

# Food Safety & Food Standards

## Service Delivery Plan 2018/19



The Food and Safety Team, sit's within Regulatory Services, which is an outward facing service group made up of:

- **Food & Safety**
- **Primary Authority**
- **Trading Standards**
- **Licensing**
- **Community Safety**
- **CCTV & Careline**
- **Community Safety**
- **Registration Services**
- **Cemetery and Crematory**
- **Prevent**

Our aim is to deliver a wide range of effective and responsive public protection services for our residents, businesses and visitors.

### **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, Building Control & Planning
- We have the equivalent of 4.63 officers dealing with food hygiene and 1 dealing with food standards issues.



## Food Service Delivery Plan 2018/19

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 do this by:

- Completing Risk Based Interventions, focusing on the highest risk businesses and the poorest 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 so put Slough residents and visitors at risk
- Food quality and composition sampling
- Investigating food complaints
- Acting as '**Primary Authority**' for large businesses and manufacturers both inside Slough and nationwide, 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.
- Investigating food poisoning outbreaks and infectious diseases; taking action to prevent infection and spread
- Inspecting imported food, food products and the verification of imported organic food arriving via Heathrow airport
- Training food handlers to a level 2 qualification in Food Safety in Catering
- Wide range of promotional activities

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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## Our Vision

The focus of work within the Food and Safety service is to ensure that the Council is able to fulfil its statutory obligations under the relevant legislation, whilst protecting wider public health and wellbeing and supporting local businesses.

We care deeply about the work we do for our town and its residents, visitors and businesses; all the people we are **accountable** to. We are **ambitious** in our plans for the borough, **innovative** in our thinking and actions; all the time listening and **responsive** to those who need us, **empowering** and supporting everyone to reach their goals. All the work we do is geared towards Slough's specific community and business needs, based on local intelligence and our work with partners.

We are one team. We are Slough Borough Council

The Council's 5 Year Plan and the Joint Wellbeing Strategy 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. Our work underpins the 5 Year Plan objectives.

The Action Plan at the rear of this service delivery plan shows, in detail, how we are going to achieve this. It demonstrates the golden thread and shows how the Team's work links with the 5 year plan to achieve the council's wider outcomes. The Action Plan should be read in conjunction with our Enforcement Policy.

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The Enforcement Policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions.

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

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.

Our service plan is ambitious and aspirational. Its important to note the comments made in the resourcing section below, in particular, the level of resource needed to meet the plans objections and that available are not equal. Ultimately we do not have the resources available to complete all aspirations within the plan. This is also mirrored in the Health and Safety Service Plan. It is likely that some of the planned work will be re-prioritised throughout the year, particularly if unforeseen demands on the service arise such as serious investigations.

### **How we performed last year, 2017/18:**

The Food Safety Service can be divided into key activities listed below:

- Primary Authority Scheme and our Commercial offer
- High Risk Food Premises Inspections and Interventions
- Food Alerts and Incidents
- Food Complaints & Enquires
- Imported Food Control
- Food Poisoning and Infectious Disease Investigations
- Training and Promotions
- Sampling
- Food Standards
- Enforcement Action
- Striving for Excellence & resourcing

## Primary Authority Scheme



Primary Authority (PA) 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 legally recognised 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 more than 40 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 is applied to Primary Authority partnerships with an hourly charge for any work undertaken; in 2017/18 our income was £93,964 (jointly with the trading standards team). This cost recovery enables the Council to support businesses in Slough and increase the availability of specialist officers who are funded from PA at no extra cost to the Council. Last year the food & safety team had over 529 hours of advice interactions with our PA companies; a high proportion of this was advice and support requests from our partners.

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 and leaving Primary Authority Partnerships with the Council remains changeable; however the demand on PA has remained relatively constant over the past year. As a service we currently maintain in excess of 40 partnerships.

In 2017 there were changes to the Primary Authority Scheme with the introduction of PA3. This demanded additional resources to update partnerships and review advice issued.

More information on Primary Authority Partnerships can be found on the website <https://primary-authority.beis.gov.uk/about>. Businesses that would like to join the scheme can email [primary.authority@slough.gov.uk](mailto:primary.authority@slough.gov.uk)

### **Our Commercial offer**

In line with last year's service plan we have been looking at ways of supporting businesses at no cost to Council or residents. We introduced a new range of Business Support packages which have been advertised and made available to local food businesses. Businesses are offered bespoke advice packages either on start-up or before a planned intervention. These are charged at cost price and enable businesses to get additional advice on what they specifically need to do to improve their compliance with legal requirements and additionally to improve their Food Hygiene Rating. Last year we supported xx local businesses which made an income of £4,957.16.

