

Food Safety and Standards

Service Delivery Plan 2013/14



The Consumer Protection & Business Compliance Group

The Consumer Protection & Business Compliance is an outward facing service group made up from the:

- **Trading Standards,**
- **Food & Safety and**
- **Licensing Teams**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

Here are some facts about Slough Borough Council's Food Safety & Standards Service:

- We are responsible assessing compliance with food safety and food standards legislation at all food businesses within Slough. This role is shared between the Food & Safety Team and the Trading Standards Team. The teams are **also** responsible for
 - health and safety enforcement,
 - infectious disease control,
 - consumer protection and
 - animal health.
 - Imported food and products control
 - Primary Authority Partnerships with businesses.
- We provide a responsive service that aims to achieve a balance between enforcement and advice; taking a minimum tolerance approach on issues of serious concern in line with our enforcement policy whilst supporting compliant businesses
- We work closely with businesses and key stakeholders like the Food Standards Agency, Public Health England and other teams within the Council such as Public Health, Neighbourhood Enforcement, Licensing, Sure Start and Schools Support
- We play a major role in increasing awareness of the importance of nutrition, the reduction of obesity, particularly in Slough's children, and the links to increased risks to health of diabetes and coronary heart disease
- We have the equivalent of 4 officers dealing with food hygiene and 1 dealing with food standards issues.



The purpose of this plan is to inform you about how we are achieving our aims and of work we are doing, in conjunction with our partners and agencies, to enhance public health and well being. We will do this by:

- Completing Risk Based Inspections, focusing on the highest risk and poor performers
- Using a range of interventions to support business in Slough whilst protecting customers to increase the % of Broadly Compliant food businesses
- Promoting high performing businesses through the **Food Hygiene Rating Scheme** and also identifying those businesses which seek an economic advantage from non-compliance and also put Slough residents and visitors at risk
- Promotion of food businesses that offer a healthier choice with our **Catering For Health (CFH) award** and increasing awareness nutrition as part of a healthy lifestyle
- Food quality and composition sampling
- Investigation of food complaints
- Acting as '**Primary Authority**' for large businesses and manufacturers in Slough, which involves formal liaison with other local authorities, giving advice and support to the business in the Primary Authority partnership.
- Investigation of food poisoning outbreaks and infectious diseases; taking action to prevent infection and spread
- The inspection of Imported Food arriving in Slough via Heathrow and the verification of organic food arriving via Heathrow
- The training of food handlers to a level 2 qualification in Food Safety in Catering and a wide range of promotional activities
- Training Food Handlers to the Level 2 award in Healthier Food & Special Diets

This plan will be reviewed annually and we would welcome your views, comments and suggestions on how it could be improved. Please forward your views to Ginny de Haan, Head of Consumer Protection & Business Compliance, St Martins Place, 51, Bath Road, Slough. SL1 3UF, Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk

Proud to be Slough



Our Vision

The focus of work within the Food Safety service is to ensure that the Council is able to fulfil its **statutory obligations** under the relevant legislation and that this is geared towards Slough's specific community and business needs, based on local intelligence, our work with partners, the Slough Wellbeing Strategy (SWS) and the Joint Strategic Needs Assessment (JSNA) incorporating wherever possible the key themes of

- economy and skills
- health and wellbeing
- housing
- regeneration and environment
- safer communities

Our work also supports the two cross-cutting themes of the Slough Wellbeing Strategy; civic responsibility and promoting the image of the town.

One aim is to protect and enhance public health and wellbeing whilst supporting local businesses. We will achieve this through the attached Action Plan; this should be read in conjunction with our Enforcement Policy which aims to ensure a graduated approach to enforcement based on risk.



The Enforcement Policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner. We recognise that most people want to comply with the law; therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. Firm action, however will be taken, including prosecution, where appropriate.

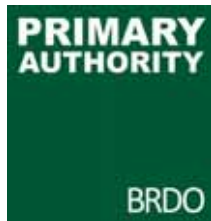
The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough

How did we perform?

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

Primary Authority Scheme

We have changed the way in which advice is provided to businesses with the establishment of Primary Authority Partnerships; this has brought many advantages to businesses in Slough.



Primary Authority Partnerships comprises a legally binding contract between the Authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as health & safety, food safety, fair trading, product labelling and product safety.

Our Officers are able to provide companies trading across council boundaries robust and reliable advice, through the creation of these legal partnerships. The scheme also provides a safety net to ensure that local authorities are consistent in the way they regulate businesses.

Since the introduction of Primary Authority partnerships in Slough in April 2011 we have already secured the 32 successful PA partnership agreements with the following

companies – 1 &1 Internet, Acer, Azko-Nobel [ICI], Black & Decker, Burger King, Citroen, Fiat, Food Partners, Garden Centre Group, Grosvenor Consumer Products, Group SEB, Herbalife, Horlicks, Jumbo Ltd, LG, Mars, Mars Drinks, Mitchell Group usa, Parking Control Management [PCM], Ragus Sugars, Reckitt-Benckiser, Rollover.com, SuperDrug, Telefonica Uk Ltd [02], Autodata, GRAB Distribution, Perry Bishop & Chambers Ltd, Innovation bites and Bluebird Sports Drinks Ltd. This service is uniquely provided by in house Environmental Health & Trading Standards officers. Our portfolio of PA partners is set to continue to growing.



