

Food Safety & Food Standards

Service Delivery Plan 2020/21



Safety

Food Service Delivery Plan 2020/21

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**

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

About our 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, Resilience and Enforcement team, Licensing, Building Control & Planning

We have the equivalent of 3.5 officers dealing with food hygiene and 1 dealing with food standards issues. We have just created a new post for a full time EHO, which will increase capacity in the food team, to 4.5 FTE working on official food controls.

Food Service Delivery Plan 2020/21

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 (FHRS)** and also identifying those businesses which seek an economic advantage from non-compliance and thus 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 which provides the opportunity to record our achievements and identify those key issues that still need to be addressed. We 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 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.

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 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 and work to support the fight against Coronavirus.

Coronavirus

The worldwide pandemic from coronavirus which hit the UK in March 2020, created unprecedent pressure on the service, and authority as a whole. All resources were redeployed to work on preventing the spread of disease, and implementation of The Health Protection (Coronavirus Restrictions)(England) Regulations 2020. The requirement to work from home, shield, and inability to deliver some service areas created additional pressures, whilst the demands on the service from implementation of new procedures, systems of work and increased coronavirus related complaints, increased by 200%.

The additional challenges presented by the Coronavirus pandemic will almost certainly have an impact on the Team's ability to fulfil the Service Plan targets for this year. Programmed Official Feed and Food Controls were suspended for over 3 months, creating a backlog of work. We have a duty under The Health & Safety at Work Act to ensure premises are safe, and that includes from the risk of covid infection. This coupled with new approach to all future interventions makes planning for the future challenging, and as a result we are unable to predict at the time of writing this plan, what impact that will have on our overall service delivery. However it is likely to be significant.

How we performed last year:

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

BRDO

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 specialist 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.

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 2019/20 our income was £82,000 (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 640 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.

We are also a partner in Business Advice and Support Partnership (BAASP). BAASP is a partnership agreement with Kent County Council, Hampshire County Council and East Sussex County Council to increase our capacity to provide and share specialist knowledge and Primary Authority advice in the following areas:

- Trading Standards
- Food & Safety
- Health & Safety
- Fire Safety
- Licensing



This partnership has been recognised by the OPS&S as a strategic Primary Authority provider.

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 41 partnerships.

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

Our Commercial offer

We are always looking at ways of supporting businesses at no cost to Council or residents and offer a range of Business Support packages for local businesses. Any income generated also supports income targets.

We offer businesses bespoke advice packages either on start-up or before a planned intervention which are charged at cost price, to enable businesses to get 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 6 local businesses which made an income of £1,120, this is a significant reduction on last year, where we supported 24 businesses and generated an income of £5,115. This could be because we were at capacity last year, focusing on other income streams and statutory functions.

We also delivered a project to support local food businesses in the town centre to improve their FCRS, which creates some income and is detailed below under Town Centre Project.

We also provide a service to issuing export health certificates to companies wishing to export food product out of the UK. This is a discretionary service, and last year we issued 192 export health certificates, and made an income of approx. £20k. It's important to note that this income comes from 2 local companies, which if relocated, would have a knock on effect on our income targets.

Through a range of services, last year we generated a total income of £24k.

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. 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, where 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.

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The intervention figures for 2019/20 show that we completed 98% of due inspections to our high and medium risk premises ('A', 'B', 'C' & 'D' rated premises). We inspected all of the non-broadly compliant premises that were due for interventions at the beginning of the year. In total, approximately 97% of all interventions due at the beginning of the year were undertaken (including low risk & those overdue from previous years). As with previous years our focus continued to be on premises which present the highest potential risk to the public. We had plans in place to complete 100% of all interventions due this year however the COVID-19 pandemic and the ensuing lockdown meant that we were unable to complete the last few interventions.

Changes in staffing has meant that the number of permanent FTEs working in the team has reduced slightly this year- this has placed additional demands on other operational members of the team. During the year we have used the services of two temporary contractors to assist the team. They focussed on medium risk food hygiene inspections which contributed to our overall achievement.

At the beginning of 2019/20 the proportion of premises in the Borough which were broadly compliant with food safety legislation was 82% and at the end of 2019/20 this was 87.6%. This significant improvement is encouraging, it is in part a reflection of improved standards across the borough and also a reduction in the number of businesses that are currently unrated. However, in a proportion of business we continue to find a lack of progress between interventions, this impacts on our confidence in the business' ability to manage food safety which in turn affects their overall risk rating. We will continue to use a range of advice and enforcement tools, including social media messaging, to seek improvements in the number of businesses that are broadly compliant.

Officers participate in local and national consistency exercises to ensure that we are applying the risk assessment scoring in the code accurately.

We assess new businesses on registration and send free start up advice to all businesses. However, we prioritise higher risk businesses for visits.

There are currently 876 registered food premises within the borough, ranging from large manufacturing premises to small corner shops. This number is fairly static 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.

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

Risk Rating	Frequency of intervention	Number of interventions due at beginning of 2019/20	Number of interventions outstanding at the end of 2019/20.	Total number of interventions** carried out in 2019/20
Premise Rating - A	6 months	6	1	5
Premise Rating - B	12 months	69	0	115
Premise Rating - C	18 months	141	1	158
Premise Rating - D	24 months	166	6	174
Premise Rating - E	Alternative Intervention	77	5	48
Premise Rating – Unrated at Apr 17	Awaiting initial inspection.	19	8*	140
TOTAL		478+	21	640

* All of the unrated premises have been assessed on registration and have been given advice on food safety as part of our initial screening assessment. All but one (low risk business) have opened within the year.

