type: none"> ➤ Design an information sheet within Wiltshire on traceability 	<ul style="list-style-type: none"> ➤ Provide information to local businesses on traceability 	September 2005	JM/ All	Yes
16	Ensure that meat sold within the City is from approved/licensed premises	<ul style="list-style-type: none"> ➤ Work with Wiltshire Las to design a protocol for investigating meat crime 	<ul style="list-style-type: none"> ➤ Investigate meat crime within Wiltshire 	September 2005	JM/All	No North Wilts to lead.
17	Liaison with Vitacress salad importer	Liaise with Vitacress to standardise imported food certification	<ul style="list-style-type: none"> ➤ Improve imported food certification system 	On going	JM/ JS	Yes

Work Plan for Food Safety 2006/7

Goals	Objectives	Action	Target	Suggested Timescale	Officer
1	Inspection Programme Ensure compliance with statutory provisions/conditions.	<ul style="list-style-type: none"> ➤ Inspect all businesses at intervals prescribed by the Code of Practice. ➤ Monitor customer satisfaction with response to satisfaction surveys 	<ul style="list-style-type: none"> ➤ To achieve 90% of the inspection target ➤ To achieve 90% good responses 	March 2007 Monitoring during one quarter	All
2	Ensure consistency during food safety inspections	<ul style="list-style-type: none"> ➤ Annual open meeting organised by the Wiltshire Food group ➤ Annual joint inspections with officers 	<ul style="list-style-type: none"> ➤ To demonstrate consistency of enforcing officers 	March 2007	All
3	Service Requests To respond promptly and effectively to customer service requests, food poisoning and infectious disease notifications	<ul style="list-style-type: none"> ➤ To achieve the Departments response time for service requests ➤ Monitor customer satisfaction with response to survey 	<ul style="list-style-type: none"> ➤ 90% of service requests responded to within the stated response time ➤ To achieve 90% good responses 	Quarterly monitoring Quarterly monitoring	All
4	Partnership/Liaison To maintain contact and work in partnership with other statutory bodies within the food safety	Membership of: <ul style="list-style-type: none"> ➤ Wiltshire Food Safety Liaison Group ➤ Wiltshire Health 	<ul style="list-style-type: none"> ➤ Attend meetings and participate in joint working. 	On going	JM

	field.	<ul style="list-style-type: none"> ➤ Protection Agency ➤ National Care Standards Commission ➤ WEMs 			
5	To integrate infectious procedures within the HPA region	<ul style="list-style-type: none"> ➤ To build sound working relationships with the HPA ➤ To improve consistency within Wiltshire 	<ul style="list-style-type: none"> ➤ To review the memorandum of understanding with HPA ➤ To review infectious disease procedures, plans and protocols. 	December 2006	JM
6	To create and implement a sampling programme	<ul style="list-style-type: none"> ➤ Design and implement a food sampling programme in accordance with national and local initiatives ➤ To review the water and food sampling programme 	<ul style="list-style-type: none"> ➤ To have a structure programme of food sampling which can be implemented by officers ➤ To change roles and responsibilities for water and food sampling 	<p>April 2006</p> <p>April 2006</p>	<p>JM/ PS/ MD</p> <p>JM</p>
7	Take part in Junior Good Citizen	<ul style="list-style-type: none"> ➤ To raise awareness of food safety hazards and promote good practice ➤ Media coverage of the project 	<ul style="list-style-type: none"> ➤ To promote the importance of hand washing with school children 	June 2006	All, HP to lead

8	To promote HACCP in small businesses	➤ Implement SFBB food safety management system in pubs	➤ Organise training, oversee coaching visits and evaluate implementation	March 2007	JM/ PS/ HP/ SG/ MD
		➤ Introduce SFBB into other catering sectors	➤ Determine method of implementation and sectors to target. Set up programme.	March 2007	JM
		➤ Monitor hygiene sheets and inspection reports	➤ Enforcement action taken when continual breaches	April 2006 onwards	JM and all officers
9	Health promotion of food safety topics	➤ To promote food safety through media coverage using seasonal themes eg. BBQ safety, safely cooking a Christmas turkey.	➤ Raise food safety awareness of the public	On going	JM/ HP lead
10	To implement the new food hygiene regulations and Code of Practice	➤ To cascade relevant training to all officers carrying out a food hygiene role	➤ To amend all procedures and documents in accordance with the new requirements	April 2006 onwards	JM
		➤ To assess approval requirements for dairy, meat and fish product premises.	➤ To reapprove relevant premises	April 2006 onwards	JM/SG/HP

11	To ensure consistency on food safety throughout Wiltshire	➤ To carry out an inter authority audit	➤ To carry out an audit and action any recommendations.	March 2007	JM
12	Review Policies and procedures	➤ To continue to up date the procedures in line with working practices and new legislation	➤ Updated policies and procedures which are easy to use.	March 2007	All
13	To participate in the national survey on campylobacter and salmonella	➤ To investigate all campylobacter and salmonella notifications.	➤ Investigate 100% of campylobacters and salmonellas	On going	JM/ PS/ JS
14	Liaison with Vitacress salad importer	Liaise with Vitacress to standardise imported food certification	➤ Improve imported food certification system	On going	JM/ JS