### **High Risk Food Premises Inspections and Interventions**

Slough Borough Council is a Competent Authority and is responsible for ensuring that Official Food Controls are undertaken on behalf of the EC. We aim to undertake all of the interventions required by the FSA's Food Law Code of Practice (FLCoP) (which is a Statutory Code of Practice), this includes 100% of all due food hygiene interventions. However, if there is a gap between the resources available to deliver these interventions and the demands on the service then our priority will be to complete interventions to food businesses which present the highest risk. In order to maximise the effective use of resources we will take advantage of Alternative Enforcement Strategies (AES) for low risk category E premises and other flexibilities in the code such as alternating between official interventions and non official controls to medium risk category D premises.

The intervention figures for 2016/17 show that 100% of our high and medium risk ('A', 'B' & 'C' rated premises) our medium risk 'C' rated premises were inspected. We inspected all but 2 of the non-broadly compliant premises that were due at the beginning of the year. In total, approximately 76% of all due interventions were undertaken (including low risk, and those which were overdue from previous years). As with previous years our focus continued to be on premises which present the highest potential risk to the public.

The Food & Safety Manager has been on Maternity Leave throughout 2017-18. This has placed additional demands on other operational members of the team. During the year we have used the services of a temporary contractor to assist the team. The contractor has focussed on medium risk food hygiene inspections; this has allowed us to maintain a similar proportion of interventions as we had at the beginning of the year.

At the beginning of 2017/18 the proportion of premises in the Borough which were broadly compliant with food safety legislation was 82.3% and at the end of 2017/18 this was 79.8%. We continue to find that businesses are not making sufficient positive progress between interventions and that has therefore reduced our confidence in their management. This results in a change in the risk assessment, indicating that the business is 'non-broadly compliant'. The FSA Guidance has also strengthened the criteria needed for

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a business to be broadly compliant, and has become more stringent. This has had also had a knock on effect on our broadly compliant score. Officers have also attended consistency training, which gives officers the confidence to score a business harshly when not meeting minimum requirements. Additionally any business that is unrated is counted as non-broadly compliant which has an impact on the overall percentage of compliant businesses.

We assess new businesses on registration and send free start up advice to all businesses. However, we prioritise higher risk businesses for visits. We will continue to seek an improvement in the proportion of businesses which are broadly compliant and will be doing this by using a range of enforcement and advice tools and improving our messaging using social marketing techniques.

There are currently 904 registered food premises within the borough, ranging from large manufacturing premises to small corner shops. This number is a slight increase from last year. We continue to monitor new businesses in Slough, are in regular dialogue with the Town Centre Manager and support the Town Team.

This table shows the number of interventions required and carried out at each

Risk Rating	Frequency of intervention	Number of interventions due in 2017-18	Number of interventions outstanding at the end of 2017/18.	Total number of official controls carried out in 2017/18
Premise Rating - A	6 months	10	0	14
Premise Rating - B	12 months	72	0	119
Premise Rating - C	18 months	132	0	151
Premise Rating - D	24 months	214	33	179
Premise Rating - E	Alternative Intervention	56	42	16
Premise Rating - Unrated at Apr 17	Awaiting initial inspection.	27	46*	98
<b>TOTAL</b>		<b>363</b>	<b>78</b>	<b>577</b>

category of premises.

\* All unrated premises that have not been inspected are low risk businesses. They have all been assessed and have been given advice on food safety as part of our initial screening assessment.

\*Official Controls also includes .....



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The table below shows our current premises profile and interventions due for 2018/19– this includes all interventions that were outstanding at the end of 2017/18.

Risk Rating	Frequency of intervention	Number of food premises	Number of interventions due in 2018-19
<i>Premise Rating - A</i>	<i>6 months</i>	<i>3</i>	<i>6</i>
<i>Premise Rating - B</i>	<i>12 months</i>	<i>81</i>	<i>81</i>
<i>Premise Rating - C</i>	<i>18 months</i>	<i>200</i>	<i>113</i>
<i>Premise Rating - D</i>	<i>24 months</i>	<i>305</i>	<i>137</i>
<i>Premise Rating - E</i>	<i>Alternative Intervention</i>	<i>264</i>	<i>209</i>
<i>Premise Rating – Unrated at Apr 17</i>	<i>Awaiting initial inspection.</i>	<i>43</i>	<i>43</i>
<i>Outside programme</i>	<i>N/A</i>	<i>8</i>	<i>0</i>
<b>TOTAL</b>		<b>904</b>	<b>589</b>

### Food Hygiene Rating Scheme

## FOOD HYGIENE RATING

We have now been operating the National Food Hygiene Rating Scheme for a number of years. 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.

