

WEST WILTSHIRE DISTRICT COUNCIL**FOOD SERVICE PLAN - 2004/2005****1 INTRODUCTION**

This plan shows the performance of the last year and predicts achievements for the year ahead. The plan provides details on how the service is structured. Service plans, as developed, provides the basis on which local authorities will be monitored and audited by the Food Standards Agency (FSA). This document should be read in conjunction with 'Food Law Enforcement - The Standard' (which sets down the standard of provision that Council are expected to provide by the Government).

The White Paper "The Food Standards Agency - A Force for Change" identified the FSA as having a key role overseeing local authority enforcement activities. The Agency will, therefore, be proactive in setting and monitoring standards and auditing local authorities' enforcement activities in order to ensure this activity is effective and undertaken on a more consistent basis. Powers to enable the Agency to monitor and audit local authorities are contained in the Food Standards Act 1999.

Aims and Objectives

The Food Safety Service has the aim of helping to maintain and improve the health of West Wiltshire residents. The service supports the many local food businesses. This is achieved by protecting food both consumed and manufactured in West Wiltshire to ensure it is safe to eat.

The performance of the service is detailed in the Service Specification.

Corporate Links**(a) Corporate Plan**

The plans for the service are detailed in the performance plan published by the Authority.

(b) Performance Indicator

Number of inspections carried out against those targeted for inspection.

(c) 2004/2005 - Service Targets

The targets for 2004/05 are:

- Number of premises inspected - 100% of those 'due'.

(d) Best Value Review Timetable

The service was subject to review during 2003/04, and the review was approved by Council on 12 May 2004 (min 151).

2 BACKGROUND**2.1 Profile of West Wiltshire**

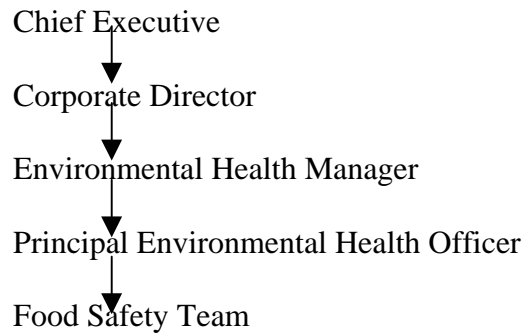
Population - 118,000

Size - 200 square miles

Nature - Mixed suburban and rural with five market towns

2.2 Organisational Structure

(a) Organisational Chart



(b) Management of Food Safety Service

The service is a section of the Environmental Health Department. Food Safety is headed up by a Principal Environmental Health Officer, the Environmental Health Department is lead by the Environmental Health Manager.

(c) Officers

The service is staffed by four full time officers and a part time officer (0.7 FTE) with one Licensing Officer, two part time Administration Officers and a Principal Officer. These officers also deal with Drinking Water Safety and Infectious Disease Control.

(d) Specialist Services

There are no specialist services in-house, although food examiners are appointed from the Bristol PHLS and public analysts from Reading Scientific Services Ltd.

2.3 Scope of Service

(a) Statement

The service is responsible for all food hygiene services but not 'food standards'. It is also responsible for several other activities as listed in (b) below.

(b) Other Services

The service is also responsible for:-

- Health & Safety enforcement but with a separate team of officers.
- Health Improvement - professional advice to the Authority.
- Water Safety in private and public supplies.
- Infectious disease investigation.

2.4 Demands on the Food Service

(a) Total number of food premises

2001	2002	2003/04
1141 (4.01.01)	1089 (30.04.02)	1057

(Note, the reduction in apparent numbers of food premises is mainly due to refinements made in the database)

(b) Approved Premises

<u>Approved Premises</u>	<u>Nature of Businesses</u>	<u>Significance</u>	<u>Planned Visits</u>
Bowyers (3 factories)			
Factory one	<ul style="list-style-type: none">• The largest pork pie supplier in UK.	National	3
Factory two	<ul style="list-style-type: none">• Meat preparations.• Foods including nuts.	National	3
Factory three	<ul style="list-style-type: none">• Scotch Eggs and other fried food.	National	3
Apetito Ltd (2 factories)			
Canal Road site	<ul style="list-style-type: none">• Frozen ready meals to Vulnerable groups (largest in sector).	National	4
Ladydown site	<ul style="list-style-type: none">• Frozen uncooked pies.	National	3
Lyons Seafood	Prawn processor (one of largest in UK).	National	4
Nestles UK	Chilled dairy desserts. (due to close)	National	1
Cereal Partners	Breakfast Cereals	National	2
ULN Ltd	Cheese importers and repackers.	National	2
Westbury Dairies	Butter and dried milk (the largest in UK)	Regional	4
Mckay Food	Frozen raw meat products. Frozen cooked meals.	Regional	4
Delicious Ideas	Frozen – Polish meat parcels.	Regional	4
Loves of Melksham	Sandwich producer.	Regional	4
Pococks Poultry	Poultry Wholesaler.	Regional	4
West Country Fine Foods	Delicatessen Wholesaler.	Regional	2
Center Parcs	Holiday Village.	Regional	4
Nutricia	Administrative Offices of Baby Food Manufacturer	Regional	4
Wiltshire Smokehouse	Smoked meats and fish	Regional	4
Suzette Pancakes	Batter mixes	Local	2
Real Meat Company	Frozen Ready Meals	Local	2
Miniscoff	Frozen Ready Meals	National	4

