

MALVERN HILLS DISTRICT COUNCIL **FOOD SAFETY SERVICE PLAN 2010 - 2011**

Introduction

This service plan has been written and developed following guidance published by the Food Standards Agency which sets out the required structure and content. The service plan will provide the basis on which the Council will be monitored and audited by the Food Standards Agency. The plan has been reviewed and updated although there are no significant amendments from the previous plan.

1.0 Service Objectives, Aims, Key Tasks and Targets

1.1 Objective, Aims and Key Tasks

The objective of Customer and Environmental Services, of which Food Safety is a part, is to protect and improve the health and environment of everyone living, working and visiting the Malvern Hills District. This contributes to the Council's objectives to maintaining a safe, healthy and active District, economic prosperity shared by all and first class, good value services and facilities

The aim of the Food Safety Service in contributing to this objectives is to ensure that food intended for human consumption is safe, and that those responsible for food comply with their legal obligations and are encouraged to adopt good practice

Key tasks which lead towards fulfilling this objective are;

- To maintain a register of all food premises and businesses.
- To inspect at predetermined intervals using alternate inspection strategies where appropriate, and in response to complaints, food retail, wholesale, storage, manufacturing and catering premises, stalls and vehicles to determine compliance with relevant legislation.
- To inspect food at any point from the farm gate to the table, including imported food not viewed at the port of entry into the country. This is to ensure that it is fit for human consumption, free from physical contamination and complies with the relevant legal standards.
- To take the most appropriate action upon inspection of food and food business including the use of advice, informal correspondence, improvement notices, closure procedures, surrender, condemnation, destruction of food and the institution of legal proceedings.
- To assist and check food businesses are fulfilling their responsibilities in complying with the requirement to document how they ensure they produce safe food by using the principles of HACCP and the simplified food safety system Safer Food

1.2 Targets and Performance Measures

Better Business where it has been implemented or alternative equivalent system.

- To educate proprietors of food businesses and food handlers in good food handling techniques and their legal responsibilities in relation to their occupation by the distribution of leaflets, giving advice and through the provision of training courses.
- To investigate appropriately all Food Standards Agency (FSA) Food Alerts
- To investigate all notifications of infectious disease and potential outbreaks of food poisoning.
- To advise on the design of food premises prior to and during alterations and construction.
- To investigate all complaints relating to food including unfit food and extraneous matter in food and to take the most appropriate course of action.
- To take food samples for general monitoring purposes, as part of national and local surveys and for specific investigations.
- To advise the Licensing Officer on applications for or review of premises licences if we have concerns following the introduction of The Licensing Act 2003 and provide any relevant comments on applications to the Licensing Officer.
- To liaise with the Food Standards Agency, the Department for Environment, Food and Rural Affairs (DEFRA), the County Council Trading Standards Officers and any other relevant agency regarding the enforcement of the legislation.
- To provide advice to members of the public regarding safe food preparation and storage.
- To grant approvals for food businesses where appropriate so that they comply with the requirements of the legislation.
- To monitor compliance with the Smokefree legislation whilst carrying out food safety inspections or investigations
- To maintain the Scores on the Doors rating scheme.
- To work with the County Food Liaison Group to ensure consistent and effective food safety is achieved across Herefordshire and Worcestershire.
- To provide as necessary any statistics required by the Food Standards Agency.
- To provide nutritional advice and guidance to businesses and the public.

The service has a number of targets which are described below.

- 1) To inspect relevant premises in accordance with an assessment of risk and associated frequencies, this complies with the Food Safety Code of Practice and Guidance.

- 2) To respond to complaints about foods, practices, procedures and conditions within 2 working days or more quickly in urgent cases, and resolve complaints within 60 working days.
- 3) To respond to requests for advice and information within 2 working days of receipt.
- 4) To respond to notifications of infectious disease, whether formal or informal within 2 working days or more quickly in urgent cases such as E Coli.
- 5) To respond to Food Alerts within 2 working days or more quickly in urgent cases.
- 6) To sample food provided within the District according to a Sampling Programme
- 7) To increase the number of at least broadly compliant premises within the district.
- 8) To increase the number of fully compliant business in relation to confidence in management score.
- 9) To provide appropriate training courses and promote food safety.
- 10) To determine the level of customer satisfaction with the service.
- 11) To develop and extend the use of alternative enforcement strategies.
- 12) To ensure compliance with the Smokefree legislation.
- 13) To develop and provide a source of nutritional advice.