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- How the business manages and records what it does to make the food that it sells safe.

We increased the number of premises with published ratings last year, from 640 to 699. At the end of 2017/18 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	5
1	82
2	37
3	104
4	122
5	317
Total	667

As indicated earlier our broadly compliant percentage has dropped in the past year- this has a knock on effect on the proportion of our premises that are rated 3-5 (generally satisfactory or better). Working to improve standards in our 0-2 rated premises will contribute to our target of increasing our percentage of broadly compliant businesses in the Borough.

We received 19 requests for Food Hygiene Rating Rescore visits during the year, in January we introduced a charge for rescore visits of £210, based on cost recovery. We also had one appeal against a Food Hygiene Rating, this was reviewed in line with our internal procedures and the original rating was upheld.

Due to demands on resources this year, we have not been regularly tweeting the businesses who have been awarded Ratings of 5 or 0. We plan to resume this method of communication immediately, as a way of promoting the scheme and encouraging businesses to improve their standards.

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

### **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 2017/18 we were notified by the FSA of 43 Food Alerts for Information and product withdrawals, we check all notifications for potential impacts. This year the Europe wide alert relating to Fipronil in Eggs required some specific action by the team as a local distributor had distributed some potentially implicated products.

In 2017/18 there was one food safety product recall instigated by a business based in Slough. We supported the business with their investigation and acted as a conduit between the business and the Food Standards Agency.

### Food Complaints & Enquires

We dealt with **526** complaints and enquiries from or about food businesses in Slough during 2017/18. This is approximately a 5% increase on the number of referrals made to the team in the previous year. A range of enquiries were responded to. In particular:

- **117** reporting concerns about food businesses/poor food handling practices.
- **63** notifications of Imported Food
- **117** were for new business start up advice
- **43** complaints about food (including contamination with foreign bodies and mould).
- **26** complaints of food poisoning and suspected illness
- **31** requests for information about food hygiene training

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 continued levels of service requests indicate that demand for the service remains high. Although it is difficult to predict trends it is likely that demand will remain fairly static through the coming year.

### Imported Food Control

We check and either authorise or reject 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 carryout selected checks on 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 that have entered the EU via Heathrow. We undertake detailed documentary checks on consignments of imported food based on risk and intelligence. **This year we stopped 12 consignments of food.** Some consignments contain 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 and of any controls that may exist for a given food type. If the food has been imported illegally this will be subject to detention and destruction/re exportation depending on the circumstances. This may result in visits to physically check the consignment at the custom bonded warehouse. Some of the food checked includes:

- Illegally imported Tuna from Lybia
- Milk powder from Thailand
- Dried meat products from South Africa
- Protein powder from USA
- Nougat from Australia
- Peas from Kenya

Of the food checked, 9 consignments of illegal Product of Animal Origin (POAO) were detained and notified to HMRC, and 4 consignments of illegal Non-Products of Animal Origin were detained and destroyed.

### Food Poisoning and Infectious Disease Investigations

Last year, the Food and Safety Team were notified of 297 infectious diseases and food poisoning related illnesses. This figure shows a **4.5% decrease** in reported infectious diseases from the previous year.

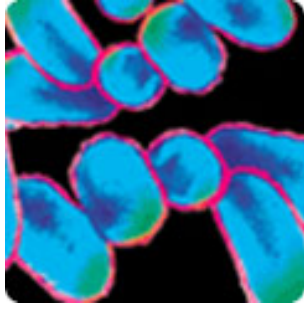


Public Health  
England

Many of the infectious diseases reported to us require investigation and the completion of a food history. We co-ordinate investigations with Thames Valley Public Health England (TVPHE) on the basis of a regionally agreed protocol, and sometimes visit and inspect implicated food premises.

The most common food poisoning reported in Slough is **Campylobacter** which made up 62% 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.



A member of the team carried out some visits to a premises practicing Hijama (wet cupping) this year with representatives of TVPHE. These visits were conducted with the aim of preventing the spread of transmissible diseases, advice was given to the practitioner and improvements were noted at a follow up visit.

### Training and Promotions

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

Last year we changed our courses to a new awarding body called Highfield and saw the launch of a new examination due to regulatory changes imposed by Ofqual. This means that the regulated qualifications that we offer now comply with the Regulated Qualifications Framework (RQF).



### Approved HABC Centre

The Level 2 Food Safety in Catering continues to be a valued and sought after qualification for many individuals and businesses, and during the year we have seen a big increase in demand (particularly for bespoke courses run specifically for a particular business or organisation). Whilst on-line training courses are still popular, this appears to demonstrate that many individuals and businesses value the face-to-face traditional teaching approach that our training courses offer.