Cost recovery is an essential element of the contracts and applicable to Primary Authority businesses with an hourly charge for any work undertaken. Although the scheme is relatively new to Slough Borough Council, almost £78,500 costs were recovered during 2012/13, **an increase of 40%** from £56,000 in 2011/12. Projected income for 2013/14 is £120k. This cost recovery enables the Council to support businesses in Slough and increase the availability of specialist officers who are funded from PA cost recovery at not extra cost to the Council. Last year 728 interactions with all our PA companies were successfully completed; a high proportion of these were satisfied consumer complainants.

As a Primary Authority we have already had communication with many other Councils to ensure that inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

The number of businesses joining in Primary Authority Partnerships with the Council continues to grow and this will have a profound impact upon how we deliver the service requiring a flexible approach to our management of resources.

More information on Primary Authority Partnerships can be found on the website <http://www.bis.gov.uk/brdo/primary-authority>

Businesses that would like to join the Scheme can either contact 01753 875255 or e mail primary.authority@slough.gov.uk

High Risk Food Premises Inspections and Interventions

There are 932 registered food premises within the borough, ranging from large manufacturing premises to small corner shops. We aimed to focus our resources on high risk hygiene inspections and last year completed 90% of all A risk rated premises (1 inspection not completed until April 2013), 53% of all B risk rated premises, and 37% of C rated premises due for inspection. We also undertook 5% of due inspections to our lower risk D rated premises, and 5% of due inspections to our lowest risk E rated premises. In addition we undertook 60% of inspections to unrated premises.

We specifically focussed our resources on those businesses that were not compliant and had persistently shown poor standards, and to those who pose a higher risk due to the nature of the food they handle. This approach helped to maintain the level of '**broadly compliant**' food businesses in Slough at **82%**. We also had significant input into the planning of our service response to the 2012 Olympics, organised responsive teams, and carried out a number of checks before and throughout the event, dealing with problems as they arose.

The table below shows the risk profile of Slough food businesses as at 31st March 2013 with 'A' rated premises assessed as posing the highest risk. In all there are a total of **932 food businesses** currently registered with the Authority.

During 2013/14 we plan to complete inspections and other interventions at all the A, B and non-compliant C rated premises in Slough. We will also focus our attention specifically upon premises that are have poor standards and are not 'broadly compliant', or are unrated. We aim to increase the number of broadly compliant businesses in the town.

Risk Rating	Frequency of intervention	Number of food premises
Premise Rating - A	6 months	11
Premise Rating - B	12 months	50
Premise Rating - C	18 months	388
Premise Rating - D	24 months	189
Premise Rating - E	Alternative Intervention	217
Premise Rating - Unrated	Awaiting initial inspection.	60
Outside programme	N/A	17
TOTAL FOOD PREMISES		932

Food Standards

Trading Standards carried out 100% of their high risk routine Food Standards Inspections in 2012/2013, in addition to other food standards enforcement visits. A total of 93 Food Standards visits were carried out last year.

Further work in Food Standards include:-

- Assistance to local businesses; including labelling advice to new food businesses,
- Primary Authority work with more established companies in the borough (e.g. Mars (UK) Ltd, Horlicks, Jumbo Ltd, Food Partners, Ragus Sugar, Burger King, etc.)
- Food sampling projects, in various different areas, in conjunction with the Trading Standards South East (TSSE) group, including projects on :-
 - 18 Imported Food – on the correct labelling & composition of food imported from outside the EU.
 - 10 Smoked Food samples – for excess polyphosphates
 - 8 BBQ samples – for freshness of meat in sauces
 - 7 DNA samples on behalf of the FSA, in response to the horsemeat scandal
- Assisting our 'in-house' Nutritional Advisor to compile further data on Primary and Secondary school children's lunchbox foods.

- In total 43 samples were procured during 2012 -2013 on composition, allergens, freshness and DNA.

A separate Food Standards Plan has been produced for Trading Standards for 2013/14. Targets for 2013/14 include:

- Complete 100% high risk food inspections
- Complete 50% medium risk food inspections
- Complete 100% Food Standards Agency funded imported food samples
- Complete regional food sampling programmes that are relevant to Slough.

Food Hygiene Rating Scheme

FOOD HYGIENE RATING

In January 2013 we migrated from the Slough Safe Food Award to the National Food Hygiene Rating Scheme which is run in partnership with the Food Standards Agency and now covers almost all Local Authorities in England, Wales and Northern Ireland. The scheme helps consumers to choose where to eat out or buy their food by giving them information about the hygiene standards in food businesses. The scheme also encourages businesses to improve standards.

