

HERTSMERE BOROUGH COUNCIL

ENVIRONMENTAL HEALTH AND LICENSING UNIT

FOOD LAW ENFORCEMENT 2017 / 2018

**Drawn up in accordance with the Food Standards Agency
Framework Agreement issued September 2000, as amended**

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EXECUTIVE SUMMARY

The service plan sets out to achieve the following:

Describes the food service and is clear that it does not sacrifice quality for basic numeric targets.

Provides for how the service will be delivered within budget as well as introducing some different working practices, alongside the Department's Food Safety Quality Manual.

Identifies what can and cannot be achieved in challenging times for both food businesses and the Food Authority, such as inspecting food businesses within 28 days of registration, the response to non-urgent complaints

Describes some key demands on the service.

Details the change to staff recruitment by creation of a Senior Environmental Health Officer post within the Commercial team.

Introduces the Food Standards Agency's aims of its 'The Regulating our Future' (ROF) Change Programme' which seeks to change the regulation and inspection of food businesses by 2020.

Details the performance against last years' service plan and identifies where there are gaps in performance together with an action plan.

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INTRODUCTION

The delivery of the food service remains a challenge which is recognised by and documented within this service plan.

This is the 16th such service plan dedicated to the food law enforcement functions carried out by Environmental Health personnel under the provisions of the Food Safety and Hygiene (England) Regulations 2013, the Food Safety Act 1990 and legislation subordinate to the European Communities Act 1972; and reflects the requirements of the Regulators' Code. Previously, activities relating to food law enforcement have formed part of the Environmental Health Service Plan.

The scope of this service plan covers food safety and hygiene.

The Food Standards Agency requires the Food Service Plan to be submitted to the relevant Member forum for approval to ensure local transparency and accountability. On approval, the 'Plan' will be published in the public arena, including availability via the Council's website. An annual performance review on the service delivery plan has been conducted and submitted for appropriate Member approval.

The stated aim of the Food Standards Agency is to make food law enforcement more effective and to be undertaken by the various agencies in a more effective, comprehensive and collaborative manner. This Service Plan sets out to achieve these objectives.

1. Service Aims and Objectives

1.1 Aims and Objectives

- 1.1.1 The Environmental Health & Licensing Department is located within the Corporate Directorate and carries out the Council's statutory duties which the public appreciates as being of the highest priority. It aims to safeguard their home and their working environment, ensure the wholesomeness of the food they eat, the water they drink and the air that they breathe.
- 1.1.2 The primary objective is *to deliver high quality services responsive to public needs, concentrating on continuous improvement of core services and the proper discharge of the Council's statutory public, environmental and consumer protection responsibilities.*
- 1.1.3 The food service plan seeks to ensure consumer protection by ensuring that the food and drink manufactured, prepared, stored and sold in the borough, including imported food, is safe to eat, free from contamination, is supplied in a hygienic manner from premises that are clean and hygienic.
- 1.1.4 Woven into its culture, the Council aspires to be customer focused, to provide community leadership, to continuously improve the quality of service delivery and to be a good employer. Its vision is to take a leading role in improving the quality of life for everyone in Hertsmere.
- 1.1.5 Many of the services are delivered in co-operation with others such as Hertfordshire County Council, the Police, the Health Service, the Health and Safety Executive, the Food Standards Agency, Trading Standards, Public Health England¹ and other local authorities.
- 1.1.6 It aims to build upon **community links** to enhance the Council's influence and its objectives by facilitating **partnerships** and by supporting others who are building those partnerships.
- 1.1.7 Hertsmere's Environmental Health & Licensing Department is committed to provide a 'balanced service' with regard to food safety and has regard to the enforcement matrix. Our service is driven by the following four criteria and the Regulators' Compliance Code:
- **Demand driven** - requests/complaints, food alerts, food poisoning, etc.
 - **Inspection driven** – programmed food visits, sampling programmes
 - **Education driven** – food hygiene courses, home authority principle, public awareness campaigns, FHRS, FSA initiatives etc.
 - **Intelligence driven** – Food Alerts, port health notifications, sampling

1.2 Links to Corporate Objectives and Plans

- 1.2.1 The Food Service Plan is linked to the **Environmental Health Service Plan** by reference in that plan to the range of services provided for food control and food hygiene, infectious disease and food poisoning control, health education and promotion. The Food Service Plan seeks to meet the aims and management plan documented in the Department's Service Plan.