**Interventions include inspections, revisits, complaint and sampling visits and self assessment questionnaires completed.

+This figure does not include the 139 new businesses that opened during the year.

The table below shows our current premises profile and interventions due for 2020/21 – this includes all interventions that were outstanding at the end of 2019/20.

Risk Rating	Frequency of intervention	Number of food premises	Number of interventions due in 2020/21
Premise Rating – A	6 months	1	2
Premise Rating – B	12 months	60	61
Premise Rating – C	18 months	209	109
Premise Rating – D	24 months	343	146

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<i>Premise Rating – E</i>	<i>Alternative Intervention</i>	239	18
<i>Premise Rating – Unrated at Apr 20</i>	<i>Awaiting initial inspection.</i>	13	13
<i>Outside programme</i>	<i>N/A</i>	11	0
TOTAL		876	349

Coronavirus related business closures and other restrictions have lead to a suspension of almost all Official Food Controls until the middle of July 2020. We are awaiting further guidance from the Food Standards Agency on how they expect us to deal with the back log of official controls that will have built up during that time and also how we might have to deliver official food controls going forward. This is an emerging situation and we are responding to guidance as it is published.

Food Hygiene Rating Scheme

FOOD HYGIENE RATING

We participate in the National Food Hygiene Rating Scheme, the Food Hygiene Rating of businesses within the Borough are published on the national website. 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. There is also evidence that participation in the scheme 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 2019/20 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	2
1	45
2	33
3	102
4	145
5	396
Awaiting Inspection	13
Total	736

As indicated earlier our broadly compliant percentage has gone up 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 15 requests for Food Hygiene Rating Rescore visits during the year, we charge a fee of £210 for these. We also had three appeals against a Food Hygiene

Rating, this was reviewed in line with our internal procedures and in each case the original rating was confirmed.

On two occasions this year we have ‘tweeted’ a list of businesses who have been given Ratings of 5 or 0 to promote the scheme and encourage businesses to improve their standards. All food hygiene inspection results are published at <http://ratings.food.gov.uk/authority-search/slough>. This data is refreshed at least once a month.

Town Centre Project

Last year the team undertook a project to support food businesses within the Town Centre to improve their FHRs, subsidised by the Council as a Town Centre priority to improve the image of the town and the offer on the high street.

16 businesses was selected to form part of the project, the majority of which had a FHR of 1 – major improvement is necessary. Over the duration of the project, 2 of the 16 businesses closed and re-opened with a different FBO. These businesses then fell out of scope. An additional business failed to engage and another was not trading during the period when support visit was available. **12 businesses remained in scope and wished to participate.** All of the eligible 12 businesses received support visits approximatively 1 month prior to their due food hygiene inspection. This timing was purposely planned, as it was hoped that advice given by officers would be fresh in the Food Business Operators mind, along with sufficient time to implement their agreed action plan. Food hygiene inspections were then undertaken and assessment of standards made to determine the new FHR score.

In total **9 businesses achieved an improvement in their FHR score.** However, 1 business was subject to a Hygiene Improvement Notice to address significant non-compliance issues. Of the 12 premises that were included in the project 75% improved their FHR score, 50% are now considered to be ‘broadly compliant’ with a FHR 3 or above with 2 (16.6%) of the businesses achieving a score of 4 and another 2 (16.6%) gaining the top FHR 5.

Whilst improvements were achieved in the most of the 12 businesses who participated, for the remaining businesses, barriers such as willingness and desire to improve are most likely. This is also supported by the perceived lack of care regarding the FHR score from some customers. The Food and Safety Team will continue to support food business within the town centre in 2020/21

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 2019/20 we were notified by the FSA of 60 Food Alerts for Information and product withdrawals, we check all notifications for potential impacts and carry out further enquiries on local distribution where information suggests it is needed. This year one locally based manufacturer instigated a recall of some of their product on food safety grounds. The team worked with the business to understand the circumstances that had lead up to the incident and to ensure that the recall guidance was properly implemented.

Food Complaints & Enquiries

We dealt with **393** complaints and enquiries from or about food businesses in Slough during 2019/20. This would appear to be a significant reduction in the number of service requests received but in fact overall the demand for our services has actually increased since last year, it is just that we have been contacted for different issues as reflected on elsewhere in the service plan. A range of enquiries were responded to. In particular:

- **96** reporting concerns about food businesses/poor food handling practices.
- **33** notifications of Imported Food
- **131** requests for new business start up advice
- **22** complaints about food (including contamination with foreign bodies and mould).
- **46** complaints of food poisoning and suspected illness
- **10** 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 business operators help them improve 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. Based on data from previous years it is likely that demand will slightly increase 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 undertook documentary checks on 42 consignments of food, of which 6 were Product of animal origin.** 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.

We have in place an onward transmission arrangement with Port health Authorities at Hillingdon Council at Heathrow, Doncaster Port Health and Uttlesford Council whereby consignments are temporarily held at a logistics business in Slough borough while the necessary checks, (for example sampling for pesticides) is undertaken on high risk products that are not of animal origin. The consignments are then either released or further detained and destroyed following the results of testing.