When measured many of these targets continue to be consistently at or around 100% and are therefore not included in the list of Environmental Services Performance Indicators which are listed below

- A) The cumulative number of food premises inspections carried out expressed as a percentage of the total number of food premises inspections programmed for the year.
- B) The number of service requests, which were initially dealt with within 2 working days expressed as a percentage of the total of such service requests each calendar month.
- C) The number of service requests resolved within 60 days expressed as a percentage of those received each calendar month.
- D) The number of food premises inspected which are broadly compliant and receiving 2 stars or more on the Scores on the Doors rating scheme, expressed as a percentage of those inspected each calendar month.
- E) The number of food premises inspected receiving a score of 5 or less for confidence in management in the food hygiene scoring system expressed as a percentage of those inspected each calendar month.
- F) Business satisfaction with local authority regulatory services (NI 182)
- G) The percentage of food establishments within the local authority area which are 'broadly compliant' with food law.(NI184)

1.3 Links to Corporate Objectives and Plans

The Vision, Objectives and Priorities of The Council are key to our service. Objectives of particular relevance to the Food Safety Services are those of maintaining a safe, active and healthy District, prosperity shared by all and first class, good value services and facilities. The priority of relevance is economic prosperity.

The Environmental Services Management Plan provides a strategic overview and focus for how services will be delivered.

The Council has signed up to the Enforcement Concordat and the Environmental Services Enforcement Policy and other service policies reflect the commitment to the principles of openness, helpfulness, proportionality and consistency. The Regulators' Compliance Code, which is additional to the Enforcement Concordat is central to our approach to regulatory inspection and enforcement

2.0 Background

2.2 Organisational Structure

The Food Safety Service, is carried out by the 4 Commercial Team Officers (with some additional administrative support), which is a part of the Business Regulation Unit, within Environmental Services. The Unit, of 9 Officers, is managed by the Business Regulatory Manager, reporting to the Head of Environmental Services.

This year we have given a placement to a student Environmental Health Officer to provide practical training

The Food Safety policies of the Council are determined by the Council through an Executive Committee. A member of the Executive Committee holds the relevant Portfolio.

2.3 Scope of the Food Service

The Food Safety Service is provided by the Commercial Section, which is also responsible for Health and Safety Enforcement, enforcing Smokefree legislation, Infectious Disease Control, Licensing, and Health Education and Promotion.. The Systems and Compliance Officer maintains and administers the software system and databases, collates statistics, provides reports and updates the website. Technical administrative support is provided by 3 Officers within the Unit.

All food safety tasks are carried out by suitably trained and experienced Officers employed by the Council or competent contractors. Specialist laboratory services, such as the Health Protection Agency's' Food, Water and Environmental Microbiology Services and Worcestershire Scientific Services, are used for analysis of food samples and food complaints. We have a secure room in which some examination of food and instrument calibration is carried out and food complaint samples are held.

The service operates from the Council Offices between 09.00 hrs and 17.00 hrs Monday – Friday. Out of hours inspections also have to be

carried out as part of the programme of inspections in line with the Food Safety Code of Practice and Guidance.

Emergency out of hours food safety matters are channelled through the Council's Out of Hours Telephone Service. This is provided by Worcestershire Telecare. They are dealt with by the Business Regulation Manager and the 2 Environmental Health Officers within the Commercial Team on a call out basis.

2.4 Demands on the Food Service

On 31st March 2009, the District had 899 inspectable food businesses. The premises were risk rated in accordance with Food Safety Code of Practice and Guidance;

Priority	Risk rating score	Frequency of Inspection	Total number of premises in category
A	92-196	6 months	2
B	72-91	12 months	54
C	42-71	18 months	376
D	31-41	24 months	102
E	0-30	36 months	310
Outside Programme (Approved premises)			21
Unrated			34
Total			899

On the 31st March 2010, the District had 903 inspectable food businesses

Priority	Risk Rating Score	Frequency of inspection	Total number of premises in Category
A	92 – 196	6 months	2
B	72 – 91	12 months	35
C	42 – 71	18 months	371
D	31 – 41	24 months or alternative enforcement strategy	136
E	0 – 30	36 months or alternative enforcement strategy	287
Outside Programme			39
Unrated			33
Total			903

There is a wide range of food premises in the District. These include 2 large food factories providing food (bakery products) nationally and for export, a range of smaller manufacturers including cheese producers, an on-farm milk pasteurisation unit, and a spring water bottling premises, 17 butchers, 8 businesses which are approved under product specific legislation, 47 residential care/nursing homes and in excess of 750 businesses catering for members of the public.