¹ Public Health England (PHE) is a national organisation dedicated to protecting people's health. It brings together the expertise of health and scientific professionals working in public health, communicable disease, emergency planning, infection control, laboratories, poisons, chemicals, and radiation hazards.

- 1.2.2 The Food Service Plan is linked to **Hertsmere's Corporate Plan**, which commits the Council to carrying out its statutory functions efficiently and effectively. Food law enforcement is a stated corporate policy.
- 1.2.3 **Hertsmere's Community Strategy**, known as **Hertsmere Together Community Strategy 2010 – 2021**, supported by **Hertsmere's Corporate Plan 2017 – 2020** with focus on being an 'enterprising Council', 'planning for the future' and 'supporting our communities'.
- 1.2.4 The Council's Financial Strategy determines the allocation of resources to the Department.

2. Background

2.1 Profile of the Local Authority

The district was formed on 1 April 1974, under the Local Government Act 1972, by a merger of the former area of Bushey Urban District and Potters Bar Urban District with Elstree Rural District and part of Watford Rural District (the parish of Aldenham). The name '*Hertsmere*' was invented for the new district by combining the common abbreviation of 'Hertfordshire' ('Herts') with 'mere', an archaic word for boundary.

Hertsmere is not an ancient Borough, although the area is certainly rich in history. The great Roman Road, Watling Street, cuts a swathe through the Borough from Elstree, through Radlett and beyond into Hertfordshire, serving to underline the fact that settled communities have existed in the area since early times.

Covering an area of around 39 square miles, Hertsmere's 100,000 residents are concentrated in the Borough's four main towns: Borehamwood (pop. 30,000), Potters Bar (pop. 22,000), Bushey (pop. 24,000) and Radlett (pop. 8,000). In addition to these urban developments, Hertsmere boasts wide tracts (around 80%) of Green Belt countryside dotted with attractive villages; much of the land is still given over to agricultural use.

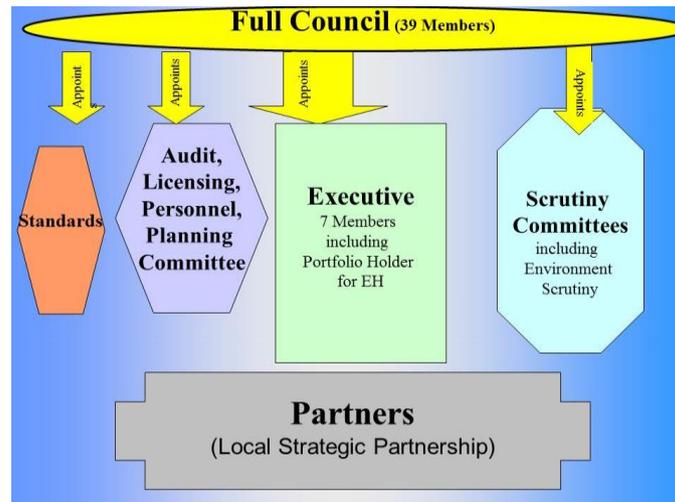


Hertsmere is the most southerly borough in Hertfordshire and is adjoined by the London Boroughs of Barnet, Enfield and Harrow to the south / southwest and by Hertfordshire's Three Rivers District Council, Watford Borough Council, St. Albans City and District Council, and Welwyn & Hatfield Borough Council to the west and north / northeast.

The Borough's location is within easy access to the A1 (M), M1 and M25 which all run through the Borough. It is this road link that makes up the Hertsmere logo . The rail network links Borehamwood/Elstree and Radlett to Kings Cross St Pancras on Thameslink in 18 – 20 minutes and Potters Bar to Kings Cross St Pancras in 20 minutes. The M25 provides good access to Heathrow, Stansted and Gatwick Airports as well as the Channel Tunnel via the M20, and the M1 provides quick access to Luton Airport.

