

# Food Safety & Food Standards

## Service Delivery Plan 2014/15



## Consumer Protection & Business Compliance Group

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

- **Food & Safety**
- **Licensing**
- **Community Safety & CCTV**
- **Trading Standards**

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 & Safety enforcement
  - Infectious disease control
  - Consumer protection
  - Animal health
  - Imported food and products control
  - Primary Authority Partnerships
  - Smoke Free enforcement
- 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 partners within the Council such as Public Health, Neighbourhood Enforcement, Licensing, Mott MacDonald 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 5 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 well 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 both inside Slough and nation wide, which involves formal liaison with other local authorities, giving advice and support to the business in the Primary Authority partnership. Primary Authority is a cost recovered charged service.
- Investigation of food poisoning outbreaks and infectious diseases; taking action to prevent infection and spread
- The inspection of imported food, food products and the verification of imported organic food arriving via Heathrow airport
- 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:

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# Proud to be Slough



## Our Vision

The Joint Wellbeing Strategy and the Council's Corporate Plan set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. Businesses and other partners within Slough are already working together to improve life in the Borough.

The themes incorporated into the Corporate Plan are:

- Health
- Economy & Skills
- Housing
- Regeneration & environment
- Safer Slough

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

The Enforcement Policy which has recently been updated to have regard to the new Regulators Code 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. Firm action, however will be taken, including prosecution, where appropriate.

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

Our Enforcement Policy has been reviewed this year and 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.

## **How did we perform during 2013/14?**

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**

Assured advice is provided to businesses with the establishment of Primary Authority Partnerships or through co-ordinated 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 fair trading, product labelling, product safety, food safety and health & safety.

Our Officers are able to provide companies which trade 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 Slough Borough Council introduced Primary Authority partnerships in April 2011 we have already secured the 32 successful PA partnership agreements. These services are uniquely provided by in house by specialist officers.

Cost recovery is an essential element of the contracts and applicable to Primary Authority partnerships with an hourly charge for any work undertaken. In 2012/13 we obtained cost recovery of nearly £80k, during 2013/14 cost recovery was £108,000 an increase of 26%. Projected income for 2014/15 remains at £110K this cost recovery enables the Council to support businesses in Slough and increase the availability of specialist officers who are funded from Primary Authority at no extra cost to the Council. Last year 728 food advice interactions with all our PA companies were successfully completed; a high proportion of these were satisfied consumer complainants.

As a Primary Authority we have had communication with many other Council's 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 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 <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the Scheme can either contact 01753 475111 (option 5) or e mail [primary.authority@slough.gov.uk](mailto:primary.authority@slough.gov.uk)

## High Risk Food Premises Inspections and Interventions

During 2013/14 year we have seen a **6%** increase in the level of '**broadly compliant**' food businesses within the borough and at the end of 2013/14 the level was **88%**.

There are 966 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 100% of all A risk rated premises, 83% of all B risk rated premises, and 45% of C rated premises due for inspection.

We focused our resourced on highest risk premises, and as a result, of the C rated due premises not inspected, 97.5% were low risk broadly compliant businesses, and therefore not the focus of our priority

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 year we carried out a project targeting some of our non-compliant premises in the Town Centre Area, xx businesses were provided with structured coaching to encourage improvement in their Food Hygiene Performance. Initial results indicate that xx% showed an improvement in standards.

During 2014/15 we plan to complete inspections and other interventions at all the A, B and non-compliant C rated premises in Slough. We will continue to 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 by 2% to 90%

The table below shows the risk profile of Slough food businesses as at 6th April 2014 (reflecting recent changes in the national risk rating scheme) with 'A' rated premises assessed as posing the highest risk. In total there is 966 food businesses currently registered with the Authority.