We strive to maintain the database as up to date as possible. All premises on the database have been previously contacted to ascertain whether the information required by law to be supplied to and held by the council was current. This involved sending food premises registration forms to be completed and returned to the office, discussing the requirement to register with many proprietors and updating the APP/Civica database with the information supplied. We are confident that this together with other methods mentioned below keeps the database current. Officers have continued to ensure details are checked and updated from new registration forms received and during visits and inspections. In addition when changes are advised relating to Premises Licences, a food premises registration form is sent to the new occupiers. We have also enclosed registration forms with alternative strategy questionnaires that have been sent to food businesses.

There are a number of businesses run by owners who do not have English as their first language; however, this does not prove a major issue for the service. Literature can be obtained in a variety of languages and interpretation services can be bought in when needed. This includes the recent acquisition of the Safer Food Better Business food safety management system on DVD in 14 languages.

We are also able to provide information in other formats, such as larger print, electronic, tape etc. if requested.

Contact with the Commercial team for personal callers is through the Worcestershire Hub at the Customer Contact Centre. Telephone contact can be made during normal office hours to the office or via the Officers mobile phones and their email address enables them to receive and send electronic mail

2.5 Enforcement Policy

The Enforcement Policy for Environmental Health was updated and approved by the Council in March 2004. It was further reviewed and updated following the publication of the Statutory Regulators' Compliance Code of Practice in November 2008.

The Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement requires that there are policies and procedures for food safety enforcement and that these are reviewed when there are changes to existing legislation or the introduction of new laws. The Team ensures that reviews are undertaken in conjunction with the Food Liaison Group and any revisions are incorporated as necessary. A major review was carried out in September 2008.

The principles of the Enforcement Concordat are incorporated in the Enforcement policies and have been adopted by the Council. Those detailed in the Regulators Compliance Code of Practice have also been incorporated into the Policy.

All procedures relevant to food safety are available as appendices to this plan and are held electronically within the Commercial Team.

2.6 Legislative Update

The Local Authority is required annually to provide information concerning its Food Safety Enforcement activities to the Food Standards Agency.

In 2008/09 LAEMS replaced the existing monitoring system used to report local enforcement activities to the Food Standards Agency (FSA).

LAEMS is a web-based system to which local authorities are able to upload data generated from their local system on food law enforcement activities such as 'interventions', 'sampling' and 'enforcement'.

Local authorities are able to view, on-screen, their results and assess whether amendments to the data are required.

Once local authorities are content that the data is correct, they confirm the accuracy and it is submitted for evaluation and publication by the FSA.

On the 5th March 2010 the first Local Authority enforcement monitoring data was published and can be viewed here

<http://www.food.gov.uk/multimedia/pdfs/board/fsa100309v3.pdf>

The Primary Authority Scheme enables a statutory partnership with a single local authority, to provide advice that other councils must take into account when carrying out inspections or dealing with non-compliance.

We have not been approached by any businesses concerning this scheme; however the impact on such a small Team would certainly need to be fully considered before any agreement was reached.

Amendments to legislation have required the approval of Egg Packing Centres. Work continues to approve these and liaison with the Egg Marketing Inspectorate has taken place to ensure the 5 premises are inspected and approved.

3.0 Service Delivery

Within the Commercial Team five Officers were qualified to carry out direct duties in relation to food safety work.

Amanda Carpenter, an experienced Environmental Health Officer, joined the Team from Gloucester City Council during the summer of 2009. Her appointment has brought resilience and added significant skills to the Team. Although all Officers work generically she will specialise in Health and Safety whilst Mick Coates, Environmental Health Officer leads on Food Safety issues. Richard Varley, Senior Food and Safety Officer, provides training in addition to other duties and Jeremy Duffield, Food and Safety Officer, takes the lead on sampling in addition to other duties.