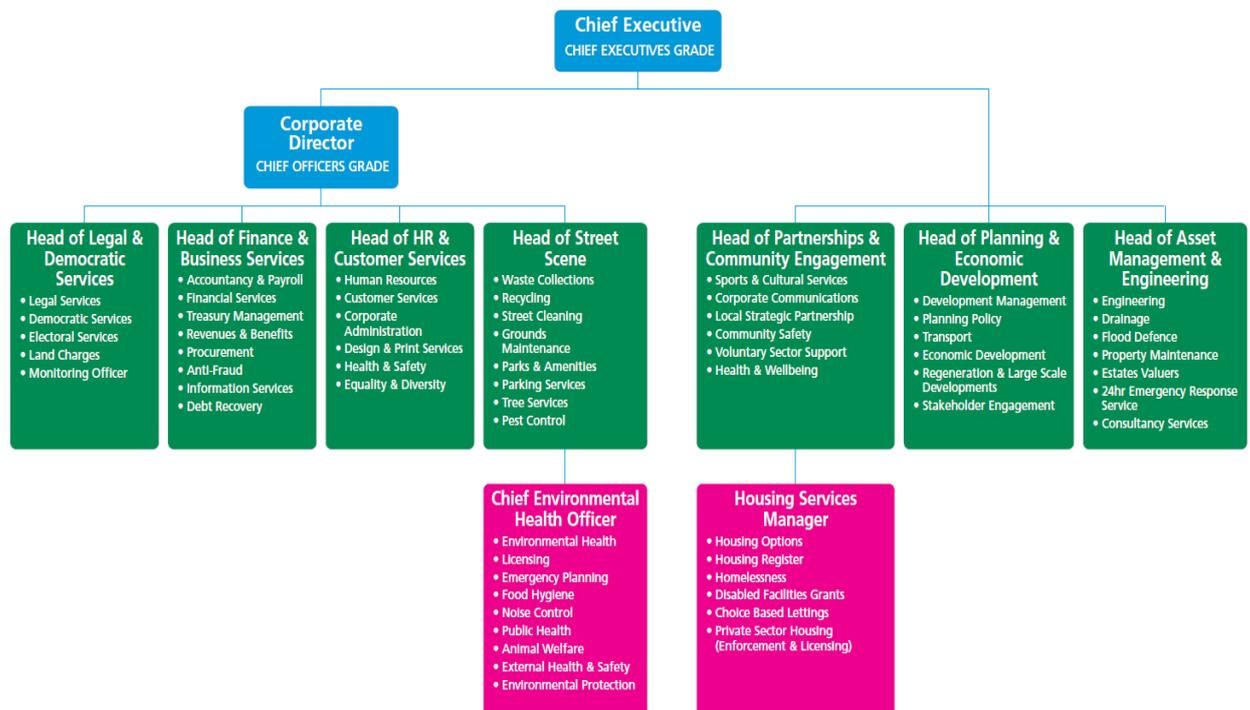
2.2 Organisational Structure

Committee Structure



Council Structure (April 2017)

Hertsmere Borough Council Organisational Structure



2.2.1 The Commercial Team of the Department is responsible for food safety matters and resides within the Environmental Health Department of the Corporate Directorate. It operates under the Chief Environmental Health Officer who is accountable to the Head of Street Scene. The Organisational Structure is reported in Figure One.

2.2.2 The Commercial Team comprises of one Principal Environmental Health Officer – food safety (part time), one Principal Environmental Health Officer – health and safety (full time), an Environmental Health Officer (full time) and a Technical Officer (full time). The work of the food safety team is supported by the use of external qualified environmental health officers or food safety officers who undertake the full range of responsibilities as detailed in their authorisations. The post of Senior Environmental Health Officer has been created within the team.