There are 6 levels of rating- zero to five. A rating of three under the new scheme is roughly equivalent to a One Star Slough Safe Food Award. Assessments for a Food Hygiene Rating are carried out during routine food hygiene inspections when inspecting Officers look at:

- How hygienically food is handled- including preparation, storage and temperature control.
- The condition of the structure of the building- including cleanliness, layout, facilities and maintenance.
- How the business manages and records what it does to make the food that it sells safe.

At the end of 2012/13 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	4
1	52
2	21
3	181
4	108
5	182
Total	548

All food hygiene inspection results are published at <http://ratings.food.gov.uk/authority-search/slough>

At the end of the year we celebrated the success of some of our consistently well performing businesses by participating in the Catering and Community Business Awards. Nominations were made for 10 businesses across two categories.

Catering for Health Award

The Catering for Health Award is run in partnership with the Bracknell Forest and Royal Borough of Windsor and Maidenhead. It is a voluntary enhancement of the hygiene rating scheme.



The Award recognises the inclusion of healthy menu choices and healthier catering practices to increase awareness of healthy eating across the Slough community. Specific assessment forms have been created to ensure the needs of different clients are met e.g. workplaces, schools, nurseries. 46 premises currently hold the award. These include many of Slough's schools; UCB Celltech Honda; Citroen and Wexham Hospital, O2 and Applegarth Care Home. This has influenced the diet of more than 50,000 people each week.

Mission Healthy Eating

The Mission Healthy Eating project is run jointly by the Public Health and Food & safety Teams. It is designed to help children and parents make healthy lunchtime choices. Over two terms, pupils learn about the food groups needed in a healthy meal and are taught to recognise which foods are high in fat and/or sugar. The scheme is supported by the Slough Schools Meals Survey which provides an important insight into what children eat which can then be linked levels of obesity.



Cookery School & Healthy Eating Surgeries

The food & safety team's nutritionist supports the Children's Centre Development Worker to deliver a cookery school to targeted families in the Borough. Parents are taught basic nutrition and practical cookery skills that can be used in the home whilst their children are looked after in the Children's Centre crèche facilities. All participants are referred from agencies such as the Family Nurse Partnership, Family Links and Home Start.

One-to-one surgeries are now also available to parents of children under 5. After booking an appointment through the Children's Centres, families have access to advice covering fussy eating, weaning, portion sizes, mealtime routines and free school meals.

Food Alerts and Incidents

All Food alerts and incidents are dealt with in line with the Food Standards Agency's (FSA) Code of Practice and protocols.

During 2012/13 we were notified by the FSA of 45 Food Alerts for Information and product withdrawals five of which required direct action to with businesses in Slough. Examples include the withdrawal of two batches of meat products from Poland; salmonella in imported peanut products and clostridium botulinum in Italian Olive products.

Food Complaints & Enquires

We dealt with 356 complaints and enquiries from or about food businesses in Slough during 2012/13. This is a reduction of 15% complaints or enquires from last year. In particular we responded to;

- **10** complaints of a foreign body in food
- **41** Primary Authority referrals
- **115** complaints of poor standards in food premises
- **13** complaints of food poisoning and suspected illness
- **29** enquires regarding food hygiene training
- **8** referrals for Temporary Events licences
- **15** complaints of contaminated or mouldy food
- **76** requests for food safety advice
- **37** imported food notifications which required investigation
- **4** requests for Export Certificates

We follow a procedure in relation to complaints and aim to keep the customer informed of our progress and outcome. The reasons for investigating food complaints include;

- Providing a service to the public;
- Resolving problems that may pose a risk to public health;
- Providing information to the food industry to raise their standards;

- Comply with our duty to enforce the Food Safety Act 1990;
- Prevent similar complaints from happening again.

The higher levels of complaints which have been more or less sustained from last year indicate that demand for the service is remaining high. Although it is difficult to predict trends it is possible that demand continues due to the economic climate and a reflection of the reduced resources available to food businesses to invest in good hygiene standards, and the desire for people to seek to set up small food businesses – this is likely to continue through the coming year. In addition the team have improved data recording procedures, which captures evidence of the work of the team.

Imported Food Control

We check and either authorise or reject all consignments of imported food notified to us as entering the borough from outside the EU. We also check, and either authorise or reject all consignments of organic produce entering the Borough via a formal certification system in conjunction with DEFRA. In addition, we also check any imported food found inland, within food premises, such as corner shops and supermarkets, to ensure it has been imported correctly and does not pose a health risk.

This year we have checked and dealt with 72 consignments of imported food, some consignments containing many different food items, each individual item must be checked for composition and restrictions. Advice is given to the importer or agent on how to correctly import the consignment, of any controls that may exist and if it has been imported illegally and subject to detention and destruction. This has resulted in visits to physically check the consignment at the custom bonded warehouse.

We have taken 16 imported food samples, of which 2 were unsatisfactory.