(c) Service Delivery Points

All services are delivered from Council Offices, Bradley Road, Trowbridge.

(d) External factors

Some of the factors that influence the delivery of the service include:-

- There are five market towns in the district each replicating many services.
- Food manufacture is the major employment category in the district with many significant food factories.
- There are major leisure facilities at Center Parcs and Longleat House.
- One town is a military garrison town, with a transient population of several thousands.

2.5 Enforcement Policy

- The Authority has signed up to the Enforcement Concordat.
- It also has a numerical based policy for evaluating the appropriateness of enforcement actions.

3 FOOD PREMISES - STATISTICS

3.1 Statement

The Authority has a policy of endeavouring to inspect all premises due for inspection in any year.

(a) Premises Profile

	A	B	C	D	E	F	U	Total	Resource Necessary
N° of Premises									
1/4/04	21	94	466	126	262	69	19	1057	
Planned for Inspection									
04/05	22 + 22 but twice a year)	94	293	68	94	15	9	596	
Revisits to be carried out	100%	100%	100%	100%	-	-	-	-	

***(plus outstanding)**

(b) Priorities for 2004/05

The priority will be the reduction of scores at each premises visited, and the maintenance of visits to manufacturers.

(c) Levels of Expertise

- The team members have wide experience, including considerable past employment in the food industry. Members have attended training at both 'Leatherhead' and 'Campden' Research Associations. The manufacturing emphasis of the area allows for the internal gaining of skills by officers.
- Consultants have been employed in the past, for example, in foreign languages and dairy products processing.

3.2 Food Complaints

Statement	N° of 'Food' Complaints	N° of Other Enquiries
<ul style="list-style-type: none">• The service will receive all food complaints, however, response will depend on the severity and nature of the matter. Some complaints may not, therefore, be investigated if trivial, thus allowing resources to be used in higher priority areas.• Investigations will be carried out in accordance with LACORS procedures.	[2000 = 86] [2001 = 144] 2003 = 98	[2000 = 549] [2001 = 746] 2003 = 477

3.3 Home Authority

Statement	N° of Premises	Description	N° of Visits/ Inspections	N° of Enquiries from other LA's
(a) Home Authority work will continue to be a <u>most significant area of work</u> for the service. This is of great local economic importance and nationally many foods are supplied from the district. Work volume is out of proportion to the number of premises.	20	[as reported in para 2.4.b]	68 [planned]	Unpredictable (approx 50)
(b) The service will respond to other authorities who forward complaints or who require advice.	-	-	-	-

3.4 (a) Advice to Business

Statement	N° of Contacts from Business
<ul style="list-style-type: none"> The service will readily offer advice to business on request. <p>It will also organise seminars and similar if necessary.</p> <p>Site visits will be undertaken during planning and construction as needed.</p> <ul style="list-style-type: none"> The service offers advice to butchers prior to licensing. 	Unavailable, but estimated at 350/contacts a year

(b) Partnership

Statement	N° of Meetings
The service will continue to co-ordinate the West Wilts Technical Manager's group that allows the mutual exchange of views between members. This group also includes Wiltshire County Council Trading Standards Officers.	4

3.5 (a) Food Sampling

Statement	N° of Samples due to Complaint	N° of Samples to be taken - planned
<p>The service will participate in these programmes:-</p> <ul style="list-style-type: none">• EU sampling programme.• LACORS national programmes.• Bristol PHLS programmes.• Wiltshire Food Liaison Group plans.• Products exported from the district. <p>To achieve these targets sampling may be increased from every two weeks to weekly.</p>		<p>02/03 = 350</p> <p>03/04 = 303 (273 food) (30 water)</p> <p>04/05 = 300</p>