Some of the food checked include:

- Beans and Peas from Kenya (failed pesticide testing)
- Illegal import of milk from Sri Lanka
- Honey and fishery products from Tongo
- Butter Ghee from Kuwait
- Illegally imported animal trophy – giraffe bone
- Crayfish from Nigeria

Of the food checked, 6 consignments of illegal Product of Animal Origin (POAO) were detained and notified to HMRC, 4 of which were food and 2 were non food, such as horn, and 2 consignments of illegal Non-Products of Animal Origin was detained and destroyed.

Food Poisoning and Infectious Disease Investigations

Last year, the Food and Safety Team were notified of 243 infectious diseases and food poisoning related illnesses. This figure shows a **14% decrease** in reported infectious diseases from the previous year.

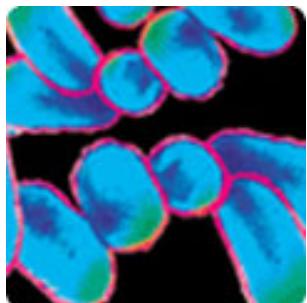


**Public Health
England**

Many of the infectious diseases reported to us require investigation and some require 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 47% 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.



This year we have been involved in the following investigations linked to outbreaks of infectious disease:-

We were asked to undertake some additional follow up in relation to a national outbreak of salmonella, a suspected case lived in the Slough area.

Towards the end of the year the incidence of COVID 19 in the UK started to rise as the pandemic spread. The team has been working with the Director of Public Health, other agencies and local businesses to advise and help them prepare for the impact of the various restrictions that have been introduced since the pandemic was declared.

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.

We continue to use Highfield as the awarding body, who are regulated by Ofqual. The course we provide is a regulated qualification that complies with the Regulated Qualifications Framework (RQF).



Highfield
awarding body for compliance

Approved HABC Centre

The Level 2 Food Safety in Catering continues to be a valued and sought after qualification for many individuals and businesses, although we have seen demand over the past year dwindle due to a number of factors including Covid-19. Larger organisations including local schools and children's centres continued to book a small number of our bespoke courses which provided them a dedicated course for several of their own staff, often in their own venues. However individual bookings from small food business operators for our public courses has reduced significantly resulting in only 2 of the proposed 4 training courses actually running. The popularity of cheaper (but often inferior) on-line training courses could be a factor, but in a year where Brexit, a General Election and Covid-19 dominated, a number of provisional bookings were cancelled due businesses concentrating on other priorities.

Continuation of our traditional face to face training courses over the coming year is expected to be low as social distancing measures brought in as a result of the Covid-19 pandemic continue. A return to delivering courses will very much depend on how social distancing measures are eased and whether demand for this approach returns. In the meanwhile we will be exploring offering remote forms of training to ensure that food businesses who need staff hygiene training can access accredited training courses and quality training materials.

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 **7** courses (down from 9 the previous year)
- Trained **74** candidates (down from 89 the previous year and 136 in the year 2017-18)
- Had an average pass rate of **95.9 %** (which is a slight dip from 96.6% the previous year, but maintains our pass rate at above 95% for the third year running).

Food hygiene training remains an important factor in improving the food safety standards within Slough, as better trained and educated food handlers will ultimately contribute to a reduction in food poisoning cases. It is therefore our intention to explore diversifying into easily accessible remote forms of learning to ensure that food sold within Slough to residents and to people passing through the borough and using its facilities continues to be as safe as possible.

Sampling

The team took 72 microbiological samples last year (consisting of swabs, food samples and water samples), which was a minor decrease of 5 samples on the previous years sampling activity.

Our emphasis this year fell very much to participation in regional sampling surveys which included:

- Microbiological quality of plastic containers used to store food in takeaway premises;
- Prepared salads and garnishes
- Ice cream and ice cream scoop water

The study looking at the microbiological quality of plastic containers used to store food in takeaway premises was a continuation of last years Berkshire wide initiative. A total of 14 samples, comprising of swab tests were taken in 4 premises (comprising 3 high street takeaways and 1 retail store handling raw & cooked meat). Repeating last years findings, there was a high proportion of unsatisfactory results (6 out 14 or 42.8%) all of which were due to elevated levels of Enterobacteriaceae. The results reflected poor practices such as the continual re-use of plastic containers (that were perhaps only ever designed for single use, such as mayonnaise & ice cream cartons); poor cleaning & disinfection methods; the use of containers that are not intended for food contact (such as general use storage boxes) and the poor quality of some of the containers that were visually damaged.

The salad and garnish samples, which were taken from the same 3 takeaway shop premises, comprised of food samples of ready to eat prepared salad items or garnishes. But unlike the swabs from the plastic containers, all 9 samples returned satisfactory results



Lastly, we contributed 14 samples to a regional study looking at the microbiological quality of ice cream and ice cream scoop water, from 3 premises in Slough. All 5 scooped ice cream samples returned satisfactory results, as did the 3 ice cream scoop water samples, showing them to be of good microbiological quality and in line with the standards set for food and water of this nature. Less so, the whippy style ice cream samples had 2 out of 3 samples classed as "borderline" due to slightly elevated levels of Enterobacteriaceae and all 3 swab samples taken from the handles of the ice cream scoops were unsatisfactory due to high levels of the same indicator organism, possibly demonstrating a lack of effective or regular cleaning to these hand contact surfaces.

We also focussed our sampling activity at localised issues, which this year included:

- Concerns over unsafe food product or processes
- Investigation of possible illness due to food consumption
- Poor premises
- Local manufacturers

Our reactive sampling was carried out in response to 2 incidents that arose during the year to help inform the investigations. The first was an issue with an unprocessed ingredient used in the manufacture of ready to eat food, over which we noted concerns during a food hygiene inspection. Using the sample results showing that 2 out of 4 samples taken were unsatisfactory for *Escherichia coli*, we were able to work with the food business to modify their production process, to make it safe.