2.2.3 In addition to the permanent team of officers within the Department, use is made of external organisations and private contractors to provide specialist advice and assistance, such as the public analyst, the food examiner, external legal services where appropriate, etc. Details of these may be found in Appendix Three.

2.3 Scope of the Food Service

2.3.1 The Commercial Team is responsible for the following:

- ✓ Food interventions
- ✓ Emergency prohibition
- ✓ Detention and seizure of food
- ✓ Food Hygiene Rating Scheme
- ✓ Registration and approval of food businesses
- ✓ Systematic review and updating of food safety policies and procedures
- ✓ Prosecutions, simple cautions and other enforcement actions
- ✓ Imported Food Control
- ✓ Quality monitoring
- ✓ Advisory visits
- ✓ Statutory returns
- ✓ Maintenance of database and register of food businesses
- ✓ Planning consultations – appraisal of proposed developments
- ✓ Training of new staff and students
- ✓ Section meetings
- ✓ Land searches, licence transfers/renewals
- ✓ Attendance at Liaison Group/Committees e.g. Food Study Group
- ✓ Telephone enquiries
- ✓ Health Promotion Activities e.g. FSA led campaigns, Food Safety Week, Christmas Fair
- ✓ Food complaint investigations
- ✓ Food alerts
- ✓ Dissemination of necessary information to commercial staff
- ✓ Food hygiene courses
- ✓ Budget review and monitoring
- ✓ Infectious disease investigations
- ✓ ID outbreak investigations
- ✓ Research / update reading
- ✓ Communication with customers
- ✓ Primary Authority, Home Authority and Originating Authority liaison
- ✓ Approval of product - specific establishments
- ✓ Private water supply sampling
- ✓ Participation in statutory food sampling programmes
- ✓ Investigative food sampling and environmental sampling
- ✓ Attendance at training courses for continuing professional development

- ✓ Keeping abreast of changes in legislation and FSA guidance such as 'risky foods', specifically the risks associated with undercooked burgers
- ✓ Annual review and revision of the food service plan and performance review