Risk Rating	Frequency of intervention	Number of food premises
Premise Rating - A	6 months	6

Premise Rating - B	12 months	60
Premise Rating - C	18 months	225
Premise Rating - D	24 months	357
Premise Rating - E	Alternative Intervention	229
Premise Rating - Unrated	Awaiting initial inspection.	78
Outside programme	N/A	11
<b>TOTAL FOOD PREMISES</b>		<b>966</b>

## Food Hygiene Rating Scheme

### FOOD HYGIENE RATING

We have now been operating the National Food Hygiene Rating Scheme for just over a year. 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. 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 2013/14 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	6
1	48
2	13
3	200
4	122
5	200

Total	567
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All food hygiene inspection results are published at <http://ratings.food.gov.uk/authority-search/slough>

In the coming year we plan to increase the number of businesses with published FHRS ratings to 600. We will also continue to publicise the scheme encouraging consumers to check the rating before they buy food from businesses within the Borough.

### 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. 57 premises currently hold the award. These include many of Slough's schools; Masterfoods, UCB Celltech, Honda; Fiat, Citroen, O2 and Applegarth Care Home. This has influenced the diet of more than 56,000 people each week.

### Mission Healthy Eating

The Mission Healthy Eating project is run jointly by the Public Health Dietetic and Food & Safety Teams. It is designed to help children and parents make healthy lunchtime choices. Over one term, 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.



### Slough School Meals Survey



School lunches play an important role in a child's diet with meals typically providing a quarter to one third of a child's daily intake of energy and nutrients. Many studies have shown that hunger affects concentration, and that well-nourished children fare better at school. It is therefore vital that all lunches provide sufficient energy and nutrients to support growth and development, academic achievement, and lay the foundations for healthy eating in adulthood.

The Food & Safety team co-ordinate a Borough wide survey to observe and record primary school packed lunches and school dinners. Across Slough, 4114 school meals and 6044 packed lunches were recorded. In total the team observed 10, 158 meals, covering 71% of the primary & special school population. Results showed that approximately 32% of children had a school dinner and that these were better balanced than packed lunches. The work provides the evidence base for what initiatives occur in which schools.

### **Cookery School**

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 Family Outreach Workers.

### **Pilot Takeaways Project**

Following the Chartered Institute of Environmental Health Takeaways Toolkit, the Food & Safety team began a pilot to encourage premises to reduce salt, fat and sugar and to increase healthier options. Replacement salt shakers (which dispense less salt) were provided to the pilot premises which were well received. Sampling of chip samples occurred to give evidence of fat and salt levels in each portion. The next step in the project is to help businesses transfer to healthier cooking oils and the offer of healthier drinks.

### **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, based upon risk.

During 2013/14 we were notified by the FSA of 44 Food Alerts for Information and product withdrawals 3 of which required direct action to with businesses in Slough. Examples include the withdrawal of meat spread from Poland that had *Listeria monocytogenes* detected, dried fishery products that had been produced in an unapproved establishment and a press release providing information on a Caribbean soft drink that cocaine had been detected .

### **Food Complaints & Enquires**

We dealt with **385** complaints and enquiries from or about food businesses in Slough during 2013/14. This is an increase of **8%** on complaints and enquiries from last year. In particular we responded to;

- **16** complaints of a foreign body in food
- **121** complaints of poor standards in food premises
- **39** complaints of food poisoning and suspected illness
- **6** complaints of out of date or mouldy food
- **79** requests for food safety advice
- **42** imported food notifications which required investigation
- **3** requests for Export Certificates
- **5** Notifications of water disconnections
- **14** complaints about pest within premises
- **24** pieces of advice issues regarding flooding

In addition we have dealt with 74 Primary Authority referrals

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 statutory requirements
- 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. 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.

On a daily basis we check many consignments of imported food entering the EU via Heathrow. **This year we have stopped and undertaken detailed documentary checks on 42 consignments of suspected illegal 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 46 imported food samples of both products of animal origin and products not of animal origin, for microbiological analysis, and for chemical/composition analysis. In total 10 samples were unsatisfactory.