In the second case, following a report of suspected foodbourne illness, we took a total of 18 foods and 1 cleaning cloth sample on two different dates from a catering premises. After the first set of informal samples provided a number of unsatisfactory results (2 out of 7) a further 11 samples were taken formally a couple of days later. These too showed very poor results for 2 food items in particular and were indicative of serious food hygiene failings at the business. Whilst improvements at the business have now been secured, legal proceedings are being considered for the food safety failures at the time of the investigation.

Of our 2 manufacturing premises sampled, all 13 samples taken of finished products produced satisfactory results.

In all cases of unsatisfactory samples, letters were sent to each of the implicated businesses on how to improve hygiene and cleaning & these will be followed up during the next visit/interventions.

Unlike previous years we did not participate in two national surveys as the nature of these studies meant that they were not applicable to the types of food businesses in Slough. Whilst we did collect some samples of flour from food businesses for participation in a third national study this activity was not completed before the Covid-19 lockdown took effect. It is anticipated however that this can easily recommence and be completed once we are in a position to be able to resume sampling activities again.

Food Standards

Trading standards successfully completed 100 per cent of their high risk routine food standards inspections in 2019/20, in addition to other food standards enforcement visits.

A total of 201 food standards visits were carried out last year. Which resulted in the following Interventions:

- 35 Written Warnings issued
- 69 Compliant on First Visit
- 57 Non-compliant on first visit
- 20 Compliant on Contact
- 5 Non-compliant on contact

We also undertook further work on giving advice on food labelling to new food businesses; providing detailed food standards advice to the relevant Primary Authority partners, and taking part in the following food sampling and food related projects:

We received 95 complaints / enquiries in relation to food standards

We undertook 5 standards samples in relation to undeclared allergens. All samples passed and businesses have been informed.

A separate Trading Standards 2020/21 service plan has been produced which includes Food Standards, which is available via www.slough.gov.uk/business/trading-standards/the-trading-standards-service.aspx

Enforcement Action

Our primary function is to achieve regulatory compliance in order to protect the public, legitimate businesses, consumers, workers and the general public of Slough. However we reserve the right to take enforcement action where necessary and use a comprehensive set of measures in our enforcement approach. 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:

www.slough.gov.uk/council стратегии-планы-и-политики/регуляторные-и-правительственные-услуги/политика-правления-и-исполнения.aspx

The following enforcement action was taken by the Food team in 2019/20

Hygiene Emergency Prohibition Notices	1
Hygiene Improvement notices	35
Written warnings/Letters sent	456
Prosecutions completed	1
Simple Caution	0
Seizure and Destruction of Food (excluding imported food)	0
Detention of Food (excluding imported food)	0
Voluntary Closure	0

Striving for Excellence and Resourcing

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.

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 aim to use feedback questionnaires following each intervention. Last year the amount of feedback we received was low, as with previous years. This is a combination of officers failing to hand out the feedback questionnaire, and a poor response from the business. We also intend undertake interventions electronically, incorporating a feedback option for businesses to complete at the time of the inspection.

We aim to undertake formal monthly quality assurance monitoring 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. The amount of quality assurance undertaken last year was lower than previous years due to

increased demands on the service and competing priorities. However other informal quality assurance monitoring was undertaken during officer monthly assessments.

Members of the team represent the Authority in a number of regional bodies with the aim of sharing good practice, including the National Food Hygiene Focus Group, Berkshire and Oxfordshire Food and Health & Safety Liaison Group, The Regional Sampling Group, CIEH food experts advisory panel and the Berkshire Infectious Disease group.

Resourcing

The Full Time Equivalent (FTE) staff allocated to food safety & standards work is **4.74 FTE**. This includes the food and safety manager (0.2 FTE) and a Business Support Officer (0.5 FTE). 1 FTE officer is also allocated to Trading Standards work (included in this figure)

The cost of the service during 2020/21 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 2.5 FTE, based on the FTE required to complete all of the FSA guidance obligations, and that currently allocated to food work.

We have created a new full time EHO post within the food and safety team, which will help offset this demand, however this post is currently vacant. We will aimed to make efficiencies and create income to offset this shortfall, however due to Coronavirus, this will not be achieved. To complete all of the obligations within this plan is ambitious. Ultimately priority will be based on risk and outcome, and work may be re-prioritised as needs change. Some low risk inspections and aspirational health and safety projects will not be undertaken. Premises deemed as low risk will be managed so their risk is reviewed regularly, and should their risk rating increase, the premises will immediately be subject to interventions. Where possible we will make use of flexibilities within the guidance and other smarter, agile and mobile working initiatives, all of which are detailed in the Action Plan attached as **appendix A**. In addition, the delivery of official feed and food controls delivery is under review, which will have a significant effect on the delivery of this service.

The FSA are aware that the expectations on local authorities outweigh what can be delivered, and a national review on the delivery of food safety regulation is under review, namely 'Assessing Business Compliance' (ABC), formally called Regulating our Future'. We will continue to undertake quality inspections, not quantity.