In addition, we have dealt with and issued Organic certificates for **23 Consignments of organic produce** entering the UK from outside the EU. This shows a 685 decrease on notifications from last year.

Some Unusual and illegal food items we have dealt with this year include;

- illegally imported meat found in a butchers shop,
- illegally imported animal feed,
- Raspberry seed powder
- Seaweed
- Arabic sweets
- Nutritional Supplements



Food Poisoning and Infectious Disease Investigations

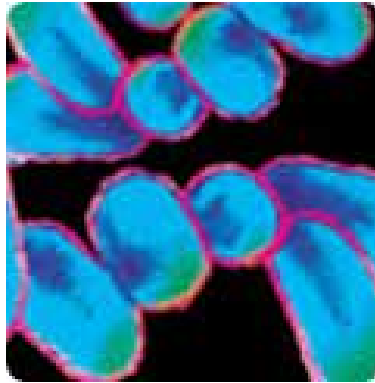
Last year, the Food and Safety Team were notified of 216 infectious diseases and food poisoning related illnesses. This figure shows a 9% decrease in reported infectious diseases from the previous year. This decrease may be due to improved food hygiene standards in homes and businesses in the borough, or an reduction in the reporting of diseases.

Many of the infectious diseases reported to us required in-depth investigations and completion of a food history. We co-ordinate investigations with Thames Valley Public Health England, the sampling laboratory or hospital, the infected person, their GP and often visit and inspect the alleged food premises.



The most common food poisoning reported in Slough is **Campylobacter** which made up 64% of the reported illnesses; this corresponds with national trends, as campylobacter is the most common type of food poisoning in the UK.

Some food poisoning related illnesses affect more than one person; in these cases the possibility of an outbreak is considered. The food and safety team received notification of two confirmed infectious disease outbreaks in 2012/13, both of which were associated with Norovirus. Norovirus (winter vomiting bug) is the most common cause of an outbreak and will spread rapidly in environments such as schools, nurseries, residential homes and conference centres.



For further information on food poisoning and infectious diseases see our website <http://www.slough.gov.uk/business/environmental-health/food-poisoning.aspx>.

Training and Promotions

We operate an accredited food hygiene training course on a monthly basis which is open to all members of the public. This is an important service, and ensures all food handlers can attend essential and required food hygiene training, resulting in better educated and trained personnel, preparing safer food for consumers. In addition registered officers from the Team also provide food hygiene training for individual businesses, often on weekends.



This Year Food Hygiene courses continue to be a success. The team has provided **11** courses. Approximately **141** candidates have been trained, with an average **94%** pass rate. This will contribute towards an improvement of the food safety standard within Slough, due to better trained and educated food handlers. This will ultimately contribute to a reduction in food poisoning cases, within Slough and to people passing through the borough using its facilities.

On an ad-hoc basis we also operate an accredited nutrition training course which is primarily open to caterers although any member of the public can attend. This course is an important step in improving the knowledge amongst caterers about their responsibility for public health. This year 4 courses have been run for candidates from partner agencies such as schools, Children Centres, UCB Celltech, Respond Respite Care, Oak House Care Home, Crossroads Care and Supported Living.

We produced a **newsletter** for food businesses in preparation for our response to the Olympics which was sent out in July 2012 and aim to distribute food safety information to businesses in a similar manner twice this year. We also issue press releases to highlight food issues of importance to local businesses and residents and support the national **Food Safety and Awareness Week**.

Sampling

The team took 152 samples last year (which was a huge increase over the previous year's total of 68) and participated in both national and regional sampling surveys including: Olympic Preparation & Response Sampling, Pate Study, Cooked Meat Pie Study and delicatessen sampling project.



The largest of these studies was by far the Olympic Preparation & Response sampling, which focussed primarily on a major food supplier with whom we have a Primary Authority Partnership, which was supplying ready-to-eat food products to the Games venues. This work attracted funding from the Food Standards Agency to cover our costs and involved a total of 30 food samples, 14 water samples and 30 environmental swabs taken from the production sites at Colnbrook, Wembley and Southall and catering outlets.

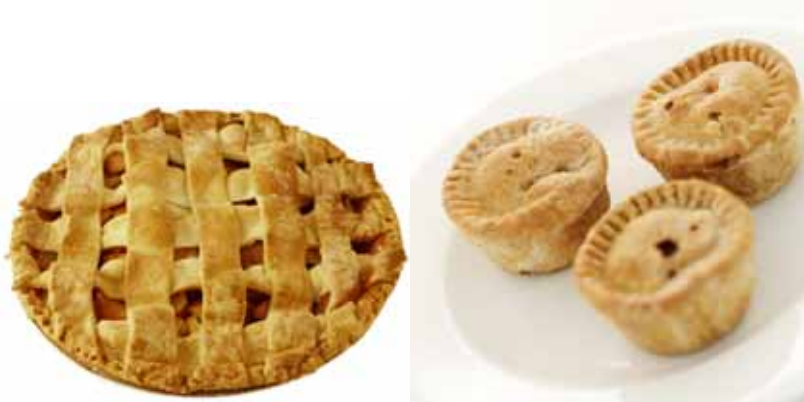
As a summary of results:

- 21 out of 30 swabs (70%),
- 8 out of 14 water samples (57%)
- 18 out of 20 finished products from production sites (90%)
- 8 out of 10 finished products from catering outlets (80%)

were found to be of satisfactory microbiological quality, providing verification of the good food safety systems in place. The team made provision to provide a reactive food sampling service in case of any food safety incidents arising during the Games, but fortunately this was not necessary.