We will continue to actively promote our open courses over the coming year and respond to demand, with the possibility of laying on additional courses if required.

Fees for food hygiene courses have not increased this year in order to stay competitive with the rest of the market & to make them as affordable and accessible as possible to both individuals and businesses.

The team has over the last year:

- Run **12** courses (up from 7 the previous year)
- Trained **136** candidates (up from 79 the previous year)
- Had an average pass rate of **95.6%** (up from 92% the previous year).

This will contribute towards an improvement in the food safety standards 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.

### Sampling

The team took 48 microbiological samples last year (consisting of both swabs and food samples), which was just a slight decrease on the previous years sampling activity.



Our emphasis again was on participation in both national and regional sampling surveys, which this year included:

- Imported fresh whole Paan (Betel), Curry, Banana and Vine leaves, with particular emphasis on *Salmonella*;
- Ready-to-eat chilled foods from Eastern European and other retail premises, with particular emphasis on *Listeria*;
- E.coli in salad leaves

The imported fresh whole paan (betel), curry, banana and vine leaves survey looked at the microbiological quality of these specific leaves, often used as a garnish without cooking, or as a food contact surface. Of the 3 samples taken, 2 samples, both of curry leaves returned unsatisfactory results for elevated levels of E. coli.

The study looking at the incidence of E.coli in salad leaves was a Berkshire wide initiative. A total of 13 samples, comprising both food (9) and swab (4) samples were taken in 5 premises (corporate staff canteens & hotels where use of pre-bagged and washed salad is greatest). Our findings revealed completely satisfactory results. This was initiated as a project following issues with the E.coli 0157 strain of bacteria in salad leaves in England during June 2016, but clearly the results did not substantiate any on-going issues with the produce sampled.

Lastly, in the national study looking at ready-to-eat chilled foods from Eastern European and other retail premises, all of the 12 samples taken in Slough returned satisfactory results.



Last year we decided to include some local sampling priorities into our sampling programme, to look at the microbiological quality of food and the cleanliness of surfaces in some of our poorer performing catering premises. In total 20 samples, consisting of 12 food samples and 8 swabs, were taken from 4 premises. Whereas the majority of the food samples (11 out of 12) returned satisfactory results, there was a significant level of swab samples (5 out of 8) that were unsatisfactory. The failed samples were typically unsatisfactory for Aerobic Colony Count (ACC), Enterobacteriaceae and E.coli and demonstrated a lack of effective cleaning to a range of food contact and hand contact surfaces. Letters were sent to each of the implicated premises on how to improve cleaning & these will be followed up during the next visit/intervention.

### Food standards

Trading standards successfully completed 100 per cent of their high risk routine food standards inspections in 2017/2018, in addition to other food standards enforcement visits.

A total of 214 food standards visits were carried out last year.

Interventions on these visits:

- > 72 – Written Warnings issued;
- > 92 – Compliant on First Visit;
- > 24 – Non-compliant on first visit:
- > 30 – Compliant on Contact
- > 6 – Non-compliant on contact
- > 1 – Compliant on Revisit
- > 0 – Non-compliant on revisit

Further work included:

- giving labelling advice to new food businesses
- providing detailed food standards advice to the relevant Primary Authority partners
- taking part in the following food sampling and food related projects:

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Trading Standards South East (TSSE), Traceability. Sampling meat species and coconut water, Total 13 samples

Trading Standards South East (TSSE), free from Allergens, Total 5 samples

Slough Trading Standards Traceability Project, Total 37 samples

These projects entailed visits to food business outlets (predominately take-aways and mobile food vans) to determine if the food being advertised was as described. It completed in conjunction with the Food Standards Agency (FSA), TSSE and the Public Analyst.

It was found that many of these outlets were incorrectly labelling the food and the business owners were advised at the time of the visit of the legal requirement.

Over the course of the projects:

- 9 Improvement Notices were served: 7 Improvement Notices were complied with.
- Of these Improvement notices 3 were for failing to supply allergen information
- The remaining 7 improvement notices were for misdescribing the meat species
- 2 Improvement Notices are pending, awaiting the Public Analyst results
- 25 non-compliant (68%) in Traceability, Allergens & Genetically Modified Declarations
- Product Descriptions increased 32% to 89%
- Allergen compliance increased from 54% to 95%
- Genetically Modified Declarations increased 54% to 84%

A separate food standards service plan has been produced for Trading Standards for 2018/19. Targets include:

- complete 100 per cent high risk food inspections
- complete 100 per cent medium risk food inspections
- complete 100 per cent of low risk food inspections
- 100 per cent of 'programmed' unrated premises to be inspected and rated within the year
- complete 100 per cent Food Standards Agency funded imported food samples
- complete SBC / Regional food sampling programmes as required.