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;

- 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

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 Group Manager for Consumer Protection, Andrew Clooney, before varying action is taken. Reasons for any departure will be fully documented. **The action plan for 2020/2021, which outlines planned work for the year in Appendix B.**

APPENDIX A

Resource Requirements for Food Service Delivery 2020/21 calculations

EHO = Environmental Health Officer

TSO = Trading Standards officer

Service Provision	Expected output	FTE required	Resource
Food Hygiene Interventions to all premises due	Cat A 11 Cat B 60 Cat C 109 Cat D 146 Cat E 18 Unrated 12 Total due 356	2.23	S/EHO
Primary Food Standards Inspections	High Risk (A) 10 Medium Risk (B) 46* Low Risk (C) 7* Unrated 25*	1.0	EHO/TSO
	* These numbers have been reduced to what was originally planned due to the Covid pandemic.		
Imported Food Control	Difficult to estimate demand	0.1	EHO/TSO
Complaints & Service Requests	800 This number is higher than previous years, taking into account the increase in H&S/Covid complaints in Q1 2020/21	1.0	EHO/TSO
Sampling	100	0.12	EHO/TSO
Primary Authority Food Related Work	Difficult to estimate demand	1.0	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		0.2	Manager/ Team Leader
Day to day management of service delivery		0.5	Manager
Administration		0.75	Business Support Officer
Total (including admin & management of service)		7.4	

FOOD SAFETY & STANDARDS ACTION PLAN 2020/21

Directorate: Adults and Communities	Service Manager: Levine Whitham
Division: Regulatory Services	Budget: £350,000 (including Food Standards)
Team: Food and Safety Team, and Trading Standards Team	Number of staff employed: 5.18 FTE Dealing with Food Safety and Hygiene, and Standards (including Food & Safety Manager 0.2 and Business Support Officer 0.75)
Service Objectives:	
<p>We have strong links to the Council's 5 Year Plan, which is indicated against each service activity below. The work of the Food Safety & Standards teams is essential in securing safe foundations from which the council can deliver its plan. Without the basics, such as safe places to eat and protection against disease and food related illness, it would be impossible to build a safe, healthy and vibrant place to live, work or visit. We are the prerequisite for a fit and resilient Borough.</p> <p>Protecting public health via Food Safety; Income generation via the Primary Authority Scheme and Commercialisation; and Supporting local businesses in Slough.</p> <p>Provide a value for money food safety service within the Food & Safety and Trading Standards Teams with excellent customer focus and well motivated competent staff to deliver our statutory obligations and the specific needs and priorities of Slough.</p> <p>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and developments within the Town Centre.</p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Income generation</p>	<p>Maintain income targets</p> <p>Develop existing PA's and explore new PA opportunities, creating income in line with projected target.</p> <p>Support the Business Advice and Support Partnership (BAASP) and its strategic objectives.</p>	<p>Designated officers to work closely with PA businesses to:</p> <ul style="list-style-type: none"> Develop partnerships with PA clients Provide specific advice in relation to management systems & procedures and controls adopted by the company nationally Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant Handle referrals from other local authorities and central government bodies on behalf of that business Develop and publicise Inspection Plans Issue of advice and guidance to other Enforcement Authorities on the companies activities Maintain an accurate record of any advice and guidance Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable. Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA. 	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	Food & Safety Manager Trading Standards Manager All Food Safety & Trading Standards Officers	March 2021 Monthly Reports on hours and income generation Quarterly Reviews Yearly overview of individual company Action Plans Number of PA's in Portfolio Virtual PA management team
Income Generation and Commercialisation	3. Slough will be an attractive place where	Maintain income target	Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.	Generate income Improved standards,	Food & Safety Manager	March 2021

	<p>people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p> <p>Income generation & effective use of resources</p>	<p>Develop commercialisation opportunities to generate income, in line with projected income target.</p> <p>Support the Business Advice and Support Partnership (BAASP) and its strategic objectives.</p>	<p>Grow and promote our offer of chargeable business support options for all types of businesses, both inside and outside Slough, including, but no limited to:</p> <ul style="list-style-type: none"> • Primary Authority • Tailored business advice • Assessment of labelling/brochures/website • Pre-start up advice • Pre-Inspection support visits • Regulatory Health Check • Training & Talks • Training needs assessment • Analysis of statutory defence • Review of policy & procedures • Audit of systems • Support in achieving 5 FCRS • Supply of SFBB material • Buy with Confidence • Assured Trader Schemes • Funded projects from regional or national groups (TSSE/NTS) <p>Generate income from charging for Food Hygiene Rating Scheme re-score visits and SFBB packs.</p> <p>Sent quarterly emails to all businesses due for inspection within the forthcoming quarter reminding them of their due food hygiene inspection date, and current FCRS, whilst offering a chargeable pre-inspection visit.</p> <p>Provide easy to access payment services, including telephone and online payments.</p> <p>Promote and advertise services, including working with</p>	<p>efficiencies and compliance within businesses.</p> <p>Reduced the amount of regulation required by the council via business paying for support and improving standards before statutory inspections are undertaken.</p> <p>Developed skilled workforce, with a range of business support abilities.</p>	<p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>Monthly Reports on hours and income generation</p> <p>Number of businesses given chargeable business support.</p> <p>Number of businesses achieving 5 FCRS.</p> <p>Time spent on regulation, and number of planning inspections achieved.</p> <p>Number of hits on our website.</p> <p>Number of press releases and publicity campaigns</p>
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			<p>other council departments, leaflets, press releases, and information on website.</p> <p>Benchmark where possible with other local authorities who have embarked on commercial enterprises to highlight best practice.</p>			
Interventions with food premises in Slough	3. Slough will be an attractive place where people choose to live, work and stay 5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents Statutory Requirement Income generation & effective use of resources	100% of due food interventions, including approved premises in line with FSA CoP All approvals to be issued within time limits as defines in FSA CoP Assess compliance with allergen information to consumers and safe handling of allergens during food interventions Deal with complaints and service requests in line with Customer Service Charter and Pledge Explore focused interventions and sector specific	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice and other relevant advice.</p> <p>Stagger interventions & AES to support the service in achieving statutory requirements in FSA CoP.</p> <p>Share intel and concerns regarding allergens with trading standards, and take action to ensure compliance and consumer safety where necessary.</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's Enforcement Policy and business growth agenda.</p> <p>Recover costs for service of Hygiene Emergency prohibition Notices.</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Offer chargeable business support options as detailed above.</p>	<p>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Reduced incidence of food poisoning</p> <p>Increase in proportion of premises achieving 3, 4 & 5 in the Food Hygiene Rating Scheme (FTRS)</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food</p> <p>Number of concerns raised and intel shared</p> <p>Number of businesses taking up chargeable business support</p>	Food & Safety Manager Food Safety Team Leader All Food Safety Officers TS/NET/ Licensing acting as 'eyes and ears' Support material from the FSA	Ongoing until March 2021 Monthly and Quarterly review