The Pate study was a national project that looked at the microbiological quality of in-house and large-scale produced offal-based pate, following a few incidences of food poisoning connected to consumption of chicken liver

parfait, where the livers had not been fully cooked. All samples collected in Slough were from large-scale producers and found on sale on continental style delicatessen counters. The results showed 6 out of 8 pate products to be of satisfactory microbiological quality, with the remaining 2 samples categorised as “borderline”. Elevated levels of bacteria within these 2 borderline samples were indicative of poor handling practices at the delicatessens.



Likewise the Cooked Meat Pie study was a national project initiated by some concerns over the levels of contamination of particular pathogenic bacteria (namely *Listeria* spp. and *Bacillus cereus*) in some ready to eat pies associated with outbreaks of food poisoning. All samples collected from Slough retail shops had been produced outside of the Borough and were found to be of satisfactory microbiological quality.



The regional delicatessen sampling project was run in conjunction with the Pate study, as both studies involved visiting similar premises. In addition to food samples, a range of environmental swabs were taken from clean hand or food contact surfaces to determine levels of hygiene. In Slough, 42% of the environmental swab samples taken were found to have “undesirable” bacteria present, whilst 1 sample from the handle of a food slicer tested positive for a pathogenic bacteria known as *Staphylococcus aureus* which in certain circumstances can cause illness. Food samples followed a similar pattern, with 3 out of 8 samples (34%) deemed to be “borderline” and 2 out of 8 samples (25%) “unsatisfactory” due to elevated levels of bacteria. Follow up visits made to all premises with poor sampling results highlighted several areas of poor practice which were then addressed with the Food Business

Operators to secure improvements and reduce food safety risks to consumers.

The team were fortunate to be loaned an Ultrasnap ATP meter during the latter months of the year, which was trialled as an alternative to traditional methods of sampling. This relatively new technology provides an instant assessment of the cleanliness of food preparation surfaces, as the dirt captured on a surface swab produces a measurable light reaction when mixed with an enzyme. Government funding has meant that we will receive our own ATP meter soon, which we intend to make full use of in the coming year. One potential use is as a training tool to demonstrate to food handlers how effective cleaning regimes produce microbiologically cleaner surfaces, which is reflected in the reduced ATP reading obtained.

Enforcement Action

We use a comprehensive set of measures to protect residents of Slough, people who work here and visitors and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals. Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy.

The following enforcement action was taken by the Food team in 2012/13

Hygiene Emergency Prohibition Notices – 2

Hygiene Improvement notices – 42

Written warnings/Letters sent – 263

Prosecution -0

Simple Caution- 1

Seizure and Destruction of Food- 0

Detention of Food- 1

THE OLYMPICS 2012

During 2012 our service prepared for the Olympics in a significant co-ordination approach with other Council teams to ensure that businesses were aware of their responsibilities and that residents and visitors to the borough had confidence in their Olympic experience in Slough.

These advance preparations were essential as Slough was a major transport hub and adjacent to the rowing events at Dorney for both the Olympics and Para Olympics as well as the earlier torch relay passing through the town. We were anticipating an increase in demand on our businesses such as hotels, shops, restaurants, public houses and taxis and we took action to ensure that businesses continued to trade legally, that no short cuts or health risks were taken.

To assist and support businesses we undertook additional pre event inspections to ensure they were safe. We also provided information on safe food preparation particularly in respect of food prepared in advance when businesses were expecting a sudden influx of customers.

This increase in business was potentially seen as an opportunity for any less reputable businesses to take advantage over legitimate traders; special duty officers were available throughout the torch relay and games period to respond to any concerns or complaints.

The results demonstrated our efforts were a great success as there was no increase in food safety, food poisoning or illegal street trading complaints during the Olympic period.



Variation from service plan

Departures from this service will be exceptional, capable of justification and be fully considered by the Head of Consumer Protection and Business Compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

The action plan for 2013/14, which outlines our planned work for the year in Appendix B.

Areas for development

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year;

- Updating the Council website with improved links
- Looking at ways to increase our engagement with businesses,
- Reviewing and updating the information we have on the CIVICA data base about local food businesses
- Reviewing and updating our general procedures

Striving for excellence

Service Standards

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect



Customer Pledge

We aim to provide every customer with a quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target / Response Times
Respond to customer complaints and enquiries	Within 5 working days
Provide a full response	Within 10 working days



Customer Feedback

Last year **93%** of our customers said they were satisfied or very satisfied with our Food service. The team is committed to working with local businesses and the local community to further improve levels of satisfaction and continually strives to provide a fair, consistent and quality service. We aim to enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service and we hope to improve on our customer satisfaction levels in the year ahead.