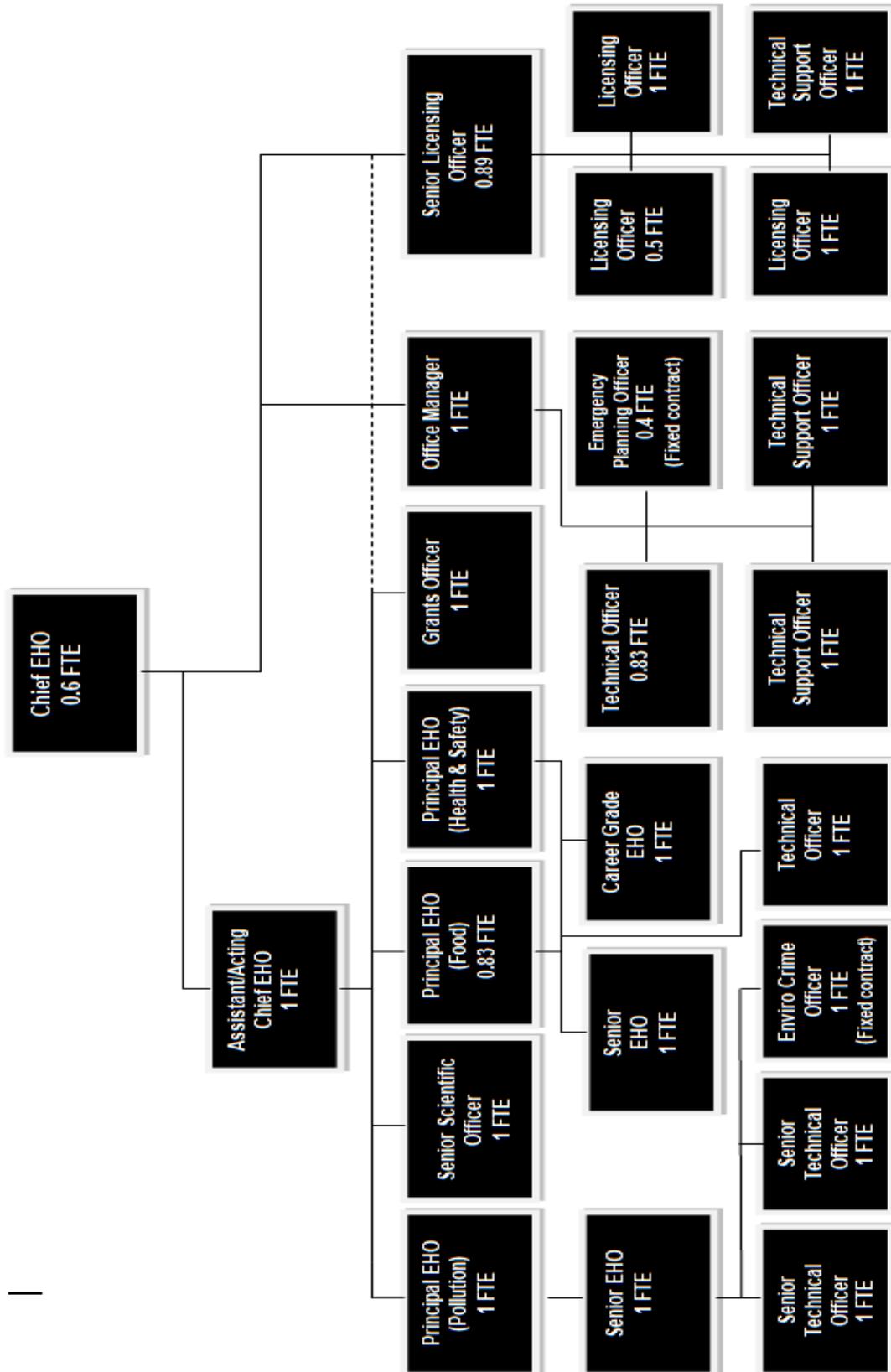
2.3.2 It is the policy of the Council to engage the services of outside contractors to assist in the delivery of the food service where the following applies:

- There being a backlog of inspections which cannot be completed by the existing permanent staff
- Contractors meeting the requirements of Regulation (EC) No 882/2004 and the Food Law Code of Practice (England) Chapter 4 Qualifications and Competencies and compliance with the Council's internal professional policies and procedures
- Sufficient budgetary resources.

2.3.3 In addition to the above, officers within the Commercial Team are also responsible for:

- health and safety, public health duties and complaints
- delivery of Level 2 food safety training and Safer food better business seminars
- smoke free legislation
- some officers participate in the out of hours service providing '24/7' cover
- attendance of the Safety Advisory Group for large annual international religious festival
- consultation on large outdoor events
- one officer is designated 'site liaison officer' / silver commander for the purpose of the Council's Emergency Plan.

Figure One - Department Organisational Structure



Footnote: this structure reflects the position as of 1 April 2017

2.4 Demands on the Food Service

Premises Profile

2.4.1 At 1 April 2017 there were 804 food businesses registered with the Council that are subject to programmed food hygiene inspections. However, the overall number of businesses fluctuates as new businesses open or existing ones close down. These premises range from manufacturers of high-risk meat and dairy products to local shops, restaurants and take-aways and mobile businesses.

2.4.2 The current premises profile is indicated in the table that follows.

Description of premises	Number of premises
Primary producers	0
Manufacturers / Packers	16
Importers / Exporters	9
Distributors / Transporters	17
Retailers	154
Restaurants and other Caterers	608

A detailed profile for each category of food premises is shown in Appendix Four.

Approved and Licensed Premises

2.4.3 We have two fully approved (product specific) premises in the Borough:

- Fold Farm, an on-farm dairy pasteurisation unit,
- Hass Foods, a cheese manufacturer.