It is estimated that a full-time equivalent of 2.45 officers were engaged on food related work during the last year.

Officers are responsible for producing their own reports and letters and inputting information into the APP/Civica software databases. Development of new methods of work such as scanning of documents and linking to electronic files continue to be developed.

Following the FSA audit in November 2008 the 2 areas identified as requiring further development have been addressed and accepted as completed.

During the year the year Officers carried out 4 Voluntary Closures and 3 Formal Cautions:

Golden Fry, Pickersleigh Road, Malvern; Voluntary Closure and Formal Caution

Spice Cottage, Fir Tree Walk, Malvern Link; Voluntary Closure and Formal Caution

The Crown Inn, Hallow; Voluntary Closure

May Link, Worcs Road, Malvern; Formal Caution

Rajtani Chippy, Graham Road, Malvern; Voluntary Closure

Following a tip off from the Police and working with the Trading Standards Animal Welfare Officers an investigation of illegal slaughter resulted in a successful prosecution fines totalling of £3700 and costs of over £1500

Officers coordinated a county wide review of enforcement of food safety of childminders and have developed a intervention strategy to ensure consistency across Worcestershire LAs. Following consultation with childminders from all over the county to establish their needs and expectations, a selection of enforcement options have been developed including a self assessment questionnaire, inspection aide memoir and

promotion of SFBB for childminders. A good working relationship has also been developed between the County LA's and Worcestershire Early years to enable the sharing of information on childcare providers.

Amanda Carpenter gave a presentation to LA's, FSA and LACORS on this childminders intervention strategy at West Midlands FSA briefing event in March 2010.

Officers initiated a hand washing campaign at the Autumn Show at the Three Counties Show Ground and all petting farms (6) in the District were visited to offer advice and carry out an assessment to control the risks from E.Coli.

Two of our food businesses had media interest this year,; The Lenchford Hotel, Shrawley, the Hotel Inspector where we assisted with improving the kitchen and advising on the set up of a market stall. Muddy Boots, Shrawley one of our approved ready meals establishments who have been chosen to appear in a new TV series, BBC 1's New Food Businesses, a primetime Saturday evening show due to appear in June. They were one of only two new food businesses chosen out of many throughout the UK. Officers carried out an assessment of all their documentation which hopefully will help them gain a major supermarket contract.

A new water bottling plant, Holywell Bottling, was commissioned. As a result we have become members of the national water bottling group and have been to London for a Water Briefing Day at the Royal Society of Health headquarters

Officer inspected 7 approved premises this year, including premises which process dairy, meat and ready meals, and assisted with the development of an on farm milk bottling plant.

3.1 Food Premises Interventions

During 2010/11 the service aims to carry out a programme of planned interventions in accordance with the table below

It is proposed that planned interventions for the period 01/04/10 to 31/03/11 will be carried out within 1 month of the due intervention date and that all will be completed by 31/03/10.

For the purposes of this indicator any premises found to have ceased trading will have been deemed to have been inspected.

Category	No. of inspections due
A 92 –196	2
B 72 – 91	35
C 42 – 71	250
D31 – 41	53
E 0 – 30	34
Outside programme	39
Unrated	33
Total	446

There are 9 overdue interventions.(all low risk rated premises)

The intervention programme is managed by the APP/Civica (FLARE) software system. The programme is generated in order of due date intervention and geographical area and allocated to an Officer in accordance with documented procedures.

109 premises were dealt with by questionnaire and providing advice.

Additional interventions arise during the year by virtue of revisits, complaints, new business start-ups, Safer Food Better Business coaching visits, major alterations and refurbishments and requests for inspection, . There are a number of shows, galas etc., held throughout the district, that create a large number of inspections and which are not included in the programme. This work has to be carried out as overtime, although considerable work is done with the organisers prior to the events to ensure the best standards possible.

In 2009/10 the Food Team issued **186** written notifications of non-compliance with legal requirements. **4** premises were closed by voluntary agreement due to imminent risk to public health, **2** Formal Improvement Notices were served and **3** Simple Cautions were issued, in line with our staged enforcement approach outline in the Enforcement Policy. No Prosecutions were also taken concerning contraventions.