### **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://www.slough.gov.uk/council/strategies-plans-and-policies/regulatory-and-enforcement-services-enforcement-policy.aspx> The following enforcement action was taken by the Food team in 2017/18

<b>Hygiene Emergency Prohibition Notices</b>	<b>0</b>
<b>Hygiene Improvement notices</b>	<b>42</b>
<b>Written warnings/Letters sent</b>	<b>336</b>
<b>Prosecutions completed</b>	<b>0</b>
<b>Simple Caution</b>	<b>1</b>
<b>Seizure and Destruction of Food (excluding imported food)</b>	<b>0</b>
<b>Detention of Food (excluding imported food)</b>	<b>0</b>
<b>Voluntary Closure</b>	<b>0</b>

## Striving for Excellence and Resourcing

### Service Standards

Providing excellent customer services is important to us. 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.

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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 and Quality Assurance

We use feedback questionnaires following each intervention. xxxxx  
No complaints regarding the service has been received, either formally or informally. The team is committed to working with local businesses and the local community ensure high levels of satisfaction. We aim to enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

We undertake monthly quality assurance (QA) on the whole range of our service delivery. Our QA procedures assess the work of our officers to ensure that it meets the high standard expected by the service.

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 and Oxfordshire Food and Health & Safety Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease group.

### Resourcing

The Full Time Equivalent (FTE) staff allocated to food safety & standards work is **5.63 FTE**. This includes the food and safety manager (0.4 FTE) and a Business Support Officer (0.75 FTE). 1 FTE officer is also allocated to Trading Standards work (included in this figure)

The cost of the service during 2017/18 to meet the Food Standards Agency (FSA) Food Law Code of Practice obligations will be approximately **£350,000**, for both Food Safety and Food Standards. A breakdown of the resources committed to Food Safety and Standards work is contained in Appendix A.

**There is an estimated shortfall of 2 FTE, based on the FTE required to complete all of the FSA guidance obligations, and that currently allocated to food work.**

We will aim to make efficiencies and create income to offset this shortfall. However to complete all of the obligations within this plan is ambitious. Ultimately priority will be based on risk, and work will be re-prioritised as needs change. Where possible we will make use of flexibilities within the

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guidance and other smarter, agile and mobile working initiatives, all of which are detailed in the Action Plan attached as **appendix A**.

Quarterly monitoring of team performance will be undertaken, and any significant shortfalls or non compliance will be raised with Service Lead and Members, along with the associated risks. Where necessary a request for additional resources will be submitted.

### **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 'slough Works' approach
- Continuing to develop and expand income generating streams
- Increasing the number of businesses within Slough achieving a 3, 4 and 5 score in the FHRS (broadly compliant % figure)
- Reviewing and updating the information we have on the CIVICA data base about local food businesses including childminders.
- Updating our general procedures.
- Improving our customer feedback and satisfaction

### **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.

### **Variation from service plan**

Departures from this service will be exceptional, capable of justification and be fully considered by the Service lead for Regulations Services, , Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

**The action plan for 2017/18, which outlines our planned work for the year in Appendix B.**

## Food Service Delivery Plan 2018/19

### APPENDIX A

#### Resource Requirements for Food Service Delivery 2017/18 Calculations

Service Provision	Expected output	FTE required	Resource
Food Hygiene Interventions to all premises due, including revisits	Cat A 6 Cat B 81 Cat C 113 Cat D 137 Cat E 209 Unrated 43  Total due 589	3.2	S/EHO
Primary Food Standards Inspections	High Risk 10 Medium Risk 92 Low Risk 23 Unrated 119	1.0	EHO/TSO
Imported Food Control	Difficult to estimate demand	0.1	EHO/TSO
Complaints & Service Requests	550	0.50	EHO/TSO
Sampling	100	0.12	EHO/TSO
Primary Authority Food Related Work	Difficult to estimate demand	1.0 (self funding)	EHO
Enforcement Action – emergency procedures, case files, simple cautions & prosecutions	May vary	0.50	EHO/TSO
Food Hygiene Training	Undertaken in officers own time	0.0	EHO/TSO
QA and updating of procedures		0.1	Manager/ Team Leader
Day to day management of service delivery		0.4	Manager
Administration		0.75	Business Support Officer
Total (including admin & management of service)		7.67	

EHO = Environmental Health Officer  
officer

TSO = Trading Standards