		<p>projects on high risk premises or where local intelligence suggests necessary</p> <p>Ensure all new food business registrations are risk assessed & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p> <p>Where possible undertake joint food hygiene and standards visits to make efficiencies and reduce burden on business.</p>	<p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Publicise non compliant businesses who put public health at risk by tweeting 0 FHRs</p> <p>Publicise and award those businesses that do well, but tweeting 5 FHRs</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - Use professional curiosity when visiting premises to identify concerns and share intelligence with relevant bodies - Raise aware of CSE and safeguarding when visiting premises, by handing out leaflets and information <ul style="list-style-type: none"> - Assessing compliance with Smoke Free requirements - Identify H&S matters of concern and take appropriate action where necessary - Assess pest activity and waste issues external to food premises and share intel with NET team 	Number of joint food hygiene & standards visits undertaken		
Reactive Investigations, response to intelligence from other areas of work, Food Complaints & response to	3. Slough will be an attractive place where people choose to live, work and stay 5. Slough will	<p>Respond to 100% of service request within 5 days and in line with customer charter.</p> <p>100% of investigations</p>	<p>Investigate service requests and where issues are identified use a full range of enforcement options to ensure compliance and safety.</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter.</p>	<p>Safer food businesses in Slough.</p> <p>Reduced incidence of food poisoning</p> <p>Consumers feel able to eat out and purchase</p>	All officers	<p>Ongoing until March 2021</p> <p>Assess during 1:1 meetings and Case Reviews</p>

Food Service Delivery Plan 2020/21

service requests	attract, retain and grow businesses and investment to provide opportunities for our residents Statutory Requirement	proceeding to formal action to be reviewed by Team Leader/Manager at monthly 121's	Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources. Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures Full range of enforcement options used, as appropriate in line with the enforcement policy Explore alternative enforcement opportunities on a case by case basis. <i>Added value:</i> - Work to support % increase in BC businesses	food safely in businesses within Slough All complaints and service requests dealt with in line with Customer Service Charter and Pledge		Number of businesses and customers provided with regulatory support
Food Hygiene Rating Scheme	3. Slough will be an attractive place where people choose to live, work and stay 5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents	Continue to implement FHRS in Slough food businesses in line with FSA Brand Standard Increase in premises achieving 2, 3, 4 and 5 score in the FHRS Improved customer awareness of the Scheme, and better informed choices when eating out	Risk based interventions focusing on 0 & 1 FHRS scoring premises, to increase scores and hygiene standards, and their business potential Publicise the scheme monthly via tweeting 0 & 5 FHRS businesses, to increase peer pressure on low performing businesses to achieve higher scores. Publicity campaigns around key dates, such as Valentines and Christmas to raise awareness of FHRS. Provide free guidance to businesses on the scheme and how to achieve 5 FHRS. <i>Added value:</i> - Work to support % increase in BC businesses - Support compliance businesses and target those	Measurable improvement on risk ratings Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food.	Food Safety Team Leader All Officers to support	March 2021 Monthly review Number of publicity actions to raise customer awareness.

Food Service Delivery Plan 2020/21

			<p><i>seeking financial gain from non-compliance</i> <i>- Peer pressure to improve ratings and threat of adverse publicity</i></p>			
Supporting the Town Centre	3. Slough will be an attractive place where people choose to live, work and stay 5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents	Attend Town Team meetings and walk arounds Project lead on getting a regular market into on the High Street Support businesses within the town in achieve good food hygiene and safety standards.	Project to improve the number of food businesses in the town centre with a good or very good food hygiene rating: Identify poor performing food businesses, including restaurants, take away's and retailers, within the town centre area and offer subsidised support to improve their FHRs (aiming for a 5 FHRs), and in turn attractiveness to customers. Offer a suit of chargeable business support options, along with free signposting aforementioned, to allow business growth.	Improvement in FHRs scores within businesses in the town centre Number of businesses participating in the project	Food Safety Team Leader All Officers to support	March 2021
Level 2 Food Hygiene Training Programme	5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents Income generation &	Offer food hygiene courses, minimum of 4 courses a year, to members of the public both inside and outside Slough. Offer courses to other service uses, such as the Councils Training & Development Team,	Develop a publicity campaign to advertise course, and where appropriate discounts to attract bookings. Undertake annual internal audit of course procedures to ensure in line with Highfield requirements. Evaluate course feedback and where necessary take appropriate action to ensure course delivery to high standard. <i>Added Value:</i> <i>- self funding training reducing delivery costs to SBC</i>	Improve food safety knowledge amongst food handlers, in turn improving food safety standards within businesses & increase in % of broadly compliant premises Supports businesses in regulatory compliance, including those with	Sandi Johal Support from all food officers Support material from training provider	March 2021 Quarterly review Feedback from candidates Number of candidates taught and pass rates