Inspections and audits	472
Verification visits	292
Advice & education	22
Smokefree visits	276
Information gathering	116
Sampling visit	13

The figures continue to show the significant impact of the implementation of the Smokefree legislation, the Scores on the Doors scheme and inspections carried of mobile food businesses at various shows in the District.

3.2 Food Complaints and Requests for Service

The food service responds to all food complaints and requests for service made to the Council in accordance with a standard policy and procedure. We work closely with Worcestershire County Council Trading Standards and liaise with them regarding complaints concerning labelling or composition whilst we investigate complaints of a microbiological or safety nature.

The increase in the number of complaints relating to hygiene is due to the request and work relating to Scores on the Doors.

We would anticipate a similar number of complaints in 2010/11.

Complaints Type	Complaints/ received		
	07/08	08/09	09/10
Microbiological	4	5	1
Foreign Body	2	10	7
Chemical	2	1	2
Labelling	1	0	0
Hygiene complaints and advice relating to premises	70	292	189
Total complaints/request for service	79	308	199

3.3 Primary/Home Authority Principle

The service is a supporter of the Primary/Home Authority Principle at present we are only involved in contacting Primary/Home Authorities in relation to national companies within our district. No company has requested us to act as their Primary/ Home Authority.

We are, however, the originating authority for 2 large manufacturers, which does involve regular contact from other authorities about the conditions and practices at the factories.

3.4 Advice to Business

The service recognises the importance of providing advice to businesses as part of effective food safety enforcement.

Worcestershire County Council Trading Standards work with surrounding Councils, businesses and partner organisations in the Consumer Support Network. We are full members of the network that enables consumers to have access to expert, accurate and timely advice.

As well as the provision of specific advice before businesses open, during inspections and with post inspection correspondence, a wide range of general food safety advice is distributed to businesses.

Building Regulation applications and Planning applications made to the Council and which relate to food premises are viewed by the Service enabling the provision of advice prior to alterations or commencement of a food business.

Officers also respond to local land charge enquiries where there may be food safety issues relating to a particular premises or business.

3.5 Food Inspection and Sampling

Food sampling is an important part of the work of the Commercial Team. This includes the sampling of foods and swabbing of contact surfaces during inspections or investigations, quarterly sampling of high-risk food manufacturers, local sampling initiatives and analysis of food complaints. The Herefordshire and Worcestershire Food Group, a sub group of the Chief Environmental Health Officers Group, co-ordinate the local sampling of food for bacteriological quality as part of a countywide programme. The group comprises representatives of all food authorities in the Counties, and by invitation other agencies such as the Public Analyst or the Health Protection Agency.

During 2009/10 it was proposed to take **205** samples.

2009/10 sampling proposal

LACORS/PHLS food surveys & local surveys	45
Quarterly sampling programme of high risk food manufacturers	80
Hygiene monitoring at food premises	40
Special projects/additional work/other reasons	40

On receipt of an unsatisfactory result Officers investigate further and take appropriate action.

The breakdown of samples actually taken is set out below.

181 food related samples were taken last year and included samples taken in connection with 2 major investigations at a butchers shop and a primary school.

LACORS

1. Microbiological study on ready to eat cooked meat and hygiene practices in butchers shops with a focus on E Coli 0157.	30
2. Large scale events – preparatory work for the Olympics 2012.	49
3. Pre-packed sandwiches from institutional settings and retail premises	5
4. Hereford and Worcester Food Group – FSA Imported Food Sampling	7

Routine monitoring of high risk premises	53
Hygiene monitoring at premises (butchers shop and school)	37

Total	181
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Number of unsatisfactory samples (Predominately environmental swabs)	36
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It is proposed to allow for the normal level of sampling during 2010/11 and the table below gives an indication of the level of sampling which will be undertaken. Action will be taken and advice given for any unsatisfactory results.

Survey Detail	No of Samples
LACORS/HPA food surveys & local surveys , 10 - 15 samples per survey	45
Quarterly sampling programme of high risk food and manufacturers.	80
Hygiene monitoring in food premises	40
Other reasons/special projects (approved premises commissioning, nutritional quality of foods, imported food, etc)	40
Total	205

Following the restructuring of the HPA Laboratory Service, food samples were examined microbiologically at Heartlands Hospital Birmingham. Any samples taken are still delivered by Officers to Hereford Hospital and then they are couriered to Birmingham at no cost to Malvern Hills District Council.