Our quality assurance procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

Resourcing

The Full Time Equivalent (FTE) staff allocated to food safety and standards work is **5.00 FTE** and the cost of the service during 2013/14 will be £225,000

A breakdown of the resources committed to Food Safety and Standards work is contained in Appendix A

During 2012/13 the team experienced resourcing pressure arising from the need to undertake detailed investigations; including a work related death incident and a number of other serious accident investigations. This pressure was compounded by an extended unplanned officer absence.

Members of the Team represent the Authority in a number of regional bodies with the aim of sharing good practice and achieving value for money including the Berkshire Food Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease group as well as participating in Imported Food Liaison Meetings co-ordinated by the Single Liaison Authority for Heathrow.

Staff Development

On going development of the work force is paramount to ensure a comprehensive service is provided to the customer, whilst maintaining continuous improvement and providing value for money.

The Food Standards Agency requires that the Council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically. The towns close location to Heathrow airport places additional training requirements upon the team in relation to complex Imported Food legislation.

This year staff have attended, among other things, Imported Food training; Investigation Skills & Evidence Gathering training; swabbing and sampling using a ATP meter; a weeks course in HACCP evaluation; three day dairy products approval training; and microorganisms training, including specific E.Coli control training. Training and development is planned as part of the appraisal process and is tailored so that the Authority retains the specialist knowledge required in order to provide a Food Service which is appropriate to the needs of Slough residents and businesses.

APPENDIX A Resource Requirements for Food Service Delivery 2013/14

Service Provision	Expected output	FTE required	Resource
Primary Food Safety Inspections including Safe Food Award	140 high risk inspections	1.45	EHO/TSO
Primary Food Standards Inspections	13 High Risk 57 Medium Risk	0.50	EHO/TSO
Verification and monitoring visits	Approx 200	1.00	EHO/TSO
Support for businesses information training		0.20	EHO/TSO
Imported Food Control		0.50	EHO/TSO
Complaints	180	0.55	EHO/TSO
Sampling	100	0.10	EHO/TSO
Primary Authority Food Related Work	Difficult to estimate demand	1.00 (self funding)	EHO
Enforcement Action	May vary	0.30	EHO/TSO
Training		0.20	EHO/TSO
Catering for Health and other food awareness work		0.20	Nutritional Advisor
QA and updating of procedures		0.10	Manager
Day to day management of service delivery		0.80	Manager
Administration and maintenance of data		0.50	Support Officer

EHO = Environmental Health Officer

TSO = Trading Standards officer

FOOD SERVICE ACTION PLAN 2013/14 - DRAFT

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham
Division: Enforcement & Regulatory Services Consumer Protection & Business Compliance Team: FOOD	Budget: £225,000.00 Number of staff employed: 4 FTE Dealing with Food Safety and Hygiene 1 FTE Dealing with Food Standards
<p>Service Objectives: <u>Protecting food, encouraging healthy eating and supporting Slough food businesses</u></p> <p>Provide a value for money food safety service within the Food & Safety and Trading Standards Teams with excellent customer focus and well motivated competent staff to deliver our statutory obligations and the specific needs and priorities of Slough</p> <p>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and enterprise</p> <p><u>Health and Wellbeing</u> – Adding years to life and life to years ‘Intervening early to tackle serious issues such as obesity and heart disease and promoting healthier lifestyles.’</p> <p><u>Economy and Skills</u> – Prosperity for all ‘... training that meets the needs of local employers and the local community’</p> <ul style="list-style-type: none"> The Joint Strategic Needs Assessment (JSNA) for Slough identifies the need to encourage health eating and improve levels of hygiene through the Food Hygiene Ratings Scheme, Catering for Health Awards and related projects with partners 	

Service Activity	Priority	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Service Activity	Priority	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Primary Authority (PA) and Compliance Support Regulatory Services Wide Scheme	Economy and Skills	Continue PA business growth in line with projected target	Designated officers to work closely with Primary Authority businesses to: : <ul style="list-style-type: none"> develop partnership working relations with PS client businesses provide specific advice in relation to management systems & procedures and controls adopted by the company nationally issue 'formal PA advice' where procedures and controls are deemed suitable and compliant handle referrals from other local authorities and central government bodies on behalf of that business publication of Inspection plans Issue of advice and guidance to other Enforcement Authorities on the companies activities maintain an accurate record of any advice and guidance hold meetings with partner businesses on a regular timetable of mutual agreement. Document actions, decisions and time spent with the business on FLARE	Keith Eaglestone (PAM)	Ongoing
	Health & Wellbeing	Response times in line with Customer Charter and Pledge Feedback from PA businesses Hours of advice provided Amount of 'formal' advice issued. Number of businesses in Portfolio Improved standards within partners business, with less enforcement action taken by Enforcement authorities, Launch a suite of support options for all types of businesses in Slough, including SMEs to include <ul style="list-style-type: none"> Primary Authority Chargeable Advice Buy with Confidence Food Hygiene Rating Scheme Catering for Health 		Ginny de Haan Trading Standards Manager Levine Whitham Mick Sims All Officers	Monthly Reports on hours and income generation Quarterly Review Yearly overview of contract