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

- Nutritional Supplements containing beef adrenal gland powder
- Fish Oil Supplements
- Dried Beetles and Dried Butterflies
- Protein drinks
- White tea from China
- Organic Ginger from India
- Organic Coffee



## **Food Poisoning and Infectious Disease Investigations**

Last year, the Food and Safety Team were notified of 246 infectious diseases and food poisoning related illnesses. This figure shows a 14% increase in

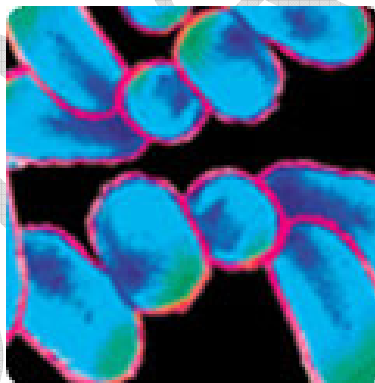
reported infectious diseases from the previous year. This increase may be due to a drop in food hygiene standards in homes and businesses in the borough, an increase in the reporting of diseases or a return to more traditional incidence of infectious diseases after a temporary drop last year.

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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 63% 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 and, depending on the circumstances, the team may be required to assist Public Health England with their investigation. In 2013/14 no confirmed outbreaks were notified to the team for follow-up.



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 **17** courses, which is an increase from 11 courses last year. **221** candidates have been trained, compared to 141 last year, with an average **93%** 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 3 courses have been run for candidates from partner agencies such as schools & nurseries, Children Centres, Respond Respite Care, Crossroads Care and Supported Living as well as colleagues in Windsor & Maidenhead Council.

We produced a **newsletter** for food businesses focussing on the Food Hygiene Rating Scheme, food traceability (in the wake of the horsemeat scandal) and upcoming changes on Food Standards, including allergen labelling. We 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 110 samples last year (which included both swabs and water samples) and participated in both national and regional sampling surveys including: a Public Health England pilot survey of *Campylobacter* contamination in fresh whole UK produced chilled chickens at retail sale; pre-packed sandwiches; soda water from mixed dispensing guns in bars and pubs; fresh ready-to-eat herbs; and the Food Standards Agency's (FSA) Imported Food project. However, we have also taken microbiological samples to investigate alleged illness from consumption of food provided by two separate food premises in Slough, as a means of verifying controls in place at one meat product manufacturer based in Slough and to assist one of our Primary Authority companies in establishing a safe shelf life for a food product.

The largest of the projects was the Imported Food Project, for which we bid and were successful in receiving funding from the FSA. The microbiological aspects of this project focussed on three categories of product, which were: ready to eat foods at care homes/hospitals, cooked ready-to-eat meat products from delicatessen counters and imported herbs and leaves likely to be consumed without further cooking or processing. The only unsatisfactory samples were from the latter category, namely 1 import of curry leaves from India which tested positive for *Salmonella* & *E.coli* and 1 import of curry leaves from Pakistan which tested positive for *E.coli*. The positive *Salmonella* sample resulted in a Food Incident Report to the FSA.

The Public Health England pilot survey of *Campylobacter* contamination in fresh whole UK produced chilled chickens at retail sale was conducted in partnership with some of the other Berkshire Authorities. Each of us took a set number of raw chickens from sale at local supermarkets, which the laboratory tested for *Campylobacter* from the skin of the chicken and from a swab of the outside of the packaging. Some of the chicken skin was found to contain *Campylobacter* (which was expected) at varying levels, but interpretation of these results was not possible due to the absence of any set standards to compare against. However, all of the swabs returned satisfactory results, showing that levels of contamination on the outer packing were below detectable levels, which was a positive outcome.

### Raw chicken picture?

The pre-packed sandwiches study was a national project that looked at the microbiological quality of pre-packed sandwiches, with a particular emphasis on *Listeria*, sold through a wide range of retail premises, focussing on the small and medium sized outlets, such as convenience stores, low budget high street shops, mobile food vendors, and canteens. The results showed 8 out of 10 sandwich products to be of satisfactory microbiological quality, with the remaining 2 samples categorised as "unsatisfactory"- one egg and cress sandwich due to the presence of *Listeria* and one chicken and sweetcorn sandwich due to elevated levels of *Enterobacteriaceae*. Neither of the

unsatisfactory samples was produced in Slough and so the local authorities where the manufacturers were located were informed.