	effective use of resources	<p>and other private businesses.</p> <p>Maintain procedures required for an accredited training centre</p> <p>Maintain the high standard of course delivery currently achieved.</p> <p>Provide quick and easy payment methods.</p>	<p>- Positive impact on BC %</p>	<p>enforcement notices served.</p>		
Imported Food Controls	3. Slough will be an attractive place where people choose to live, work and stay 5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents Statutory	<p>Intelligence and risk lead checks on 100% of imported food notifications.</p> <p>Continue to support and facilitate Onward Transmission (OT) arrangements with clearing agents in Slough, regarding high risk food imported and subject to BIP testing.</p>	<p>Duty officer to monitor and respond to all notifications of imported food on a risk based approach, taking appropriate enforcement action where necessary.</p> <p>Maintain close working arrangements with both MHMRC, Hillingdon, Stanstead and Felixstowe BIP, regarding the sharing of intel, OT's and location of ETSF's.</p> <p>Undertake verification of organic imported food and issue certificates to imported organic food were requested</p> <p>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 (NPOAO), both at ETSF's and inland.</p>	<p>Safe and complaint food imported into the EU via Slough.</p> <p>Food businesses in Slough, offering safe and complaint imported food.</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2021</p> <p>Quarterly Review</p> <p>Number of imported food consignments checked and notices serviced.</p> <p>Number of inland food investigations undertaken & notices serviced.</p>

	Requirement Income generation & effective use of resources		<p>Work with clearing agents and importers regarding the safe and legal import of non EU foods, including signposting to information and advice on our website and elsewhere.</p> <p>Issue of export certificates to businesses inside and outside Slough, regarding the export of foods outside the EU.</p> <p>Annual review of internal procedures, including keeping abreast of known and emerging issues and rapid changes in import controls.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Slough community, the rest of the UK and other EU countries are protected against illegal and hazardous imports from third countries</i> 			
Sampling	3. Slough will be an attractive place where people choose to live, work and stay Statutory Requirement	Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe 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>Regional sampling to be agreed at Berkshire Food Liaison group.</p> <p>Explore funding avenues from external organisations e.g. Food Standards Agency</p> <p>Undertake appropriate APT (adenosine triphosphate) testing in local businesses on cleaning practices, giving immediate results during interventions and projects to increase awareness of effective cleaning.</p> <p>Timely follow up on 100% of sampling results, including investigation into unsatisfactory results where necessary.</p> <p>Explore joint sampling initiatives with Food Standards Officers where appropriate</p> <p>Undertake imported food sampling where intelligence suggests necessary</p>	Contribute to local and national sampling intelligence, which will support improved both hygiene and food standards levels in Slough and nation wide. Safer food locally and nation wide.	Julie Snelling All officers to support	March 2021 Quarterly review Number of samples taken

Infectious Disease Notifications & Control, and Public Health	3. Slough will be an attractive place where people choose to live, work and stay Statutory Requirement	Investigation of Infectious Notifications including suspected food poisoning outbreaks in line with Public Health England (PHE) protocols Support Public Health Initiatives	100% of notified infectious disease cases investigated in line with PHE Protocols. Appropriate action taken where food handlers, or high risk groups are involved, including exclusion from work until clear of infection. Where source can be identified, take appropriate action to prevent reoccurrence, including enforcement. Link in with the Public Health team to support initiatives where possible, including obesity.	Reduced incidents of infectious disease. Increased intelligence on sources of infectious disease, locally and nation wide	Food Safety Team Leader All Officers to support	March 2021 Quarterly reviews
Food Standards Inspections and work.	3. Slough will be an attractive place where people choose to live, work and visit 5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents	100% of due food standard inspections. Carry out Intel led - Sampling on Takeaway meals for:- traceability, colours, GM oil, meat & fish speciation, and allergens at catering premises. Project to establish which food operators are gathering the appropriate documentation to verify the authenticity of their	Allocation of interventions based on risk priority. Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice. Inspections based on risk; - 100% inspection of A, B, C and all other non compliant food businesses - Identified poor performing businesses targeted with appropriate interventions and re-rating the risk To tackle Food Fraud Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing	Safer food businesses in Slough & increase in % of broadly compliant premises Increased awareness among traders of their legal responsibilities in respect of Food Standards. Working alongside our colleagues in Food Safety the aim will be to provide consumers with greater information on food standards and local business hygiene	Trading Standards Manager/ Food Standards Lead Officer Food Safety Team Leader All TS Food Officers FS/NET/ Licensing acting as 'eyes and ears'	Ongoing until March 2021 Monthly and Quarterly review