Service Activity	Priority	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Inspection of food premises in Slough	Local Indicator on % of 'Broadly Compliant' Food Businesses	100% of high risk businesses to be inspected according to risk rating. To be monitored monthly	Inspections based on risk; - 100% inspection of A, B and all other non complaint food businesses	Food & Safety Team Leader	March 2014 Monthly and Quarterly review.
		Complaints and service requests dealt with in line with Customer Service Charter and Pledge	- Identified poor performing food businesses targeted with appropriate interventions	All Food Safety Officers	
	Health & Wellbeing	Number of approvals issued within time limits	Secure improvements where there are evident concerns, taking enforcement action where compliance is poor	TS/NET/ Licensing acting as 'eyes and ears'	
	Economy and Skills	Increase in % of broadly compliant premises.	Alternative interventions to low risk premises, including newsletter, SAQ's, targeted advice sessions and other relevant advice ,	Support material from the FSA	
		Increase in premises achieving 2, 3, 4 and 5 stars in the Food Hygiene Rating System.	Enhance advice for businesses on SBC web site <i>Value:</i> - <i>promoting food safety; protecting consumers in Slough and beyond from the dangers of food poisoning</i> - <i>Assessing Rat activity and waste issues at each food premises visit to support NET</i> - <i>Assessing compliance with regarding to smoke free.</i> - <i>Assessing health & safety controls</i>		
		Focused interventions and sector specific projects on high risk premises or where local intelligence suggest necessary			

			<i>and taking action where necessary</i>		
Service Activity	Priority Theme	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Level 2 Food Hygiene Training Programme	<p>Health & Wellbeing</p> <p>Economy and Skills</p>	<p>Number of food handlers trained in Food Hygiene</p> <p>Satisfaction from course evaluation sheet returns</p> <p>Internal audit of course procedures</p> <p>Improve food safety knowledge amongst food handlers, in turn improving food safety standards within businesses</p>	<p>To provide a minimum of 12 courses throughout the year.</p> <p>Maintain procedures required for accredited Chartered Institute of Environmental health (CIEH) training centre</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>self funding training reducing delivery costs to SBC</i> - <i>Positive impact on BC %</i> - <i>Enforcement officer contact with businesses</i> 	<p>Levine Whitham</p> <p>Support material from CIEH</p>	<p>March 2014</p> <p>Quarterly review</p>

Level 2 Nutrition Training programme	<p>Health & Wellbeing</p> <p>Economy and Skills</p>	<p>Number of candidates trained</p> <p>Healthier food & Special Diets</p> <p>Satisfaction from course evaluation sheet returns</p> <p>Internal audit of course procedures</p> <p>Improved food nutritional knowledge in businesses, in turn providing healthier menu options and nutritional food.</p>	<p>Provide a minimum of 4 courses throughout the year.</p> <p>Mountain procedures required for accredited CIEH training centre</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - self funding training, reducing delivery costs to SBC - Positive impact on obesity rates 	<p>Joanne Ricketts</p> <p>Support material from CIEH</p>	<p>March 2014</p> <p>Quarterly Review</p>
Service Activity	Priority Theme	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Food Hygiene Rating Scheme	<p>Health & Wellbeing</p> <p>Economy and Skills</p>	<p>Measurable improvement on risk rating.</p> <p>Feedback from businesses.</p> <p>Increase in premises achieving 2, 3, 4 and 5 stars in the FHRS.</p> <p>Feedback from Businesses % Customer satisfaction</p> <p>Improved customer awareness of the Scheme, and better informed choices when eating out.</p>	<p>Continue to implement FHRS in Slough food businesses</p> <p><i>Added Value</i></p> <ul style="list-style-type: none"> - work to support % increase in Broadly Compliant rating. - Support compliant businesses and target businesses seeking a financial gain from non-compliance - Peer pressure to improve ratings and threat of adverse publicity will compliment the Council's work 	<p>Ann Stewart</p> <p>All Officers to support</p>	<p>Quarterly review</p>