Likewise the Soda Water study was a national project initiated by some concerns over the levels of contamination in mixed dispensing guns used in bars and pubs to mix carbonated water with syrups before dispensing to the customer, due to poor cleaning regimes. We sampled from 12 premises across the borough and found 2 out of 12 samples to contain high levels of coliform bacteria, indicating a lack of cleaning or use of incorrect cleaning techniques.

Lastly, the national study on imported fresh ready-to-eat herbs (to be eaten raw or with minimal cooking) looked at microbiological quality with a particular emphasis on Salmonella. As with the FSA study, done earlier on in the year, this study returned 1 unsatisfactory sample of curry leaves from Ghana, contaminated with Salmonella, which led to a second Food Incident Report to the FSA.

During the year, via our food liaison group, we obtained our own Ultraspap ATP meter funded by FSA. 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. Already this equipment has been well used, to best effect as a training tool, in coaching food handlers in cleaning techniques and how effective cleaning regimes produce microbiologically cleaner surfaces. This is therefore one area in which sampling is likely to increase over the next year, as the rapid method is both cost effective and extremely visual to those you are trying to educate.

## Food Standards

Trading Standards carried out 100% of their high risk routine Food Standards Inspections in 2013/2014, in addition to other food standards enforcement visits.

A total of 91 Food Standards visits were carried out last year.

**Further work in Food Standards include:-**

- Labelling advice to new food businesses
- Detailed Food Standards advice is given to the relevant Primary Authority Partners
- Sampling in conjunction with the Food Standards Agency (FSA), Trading Standards South East (TSSE) and the Public Analyst.
- Assisting our 'in-house' Nutritional Advisor to compile further data on Primary and Secondary school children's lunchbox foods.
- In addition we took part in the following food sampling projects:
  - o 26 Imported Food – on the correct labelling & composition of food imported from outside the EU
  - o 3 Burger samples – for DNA Species
  - o 7 DNA samples in response to the horsemeat scandal

A separate Food Standards Plan has been produced for Trading Standards for 2014/15. Targets for 2014/15 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 as required
- Further DNA samples on behalf of the FSA, in response to the horsemeat scandal
- Slough Trading Standards also participates in the Regional food focus group.

**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. A full copy of the policy can be found on our website:

<http://static.slough.gov.uk/downloads/public-protection-enforcement-policy.pdf>

The following enforcement action was taken by the Food team in 2013/14

**Hygiene Emergency Prohibition Notices – 2**

**Hygiene Improvement notices – 26**

**Written warnings/Letters sent – 199**

**Prosecution -0**

**Simple Caution- 2**

**Seizure and Destruction of Food- 3**

**Detention of Food- 1**

**Voluntary Closure- 1**

### **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 2014/15, 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;

- Looking at ways to increase our engagement with businesses supporting the Councils 'Open for Business' approach
- Developing new income generating streams
- Increasing the number of businesses within Slough, in the FSA's Food Hygiene Rating Scheme (FHRS)
- Increasing the number of businesses within Slough achieving a 2, 3, 4 and 5 score in the FHRS
- Reviewing and updating the information we have on the CIVICA data base about local food businesses
- Reviewing and updating our general procedures and internal monitoring arrangements.

## **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 **100%** 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 **6.7 FTE** and the cost of the service during 2014/15 will be approximately £247,500. During 2013/14 were several Environmental Health Officer posts vacant for some time, equating to approximately **5.0 FTE filled posts, within the Food and Safety Team.**

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

In addition, during 2013/14 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.

## **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 town's 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; Primary Authority Workshops on the development of Inspection Plans and Co-ordinated Partnerships; Food & Environment Sampling workshops; FSA Food Updates; a 2 day Enforcement Sanctions Course; Sous-Vide

training & Legal Enforcement 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.