	Statutory Requirement	<p>food products.</p> <p>Calculate amount of traders brought into compliance.</p> <p>Participation in national/regional sampling programmes as directed by TSSE or the Public Analyst. Including Internet sellers within the Borough.</p> <p>To work collaboratively with TSSE to undertake the Food Standards that have been identified as a regional national problem</p> <p>Ensure all new food business registrations are risk assessed & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p>	<p>'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>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, health nutritional information, additives, allergens, colourings, GM Oil and traceability etc.), with further follow up enforcement as required.</p> <p>Undertake sampling as part of a suite of interventions to improve food standards and food hygiene focus on high risk and local needs and intel lead information.</p> <p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Offer chargeable business support options as detailed above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise</p>	<p>standards in order that they can make informed choices on where to eat and purchase food.</p> <p>Working in partnership on local, regional and national basis.</p> <p>Better understanding of compliance levels in take away sector in relation to food standards.</p>	<p>Support material from the FSA</p>	
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			<p>improvements.</p> <p>Enhance advice and signposting for businesses on SBC web site.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Assessing compliance with all consumer protection legislation</i> - <i>Identify matters which may be relevant to other services</i> 			
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of Food Hygiene issues and involvement in joint projects with other partners</p> <p>Community engagement</p>	<p>3. Slough will be an attractive place where people choose to live, work and stay</p> <p>5. Slough will attract, retain and grow businesses and investment to provide opportunities for our residents</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p>	<p>Publicise and direct users to councils website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible.</p> <p>Work with the Town centre manager to support local shops</p> <p>Undertake monthly tweets of businesses with 0 & 5 FHRS.</p> <p>Participate in the FSA national food safety week campaign.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as product recalls, local enforcement against poor performing premises, local</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of food hygiene and standards</p> <p>Quicker response times to enquires made to the service via foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2021</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

		<p>Increase awareness of food hygiene issues via local press and the Council's website</p> <p>Promote channel shift via all communications with stakeholders, to the trading standards dedicated council website, whilst being sensitive to the needs of 'at risk' persons and isolated stakeholders. All press releases and forms to direct readers to website. Aim is to reduce avoidable contact whilst promoting existing digital options.</p>	<p>food hygiene award winners.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Explore social media to profile work of the service and to reach food businesses, such as Facebook & use Whatsapp to ease burden on businesses when sharing information</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p> <p>Monitor website hits and advice requests received, for decide in requests, and increase in website hits.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> - <i>Improve awareness and compliance of food safety and standards issues</i> <ul style="list-style-type: none"> - <i>Supports Income generation</i> 			
Safeguarding & intelligence sharing	<p>1. Slough Children will grow up to be happy, healthy and successful</p> <p>3. Slough will be</p>	All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely	<p>Use the 'Concern Card', and assess effectiveness of this avenue to rapid reporting</p> <p>All staff to undertake SBC online training for safeguarding adults and children on a annual basis</p> <p>Safeguarding to be on the agenda and discussed at team</p>	<p>Improve the safety of children and vulnerable people in Slough.</p> <p>Improved life's of people in Slough</p>	<p>Food & Safety Manager</p> <p>All officers to support</p>	<p>March 2021</p> <p>Monthly review and feedback to Head of Service in CP&BC</p>

	an attractive place where people choose to live, work and stay	manner, 100% of the time. Ensure all staff are trained in safeguarding and following the SBC safeguarding principles. Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration & RBFRS	meetings, 121's, and appraisals. All officers to be vigilant and aware of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised. Holistic approach to all operations which involve potential victims with safeguarding issues.			monthly meetings
EU Exit Preparedness	3. Slough will be an attractive place to live, work and stay	Ensure all contingency has been put in place to ensure all trading standards staff can perform their duties effectively on Day 1 leave. Ensure all authorisations and delegations are in place to entitle trading standards staff to ensure they are authorised, in accordance with the councils, constitution to carry out all	To maintain presence on her majesty's government Local Authorities Border Delivery Steering group to prepare for EU Exit. Maintain active participation of all council contingency plans in relation to Brexit preparedness. To ensure trading standards relevant news in relation to residents and business is profiled through council communications. Ensure we liaise with all necessary partner agencies and regulators to ensure we can support and help business and residents in lead up to, and in the aftermath of EU exit. Be mindful of opportunities EU Exit will bring in terms of profile for the council and the trading standards service and be an exemplar of change and support by maintaining a high profile locally, regionally and nationally.	Ensures a holistic approach to EU Exit issues and bring with it resilience and capacity and expertise to deal with scenarios which involve Trading Standards and our liaison with business and consumers alike. A positive effect on business function and competitiveness, especially for SME's in the lead up to EU Exit where many may be confused with the wealth and mosaic of	Consumer Protection Group Manager Trading Standards Manager/Food Safety Manager	Ongoing

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		legislative duties.		information available. Use available resources to communicate any trading standards messages effectively and to target audience.		
Looking Ahead		Horizon scanning; providing a forward thinking service and fulfilling statutory obligations	<p>Managing the effects of Coronavirus, including the delivery of new requirements (such as a local outbreak management plan) and implementation of coronavirus regulations.</p> <p>Keep abreast of developments from the Food Standards Agency on the future of the Delivery of Official Food Controls and align our service provision accordingly.</p> <p>Identification and registration (where appropriate) of primary producers of food (as identified in FSA National Enforcement Priorities).</p> <p>Continue to participate in the Food Standards Agency's Assessing Business Compliance (ABC) work. Keep abreast of the future of the Delivery of Official Controls in light of the ABC and Brexit agendas and align our services accordingly.</p> <p>Building links with other teams within the Council to ensure that changes in business ownership and nature are identified and acted upon in a timely fashion.</p>		Food & Safety Manager, Food team Leader and Enforcement Team Leader	Ongoing