Food complaints, which require analysis, are sent to the Worcestershire County Council Public Analyst.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The service has a policy to investigate any suspected food poisoning incident and any designated disease outbreak to control the spread of infection. Urgent issues such as reports of E Coli are dealt with immediately and less urgent follow-ups are initially contacted by the end of the following working day.

148 cases of Campylobacter, **12** cases of Salmonella, **5** Shigella, **1** E Coli, **13** cases of Giardia and **7** cases of Cryptosporidiosis/Cryptosporidium were followed up.

Reported cases of Campylobacter infection are followed up by questionnaire, once returned to the Section the information is analysed in case further action is warranted. This method of dealing with reported cases of Campylobacter is approved and accepted by the HPA.

7 reports of an outbreak of food poisoning were investigated including outbreaks involving a school and a restaurant Officers responded and worked with the proprietors and the HPA where necessary to ensure that the outbreaks were contained.

DEFRA notify the Council of Tuberculosis reactors or confirmed Tuberculosis cases amongst dairy herds. Up to 31st December 2005 where there was the potential for milk to become infected, Heat Treatment Notices were served on the occupier of the registered premises to ensure that any milk from infected herds was treated. From 1st January 2006 new EU based regulations came into force which repealed the legislation previously used to serve Heat Treatment Notices, letters are now sent to all producers of milk to inform them that milk must be pasteurised.

During 2009/10 **31** notifications were received which resulted in letters being sent to the producers informing them that the milk must be heat treated before being placed on the market.

Dairy herds where testing is over due are also notified to the Authority and as a precaution letters are sent as standard.

The Service has strong links with the Health Protection Agency through the Consultant in Communicable Disease Control (CCDC) and the local Public Health Laboratory Service. Joint working arrangements exist between the Council, these bodies, the National Health Trusts and other organisations on food related issues via regular meetings of the Worcestershire Health Protection Committee.

The majority of functions of the CCDC are dealt with by the staff of the Health Protection Agency (HPA). Locally the day to day contact is with staff based in Kidderminster, and liaison arrangements exist between the Council, South Worcestershire Primary Care Trust (PCT), and the HPA.

The HPA West Midlands West Health Protection Unit covers a population of over 1.8 million people, 11 Local Authorities and 6 PCTs stretching across a number of organisational boundaries. Dr David Kirrage, the Director of the unit and his staff work with the Local Authority to control communicable diseases and public health aspects of environmental hazards and provides timely information and advice and support about health protection threats.

3.7 Food Safety Incidents

The policy of the service is to respond appropriately to all Food Alerts, investigate food safety incidents and generate Food Alerts as appropriate in accordance with our procedures. The action taken is dependent upon the classification (For Action or For Information) and specific instructions from the Food Standards Agency. In urgent cases routine work is suspended to deal with Food Alerts or out of normal hours work required

During 2009/10 we dealt with **36** Food Alerts issued by the Food Standards Agency, some of which involved out of hours contact with food businesses to ensure hazardous food was removed from sale. The FSA also issue Allergy Alerts and 46 have been received during the year.

3.8 Liaison with other Organisations

Liaison with other organisations is essential in order to achieve consistency and effectiveness of the food service. The benchmarking of procedures as well as financial and statistical details and the sharing of good practice and work on joint initiatives has given strength to food safety issues throughout Worcestershire. In this respect, the service is represented on the Herefordshire and Worcestershire Chief Environmental Health Officers' Food Group, which meets regularly.

The Group also has representatives from Trading Standards and by invitation other relevant bodies.

This group has also undertaken and provided reports following audits of the service through the year, and liaison arrangements exist between this group, neighbouring food groups, the Public Analyst, the FSA and LACORS.

Relevant Planning and Building Control applications are reviewed to consider compliance with food safety legislation. Appropriate reports are provided to the Development Control Section and contact made with applicants when necessary.

3.9 Food Safety Promotion

The importance of food safety promotion is recognised and is an area of work that the service would like to develop further. Members of the Team have all successfully completed qualifications in nutrition and will be working to improve our contribution through healthy eating initiatives.