DRAFT

**APPENDIX A Resource Requirements for Food Service Delivery 2013/14**

## Food Service Delivery Plan 2014/15

EHO = Environmental Health Officer

TSO = Trading Standards officer

Service Provision	Expected output	FTE required	Resource
Primary Food Safety Inspections including Safe Food Award	88 high risk inspections	1.0	EHO/TSO
Primary Food Standards Inspections	10 High Risk 40 Medium Risk	0.50	EHO/TSO
Verification and monitoring visits	Approx 249	1.00	EHO/TSO
Support for businesses information training		0.20	EHO/TSO
Imported Food Control		0.30	EHO/TSO
Complaints & Service Requests	400	1.00	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	0.50	EHO/TSO
Training	Minimum of 16 courses Undertaken in officers own time	0.0	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		0.70	Manager
Administration and maintenance of data		0.50	Support Officer

## FOOD SAFETY & STANDARDS ACTION PLAN 2014/15 - DRAFT

<b>Directorate:</b> CUSTOMER AND COMMUNITY SERVICES	<b>Service Manager:</b> Levine Whitham
<b>Division:</b> Enforcement & Regulatory Services Consumer Protection & Business Compliance	<b>Budget:</b> £340,000 (including Food Standards)
	<b>Number of staff employed:</b> 6 FTE Dealing with Food Safety and Hygiene, and Standards
<b>Team:</b> FOOD SAFETY & TRADING STANDARDS	
<p><b>Service Objectives:</b> <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 &amp; 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>	

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

<p><b>Inspection of food premises in Slough</b></p>	<p><b>Health</b></p> <p><b>Economy and Skills</b></p> <p><b>Promote Economic Growth &amp; Protect the Councils Finances</b></p>	<p>100% of high risk businesses to be inspected according to risk rating. To be monitored monthly</p> <p>Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p> <p>Number of approvals issued within time limits</p> <p>Increase in % of broadly compliant premises.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary.</p>	<p>Inspections based on risk;</p> <ul style="list-style-type: none"> <li>- 100% inspection of A, B and all other non complaint food businesses</li> <li>- Identified poor performing food businesses targeted with appropriate interventions</li> </ul> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing 'incubation periods' where suitable.</p> <p>Provide free regulatory advice for new businesses starting up.</p> <p>Alternative interventions to low risk premises, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice for businesses on SBC web site</p> <p><i>Value:</i></p> <ul style="list-style-type: none"> <li>- <i>promoting food safety; protecting consumers in Slough and beyond from the dangers of food poisoning</i></li> <li>- <i>Assessing compliance with smoke free legislation.</i></li> <li>- <i>Identifying Matters of health &amp; safety Evident Concern and taking action where necessary.</i></li> </ul>	<p>Food &amp; Safety Team Leader</p> <p>All Food Safety Officers</p> <p>TS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	<p>March 2015</p> <p>Monthly and Quarterly review.</p> <p>Balanced Score Card</p>
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<p><b>Food Hygiene Rating Scheme</b></p>	<p><b>Health</b></p> <p><b>Economy and Skills</b></p> <p><b>Delivering Services &amp; Facilities that meet local needs</b></p>	<p>Measurable improvement on risk rating.</p> <p>Feedback from businesses.</p> <p>10% Increase in premises achieving 2, 3, 4 and 5 score in the FHRS.</p> <p>Increase the number of premises participating within the FHRS to 600</p> <p>90%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>Risk based projects focusing on 0 &amp; 1 FHRS scoring premises, to increase scores and hygiene standards, and their business potential</p> <p>Publicise the scheme locally at least once a year using relevant communications routes.</p> <p><i>Added Value</i></p> <ul style="list-style-type: none"> <li>- work to support % increase in Broadly Compliant rating.</li> <li>- Support compliant businesses and target businesses seeking a financial gain from non-compliance.</li> <li>- Peer pressure to improve ratings and threat of adverse publicity will compliment the Council's work.</li> </ul>	<p>Ann Stewart</p> <p>All Officers to support</p>	<p>March 2015</p> <p>Quarterly review</p>
<p><b>Level 2 Food Hygiene Training Programme</b></p>	<p><b>Health &amp; Wellbeing</b></p> <p><b>Economy and Skills</b></p> <p><b>Promote Economic Growth &amp; Protect the Councils Finances</b></p>	<p>Number of food handlers trained in Food Hygiene - 200</p> <p>90% Satisfaction from course evaluation sheet returns</p> <p>Annual Internal audit of course procedures</p> <p>Improve food safety knowledge amongst food handlers, in turn improving food safety standards within businesses. 90% pass rate for candidates</p>	<p>To provide a minimum of 12 courses throughout the year.</p> <p>Provide a minimum of 4 courses for the councils Learning &amp; Development Team, in addition to courses for other external businesses.</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"> <li>- self funding training reducing delivery costs to SBC</li> <li>- Positive impact on BC %</li> <li>- Enforcement officer contact with businesses</li> </ul>	<p>Jane Humphreys</p> <p>Support material from CIEH</p>	<p>March 2015</p> <p>Quarterly review</p>