Imported Food Control

2.4.4 All local authorities have responsibility for imported food controls. Through port health authorities at sea and airports and international rail links and Border Inspection Posts, the UK has effective imported food controls at point of entry. However, in spite of effective border controls, illegal imports will still arrive at point of sale due to international smuggling of illegal goods or failure to declare items due to lack of knowledge on behalf of the importer. It is, therefore, important that inland controls are also in place. The identification of food not of animal origin and products of animal origin that have not been physically checked at point of entry or have been illegally imported, and any subsequent enforcement will normally be made during routine food hygiene inspections.

2.4.5 We have no border controls or transit sheds, etc and so inspections are made during routine visits to businesses.

Primary Authority

- 2.4.6 The Home Authority for **Pizza Hut (UK) Ltd** based in Borehamwood which has about 500 units nationwide was replaced with a Primary Authority arrangement in January 2012. A Primary Authority arrangement with Yum! III (UK) Ltd took effect in March 2013. Refer to paragraph 3.3.3.

The national Food Hygiene Rating Scheme

- 2.4.7 We implement the Food Standards Agency's national Food Hygiene Rating Scheme. Roll out of the scheme began in July 2012 and was restricted to certain business types, i.e. restaurants, take-aways, pubs offering food, sandwich shops, cafes, mobile catering vehicles. As of October 2014, the scheme was expanded to include other business types, such as schools, nurseries, retail shops, care homes, home caterers.
- 2.4.8 Businesses receive a sticker awarding them a score of between 0 and 5, the display of which remains voluntary. Safeguards exist to enable businesses to request a revisit to re-score, to appeal the score and/or publish a 'right to reply'.
- 2.4.9 Ratings are published on the Agency's website with links from Hertsmere's website. This enables members of the public to make informed choices about where they eat food. Businesses that fail to achieve even the basic standard are encouraged to make improvements through educational means, revisits or if necessary through enforcement action.
- 2.4.10 The Food Standard's Agency guidance on the Food hygiene rating scheme, the 'Brand Standard' March 2017, has for the first time allowed for the charging of requested revisits, permitted under the Localism Act 2011. A committee report will be submitted with the view to introducing a set charge within the current financial year.

Safer Food Better Business

- 2.4.11 *Safer Food Better Business* (SFBB) designed to assist the small caterer in meeting the requirement of having a documented food safety management system. Officers actively encourage food business operators to adopt SFBB in the absence of any other food safety management system.
- 2.4.12 SFBB seminars are now hosted and run by Hertsmere for a nominal charge. Since its inception, a variety of packs have been introduced, including a fully translated Chinese version, an insert for care homes, a childminder's pack, packs for caterers and packs for retailers. The online guide (www.food.gov.uk/sfbb training) is available in 16 different languages.
- 2.4.13 Childminders are no longer required to register with Environmental Health Departments, however, OFSTED continue to provide details of new childminders. Dedicated SFBB seminars for childminders have been delivered within Hertsmere to improve awareness of requirements amongst those who are providing food to children within their homes.

Food Hygiene Intervention Rating of Premises

2.4.14 The Code of Practice (England) Chapter 5 Organisation of Official Control has identified five risk categories of food premises (A – E), with each class of risk group having a specific minimum frequency of intervention. The following table indicates the number of premises in each risk category at April 2017:

Risk rating	Number
A	9
B	54
C	242
D	273
E	160

Key to minimum frequency of intervention:

Category A	At least every 6 months	Category D	At least every 2 years
Category B	At least every 12 months	Category E	At least every 3 years
Category C	At least every 18 months		

Note: there are a number of premises that are still risk rated F because they have yet to be visited at which time they will be re-categorised (minimum frequency is 5 years) and unrated premises that are awaiting an initial visit.

2.4.15 Premises scoring 0 – 30 points overall (low risk businesses) are subject to an alternative enforcement strategy at least once in any three year period, and hence not subject to a primary inspection. This is in accordance with Code of Practice (England) Chapter 5 Organisation of Official Controls.

2.4.16 As individual food businesses are scored at every planned intervention, premises can move up or down the risk rating system. We have a specific policy requiring the Principal Environmental Health Officers (Commercial), to approve the lowering of risk ratings of high-risk premises (those falling from categories A or B).