(b) Arrangements for Examination

Statement	N° of Samples due to Complaint	N° of Samples to be taken – planned
Sampling will be carried out in accordance with the protocols issued by the Bristol PHLS.	Unknown	

3.6 Food Poisoning Notifications and Outbreaks

Statement	N° of Outbreaks	N° of Notifications
<p>The service will:-</p> <ul style="list-style-type: none">• Take note of the advice of the CCDC. (Consultant in Communicable Disease Control).• Take action according to national guidelines.• Participate in the Wiltshire Infectious Disease Control Group.	2003/4 = 2	03/04= 259

3.7 Food Safety Incident

Statement	N° Actioned/year
<p>The Authority will respond to all food hazard warnings immediately. The service will visit, telephone, or write to the trade as required. All available resources.</p>	03/04 - (64)

3.8 Liaison with Other Organisations

Statement	Organisation	Meetings	Resources Necessary
<ul style="list-style-type: none">• The service participates in the Wiltshire Food Liaison Group, and liaises with Mendip District Council.• The PEHO is a LACORS national advisor.• The service liaises with the WWDC Planning and Building Control sections.• Is a Member of West of England PHLS liaison group.• Is a Member of the Wiltshire Communicable Disease Liaison Group.		Average 6 per year	-

3.9 Food Safety Promotion

Statement	Event	Effectiveness
<ul style="list-style-type: none"> The service participates in Food Safety Week each year. The service provides training to 'Foundation' level and provides lectures to Intermediate and Advanced level. The service has a website with food safety information. 		<p>Unmeasured</p> <p>Candidate issued with evaluation forms</p>

4 FINANCIAL RESOURCES

4.1 (a) Financial Allocation

	02/03	03/04	04/05
Total net cost of Food Safety Service	151,000	175,000	217,000

(The assumption made to calculate Food costs are that these do not include drinking water, infectious disease or licensing activities:-

Food Safety Activity costs are 70% of total food service costs)

4.2 Staff Allocation

	02/03	04/05
Number of FTE - Total Food Safety Service	4.4	4.7

(Note: Other duties include Health & Safety, Zoonoses and Water Supply)

Estimated Summary of Staff Resources Necessary to Operate the Service

	FTE
Food premises inspections	3.7
Revisits	
Food Complaints (and other activities)	1
Home Authority	
Food Sampling	
Food Poisoning/Infectious Disease	
Training/Office/Liaison Meetings	4.7
Current Establishment	4.7

	Total
Number of EHO's	1.7
Number of Higher Certificate in Food Inspections	2.0
Number of Ordinary EHORB	1.0
Management	1.0
Number of Administration	1.0
Totals =	5.7

4.3 Staff Development

(a) Statement

The service is part of the Authority's 'Investors in People' programme, and will try to continue developing structured training during 04/05.

5 QUALITY ASSESSMENT

(a) Statement

- The service wishes to operate as closely as possible to the principles of quality systems detailed in ISO 45002, etc.
- It will adhere to LACORS and FSA published guidance.

(b) Monitoring Arrangements

- All inspection forms produced by inspectors are checked by the PEHO before computer entry.
- All letters written by inspectors are seen by the PEHO before filing.
- All letters are counter signed by another officer before being sent out.
- PEHO carries out "joint visits" with officers, in order to assess accuracy.
- PEHO carries out "follow up" visits after inspections to assess accuracy and customer reaction.
- Monthly performance statistics are prepared for senior management and checked by members.

(c) Peer Review

- The Authority participates in the Wiltshire Food Liaison Group Inter-Authority Audit scheme. Two audits have been carried out so far.

- The Authority shares in the Wiltshire Food Liaison Group Benchmarking exercise. This benchmarking takes places yearly.

6 REVIEW

6.1 Review against Service Plan

(a) The Review Process

Monthly data is reported to an internal corporate review process.

6.2 Variation from Plan

The Variations

Last year 92% of planned inspections were carried out, including the most high risk ones.

Revisits were still not entirely carried out as wished and this aspect of best practice remains a firm target.

Manufacturers were mostly visited as frequently as planned.

Food sampling, as a monitoring technique, was for most of the year at acceptable levels.

6.3 Improvement Plan

- If resources are available, a contractor will be employed to assist in any reduction of backlog in the inspections programme that might arise.
- If resources become available, temporary non-technical assistants may be employed to carry out the more simple tasks within the service.
- Priority will continue to be given to following through each inspection to ensure that genuine gains in standards are achieved. This could be by revisits, formal action or prosecution. Ultimately, such improved premises need less visiting.