The service has an excellent record of providing formal certificated food hygiene courses for local businesses. Courses and workshops are held either in Council premises or 'on site'.

All Officers are trained coaches for Safer Food Better Business, a food safety management system, and have concentrated on providing Safer Food Better Business coaching visits to embed the scheme within the business and ensure proprietors have a thorough understanding of what is required of the business.

The income derived from the CIEH courses was **£1,350**.

Year	CIEH Basic Food Hygiene
2007/08	45
2008/09	54
2009/10	27

Specialist courses have been developed for major food manufacturers and local independent schools. It is hoped to be able to continue to provide and develop further courses. An impact of the increasing pressure on the Team to carry out other duties results in fewer courses being able to be run and it is anticipated that the number may continue to fall especially with the introduction of new legislation and changes to existing laws

The excellence of our training courses and trainer, Richard Varley (Senior Food and Safety Officer) has been acknowledged following an external audit by Chartered Institute of Environmental Health. The service was awarded 'excellent' grade and achieved 100% in all seven audit sections and in two elements our practice have been taken as examples of good practice for national guidance.

The County wide Scores on the Doors Rating Scheme continues to be a huge success, improving standards of food hygiene and safety, rewarding businesses with high standards and providing easy access to information about food premises. The business food inspection rating is published on our web site www.malvern hills.gov.uk and businesses have been provided with a certificate which many now display. The Food Standards Agency has consulted on and agreed a national scheme and once details are finalised this will be adopted. Officers are working with businesses to help them achieve a higher rating.

Scores on the Doors Statistics

Period	Number of requests
January 08 – April 08	15,244
April 08 – March 09	16,035
March 09 – April 10	24,810

The Council promotes food safety week and maintains stocks of current food safety advisory leaflets including a number in ethnic languages. Leaflets are prepared in-house and available to businesses and the public. Officers have also given talks/lectures to interested groups such as local schools, WI groups, LVA and farmers markets traders on food safety matters.

Officers participated in a successful day at the Farmers Market in Malvern, with Worcestershire Trading Standards, promoting hand hygiene, how to prevent becoming ill from listeria and the FSA traffic light food labelling system.

3.10 Conflicts of Interest

There are potential conflicts of interest when providing the Food Safety Service and these are considered when delivering the service. For example the use of contractors and food hygiene training. Officers ensure that customers are aware that alternative suppliers of such services are available and declare anything they consider may lead to a conflict of interest.

4.0 Resources

4.1 Financial Allocation

The time spent carrying out inspections and associated administration is being recorded in the Flare database to give as much information as possible without creating time consuming procedures.

	2008/09 Actual	2009/10 Budget	2009/10 Actual	2010/11 Budget
Expenditure and estimates for Food Safety				
Salaries (Includes employers NI and Superannuation)	79,313	147,688	84,060	88,424
Recharges Departmental and Other Services	50,384	50,384	40,330	46,630
Analytical/Other Expenses	5,453	8,360	5,905	6,810
Income				
Food Hygiene Courses (Income Achieved)	2,430	1,000	1,350	1,030
Net Service Cost	133,811	146,688	128,945	134,534

4.2 Staffing Allocation

The establishment provided for six suitably qualified officers who are able to undertake and manage the food safety duties within the multifunctional section.

These comprised the Head of Customer and Environmental Services, the Business Regulatory Manager, 2 Environmental Health Officers (Commercial), the Senior Food and Safety Officer and the Food and Safety Officer, the Food and Safety Officers are qualified to the Higher Certificate in Food Premises Inspection standard. Within the Team we also have staff with qualifications in training and microbiology. A minimal amount of administrative support is provided by Office Services, and Officers carry out the majority of the administrative tasks themselves. The administration of the App/Civica (Flare) information system is carried out by the Systems Compliance Officer.

Officers liaise with the Licensing Officer where concerns are raised which may adversely affect public safety and therefore the Premises Licence.

A review of the staffing allocation was carried out and the post of Food and Safety Officer was re-designated as an Environmental Health Officer to enhance the Team. Interviews were held on the 24th April 2009 and the new Environmental Health Officer joined the Team in July 2009.

The Team now has 2 Lead Officers Mick Coates – Lead Officer Food and Amanda Carpenter – Lead Officer Health and Safety which brings better resilience, knowledge, expertise and significant skills to the Team.