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<p><b>Level 2 Nutrition Training programme</b></p>	<p><b>Health &amp; Wellbeing</b></p> <p><b>Economy and Skills</b></p> <p><b>Promote Economic Growth &amp; Protect the Councils Finances</b></p>	<p>Number of candidates trained Healthier food &amp; Special Diets</p> <p>90% Satisfaction from course evaluation sheet returns</p> <p>Annual Internal audit of course procedures</p> <p>Improved food nutritional knowledge in businesses, in turn providing healthier menu options and nutritional food. (0% pass rate for candidates)</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"> <li>- self funding training, reducing delivery costs to SBC</li> <li>- Positive impact on obesity rates</li> </ul>	<p>Joanne Ricketts</p> <p>Support material from CIEH</p>	<p>March 2015</p> <p>Quarterly Review</p>
<p><b>Catering for Health and other Healthy eating initiatives</b></p>	<p><b>Health &amp; Wellbeing</b></p> <p><b>Delivering services &amp; Facilities that meet local needs</b></p>	<p>Number of CFH awards issued – increase by 4</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 and provide information, the award at 100% of eligible businesses during interventions</p> <p>Improve the application process by providing an online application option and information.</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 2015</p> <p>Quarterly review</p>

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<p><b>Reactive Investigations, Food Complaints and service requests.</b></p>	<p><b>Health &amp; Wellbeing</b></p> <p><b>Economy and Skills</b></p> <p><b>Delivering services &amp; Facilities that meet local needs</b></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><b>Balanced score card:</b> number of enforcement actions</p> <p>Supporting the councils Open for Business Strategy and the Corporate Business Growth plan by providing regulatory support to non compliance business and new start ups, and where appropriate incubation periods.</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> <p>Number of new businesses supported in regulatory compliance</p>	<p>All officers</p>	<p>On going</p> <p>Assess during 1:1 meetings and Case Reviews</p>
<p>Support the Open for Business Corporate approach and work with partners and Town Centre Manager on the Business Development Strategy</p>	<p><b>Economy &amp; Skills</b></p> <p><b>Safer Slough</b></p>	<p>To increase and enhance opportunity for business growth and development.</p> <p>Joined up approach to support economic development.</p> <p>100% attendance at Open for Business training and briefing events</p>	<p>To assist in promoting business development and growth and provide advice and guidance on food safety and standards issues</p>	<p>All staff</p>	<p>On going</p> <p>Individual personal development plans</p> <p>1 to 1s</p> <p>By March 2015</p>