Catering for Health and other Healthy eating initiatives	Health & Wellbeing	<p>Number of CFH awards issued</p> <p>Facilitation of projects, including joint working with Public health, Trading Standards, and possibility of CIEH 'Take Away's' Toolkit, provision of data to evidence potential bids for future funding</p> <p>Support for the Councils performance in relation to Department of Health Public Health Indicator Outcomes</p>	<p>To continue to promote the Catering for Health award scheme in partnership with the SBC Public Health Team – linking with other work on obesity in Slough and it's health impacts (CHD, Diabetes)</p> <p>Officers to promote the award at 100% of interventions</p> <p>Extension into the community with linked projects focusing on childhood obesity to include an annual school meals survey.</p> <p>Review the feasibility of other schemes to ensure the most effective delivery of service for Slough.</p>	<p>Jo Ricketts</p> <p>All Officers to support</p>	<p>March 2014</p> <p>Quarterly review</p>
Service Activity	Priority Theme	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Reactive Investigations, Food Complaints and service requests	<p>Health & Wellbeing</p> <p>Economy and Skills</p>	<p>Work in line with Enforcement policy, prosecutions template and internal procedures. Outcome from QA- 90% in line with procedures</p> <p>100% of request responded to within 5 days.</p> <p>Balanced score card: number of enforcement actions</p>	<p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter.</p> <p>Full range of enforcement options used, including Simple Cautions as appropriate in line with the enforcement policy</p>	All officers	<p>On going</p> <p>Assess during 1:1 meetings and Case Reviews</p>

Private Water Supplies and Private Distribution Systems (for Water Services)	Health & Wellbeing	<p>Complete Risk Assessments for Private Water Suppliers and implement Action Plans to ensure safe water supplies</p> <p>Review PWS Sampling Programmes in line with statutory guidance.</p> <p>DWI return completed.</p> <p>Identify Private Distribution Systems and verify with Thames Water Authority.</p> <p>Risk Assess Private Distribution Systems and set up water sampling programme in line with statutory guidance.</p>	<p>Complete Risk Assessments and implement Action Plans for Private Water Suppliers</p> <p>Assessment of Private Water Supplies information and collation for return to the Drinking Water Inspectorate</p> <p>Confirm locations of Private Distribution Systems, verify, Risk Assess, implement Action Plans and set up sampling programme</p>	Bill Campbell	<p>March 2014</p> <p>Monthly review</p>
Service Activity	Priority Theme	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Imported Food Controls & Organic Imports	<p>Health & Wellbeing</p> <p>Economy and Skills</p>	<p>Number of notifications of imported food processed, including onward transmission</p> <p>Enforcement action taken</p>	<p>Checking of consignments of food coming into Slough to remote transit sheds in the borough</p> <p>Verification of organic imported food</p> <p>Control of onward Transmission referrals and notifications of Personal Imports</p> <p>Investigations into illegally imported</p>	<p>Levine Whitham</p> <p>All Officers to support</p>	<p>March 2014</p> <p>Quarterly review</p>

			<p>Products of Animal Origin (POAO) and other restricted foods.</p> <p><i>Added value: Slough community, the rest of the UK and other EU countries are protected against illegal and hazardous imports from third countries</i></p>		
Sampling	<p>Health & Wellbeing</p> <p>Economy and Skills</p>	<p>Ensure safe and food and correct contents</p> <p>Number of samples taken and follow up of poor results.</p> <p>Number of joint initiatives with Food Standards Officers</p> <p>Imported food sampling where intelligence suggests necessary</p>	<p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs.</p> <p>Participation in National and county wide sampling programmes</p> <p>Seek additional funds from external organisations e.g. Food Standards agency</p>	<p>Julie Snelling</p> <p>All Officers to support</p>	<p>March 2014</p> <p>Quarterly review</p>
Service Activity	Priority Theme	Targets and anticipated Outcomes	Key Actions	Responsible Officer	Completion Date
Infectious Disease Notifications & Control	Health & Wellbeing	<p>Number of investigations investigated; responses in line with Service Pledge</p>	<p>Investigation of Infectious Notifications including suspected food poisoning outbreaks in line with Health protection Agency protocols</p>	<p>Ann Stewart</p> <p>All Officers to support</p>	<p>March 2014</p> <p>Quarterly review</p>

Promotion of Food Hygiene issues and involvement in joint projects with other partners	Health & Wellbeing Economy and Skills	<p>2 newsletters per year</p> <p>Number of press releases issued</p> <p>Information on website kept up to date</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p>	<p>Increase awareness of food hygiene issues via local press, the Council's website and the publication of Newsletters</p> <p>Work with the Town centre manager to support local shops</p> <p><i>Added Value: utilise other teams to delivery information to improve awareness and compliance of food safety and standards issues.</i></p>	<p>Ginny de Haan</p> <p>Ann Stewart</p> <p>All Officers to support</p>	<p>March 2014</p> <p>Quarterly review</p>
Internal Procedures including Officer competency and QA		<p>Review of all internal procedures annually</p> <p>Monthly QA of all service areas</p> <p>Completion of Regulator Development Needs Assessments</p>	<p>Review and implementation of procedures to ensure compliance with FSA Competency and Framework requirements, to monitor performance and support officers in a consistent approach.</p>	<p>Levine Whitham</p> <p>All Officers to support</p>	<p>September 2013</p>