4.3 Staff Development Plan

As part of the Council's Performance Review and Development programme all Officers are subject to an annual appraisal, which also identifies training and development needs.

All Officers are also obliged under the legislation to continue with their professional development.

Appropriate training is identified during the year and Officers nominated to attend. Courses attended this year have included Approved Premises auditing, HACCP, investigative and interviewing skills.

Low cost training has been provided by the Food Liaison Group and the local branch of the Chartered Institute of Environmental Health.

As previously mentioned all Officers have now received training and gained qualifications in Nutrition

Mick Coates commenced the Chartered management Institute Level 5 Diploma in Management and Leadership and has successfully completed well over half of the course.

Jeremy Duffield will be taking a course in Practical Food Inspection and Examination this year.

The support officers have also undertaken training in Food Hygiene and Licensing to supplement their technical knowledge.

4.4 Reference Materials

Authorised officers must have up to date information readily available to enable them to carry out their duties competently. In order to ensure this, the Local Authority provides access to current reference material through the internet, publications, relevant legislation, codes and guidance, training courses, liaison groups, FSA, LACORS etc. It is proposed this year to investigate the replacement of hard copy reference material with an online resource.

5.0 Quality Assessment

5.1 Quality Assessment

The Business Regulatory Manager and the Environmental Health Officers, on an ongoing basis, monitor the service targets in respect of premises inspections, service requests, investigations etc. and response times. Reports are provided monthly, quarterly and annually.

The Herefordshire and Worcestershire Food Liaison Group work together to provide a consistent approach for the districts and thereby improve the consistency of enforcement. An annual audit process has been developed between the districts to highlight areas for future improvement.

A work plan for the year is agreed by the Liaison group to ensure consistency across the Counties and assist authorities in fulfilling their responsibility to deliver food safety enforcement and encourage partnership working.

Benchmarking exercises are undertaken to assess value for money and compare the performance and costs of the service with other similar Local Authorities.

6.0 Review Process

6.1 Review against the service plan

The Service Plan will be reviewed annually and amended according to the changing needs and demands placed upon the service.

Any comments about the Service are welcome and should be made to Stephanie Ingram, Business Regulatory Manager Tel: 01684 862448.

7.0 Performance

7.1 Introductory Note

This Food Service Plan is part of a wider Environmental Services Management Plan. for which performance targets are set

7.2 Inspection Performance

The number of inspections which have been carried out including previous years are detailed below:-

Programmed Inspections High Risk– Risk Categories A–B	2007/08	2008/09	2009/10
	161	116	67

Programmed Inspections Lower Risk - Risk Categories C-E	2007/08	2008/09	2009/10
	122	362	454

Alternative strategies

109 premises were subject to an alternative inspection strategy

Inspections of unrated premises

2007/08	2008/09	2009/10
12	20	33

Smokefree visits

2007/08	2008/09	2009/10
377	52	276

Other Inspections (new businesses, re-inspections)

High Risk Premises – Risk Categories A – B

2007/08	2008/09	2009/10
28	35	12

Other Inspections and visits (new businesses, re-inspections)

Lower Risk Premises Risk Categories C-E

2007/08	2008/09	2009/10
133	333	387

Number of Old Businesses closed (ceased trading, change of use/proprietor)

2007/08	2008/09	2009/10
73	63	93

Number of revisits

2007/08	2008/09	2009/10
11	84	74

7.3 Complaint/Request Performance

The response to the total number of complaints and requests for advice are detailed below:

Complaint Request Target to respond within 2 days			
Year	No. received	No. responded to within target time	% Performance
06/07	437	423	97%
07/08	234	232	99%
08/09	308	299	97%
09/10	197	199	99%

7.4 Infectious Disease Notifications / Investigations

The response to notifications of infectious disease are detailed below:

Target to action by the end of the following working day			
Year	No. received	No. responded to within target time	% Performance
06/07	117	117	100%
07/08	129	129	100%
08/09	163	163	100 %
09/10	176	176	100%

7.5 Level of Compliance

From April 2008 the FSA have required Local Authorities to provide information regarding the compliance of food businesses with the legislation. NI 184. This indicator is to be deleted from April 2010.

Percentage of premises broadly compliant	
08/09	94%
09/10	97%