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<p><b>Private Water Supplies and Private Distribution Systems (for Water Services)</b></p>	<p><b>Health &amp; Wellbeing</b></p>	<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>Annual 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>	<p>Bill Campbell</p>	<p>March 2015</p> <p>Monthly review</p>
<p><b>Imported Food Controls &amp; Organic Imports</b></p>	<p><b>Health &amp; Wellbeing</b></p> <p><b>Economy and Skills</b></p>	<p>Number of notifications of imported food processed, including onward transmission</p> <p>Enforcement action taken</p> <p>Number of advice given to importers and agents on import restrictions and conditions.</p>	<p>Checking of consignments of food coming into Slough to remote transit sheds in the borough</p> <p>Verification of organic imported food Control of onward Transmission referrals and notifications of Personal Imports</p> <p>Investigations into illegally imported 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>	<p>Levine Whitham</p> <p>All Officers to support</p>	<p>March 2015</p> <p>Quarterly review</p>

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<b>Sampling</b>	<b>Health &amp; Wellbeing</b>  <b>Economy and Skills</b>	<p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</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>APT (adenosine triphosphate) testing in local businesses on cleaning practices, giving immediate results.</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>Seek additional funds from external organisations e.g. Food Standards Agency.</p> <p>APT testing during interventions and projects to increase awareness of effective cleaning.</p>	<p>Julie Snelling</p> <p>All Officers to support</p>	<p>March 2015</p> <p>Quarterly review</p>
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<b>Infectious Disease Notifications &amp; Control</b>	<b>Health &amp; Wellbeing</b>	<p>Number of investigations investigated; responses in line with PHE Protocols</p>	<p>Investigation of Infectious Notifications including suspected food poisoning outbreaks in line with PHE protocols</p>	<p>Ann Stewart</p> <p>All Officers to support</p>	<p>March 2015</p> <p>Quarterly review</p>
<b>To enable consumers to make informed healthy lifestyle choices of food by enforcement of food standards legislation</b>	<b>Health &amp; Wellbeing</b>	<p>To ensure that :-</p> <ul style="list-style-type: none"> <li>- 100% of high risk</li> <li>- 50% of medium risk</li> </ul> <p>:- of food businesses are inspected and rated.</p> <p>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, nutritional information, additives, allergens, etc.), with further follow up enforcement as required.</p>	<p>Undertake inspection programmes to focus on risk and local needs.</p> <p>Participation in national/regional sampling programmes including:</p> <ul style="list-style-type: none"> <li>- Legally compliant nutrition and health claims.</li> <li>- Composition of Food</li> <li>- DNA profiling.</li> </ul> <p>To work collaboratively with TSSE to undertake the Food Standards Agency imported food sampling based on local priorities</p>	<p>TS Manager</p> <p>Angela Satterly &amp; All food officers</p>	<p>March 2015</p> <p>Quarterly review</p>

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<p><b>Promotion of Food Hygiene issues and involvement in joint projects with other partners</b></p>	<p><b>Health &amp; Wellbeing</b>  <b>Economy and Skills</b></p>	<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>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</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>Sarah Hill</p> <p>All Officers to support</p>	<p>March 2015</p> <p>Quarterly review</p>
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<p><b>Internal Procedures including Officer competency and QA</b></p>		<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.</p> <p>Monitor officer performance to ensure consistent application of procedures.</p> <p>Annual completion of RDNA &amp; GRIP</p>	<p>Levine Whitham</p> <p>All Officers to support</p>	<p>March 2015 &amp; ongoing</p>
<p><b>Looking Ahead</b></p>		<p>Anticipated Additional Workload from changes in regulation and new guidance:</p> <p>Food Information Regulations</p> <p>FSA E.Coli Controls</p>	<p>Actively engaging with caterers to check allergen controls and safeguard against adverse reactions, jointly with Trading Standards colleagues</p> <p>Additional workload from update FSA E.Coli guidance, checks against increased hygiene standards during interventions may resulting in increased enforcement.</p>	<p>Ann Stewart</p> <p>All Officers to Support</p>	<p>Ongoing</p>

		<b>FSA Code of Practice (COP), specifically to Annex 5 – risk rating premises</b>	Additional workload to poorly performing premises achieving a high score in structural compliance or repeated borderline score in confidence in management. Increased revisits to ensure improvements in scoring.		
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