External Factors Impacting on Service

2.4.17 A requirement of the Food Standards Agency is that all received registrations are inspected within 28 days. It is not anticipated that all such registrations will have an inspection within this timeframe.

2.4.18 External factors impacting upon service relate to infectious diseases and geographical issues. Infectious disease notifications and alleged food poisonings and their investigations are resource intensive, in particular the investigation of outbreaks which usually requires the suspension of officers' daily activities. An increase in the number of requests to revisit following issue of FHRS scores to businesses in order to improve scores. Geographical issues mean greater officer time spent in travelling the entire borough to cover the four main population centres.

2.4.19 An increase in the number of businesses (typically those scoring 0, 1 or 2 on the food hygiene rating scheme) requesting revisits to re-score and so improve their food hygiene ratings. Typically, this results in a full inspection.

2.4.20 Large outdoor events and an annual international religious festival held over a three day period attended by up to 80, 000 people.

- 2.4.21 Christmas parties held on agricultural land and attended by several thousand people over a three week period.
- 2.4.22 A number of food businesses are owned by people from the Indian, Chinese and Turkish communities whose first language is not English.
- 2.4.23 Several businesses cater for people who are vulnerable as a result of age or disability. This is taken into account by appropriate risk scoring criteria used in the risk rating used to determine interventions.
- 2.4.24 Food alerts, received by the Department, are either for information or action. The latter being specified by the Food Standards Agency, usually require the generation of press releases through the local media and the Council website, as well as direct contact with local businesses. They may also generate enquiries by the public.
- 2.4.25 New businesses are required to register their food business with the Department. These should be inspected within 28 days of registration or from when they become operational, as per Code of Practice (England) Chapter 5. The number of registrations has increased due to the exemption to register no longer being available. The number of home caterers has increased and this may be as a result of the recession.
- 2.4.26 Preparation is underway to migrate to IDOX, a new Environmental Health & Licensing database system.

2.5 Access and Equal Opportunities

2.5.1 Accessing Services

Service Delivery Points

The Department is located in the Civic Offices in Borehamwood. Requests for service may be received by:

- Telephone
- Personal visit to the Civic Offices in Borehamwood or to area offices in Potters Bar and Bushey
- Correspondence
- Email

Office hours are 9.00am to 5.15pm Monday to Thursday and 9.00am to 5.00pm on Friday.

Staff visit commercial and residential premises to carry out their normal duties.

Out of office hours there is a local rate telephone number for emergencies. It is available 24 hours, 365 days a year and a qualified Environmental Health Officer is always available on standby.

Visits are made to premises outside of normal office hours where necessary. The Civic Offices are accessible to people with disabilities.

The Council website (www.hertsmere.gov.uk) provides access to the following:

- Service Plan For Food Law Enforcement
- Corporate Enforcement Policy
- Telephone and email contact details
- Food Registration Form
- Food Hygiene Rating Scheme

We have a range of leaflets that explain our services and make them available at the Civic Offices and the Area Offices at Bushey and Potters Bar. We access 'Language Line' to provide translation and interpreting facilities to people whose first language is not English.

We shall increase access to our services by developing use of the Council website, ensuring that there is a comprehensive suite of leaflets available in accessible forms and locations for our customers, potential customers and others.

2.6 Enforcement Policy

2.6.1 We have a corporate enforcement policy approved by the Council. It considers the requirements of the Regulators' Compliance Code and has regard to the Crown Prosecution guidelines.

2.6.2 The Enforcement Policy and the Service Plan are available for public viewing.

3. Service Delivery

3.1 Food Premises Interventions

The Department operates a risk-based Intervention Strategy. There are a range of possible interventions (or activities) designed to monitor, support and increase food law compliance. These are: inspections, monitoring, surveillance, verification, audit, sampling, advice and education, information and intelligence gathering.

3.1.1 The number of interventions achieved and outstanding is shown in the table that follows, as reported in the annual return made to the FSA and known as LAEMS. The number of programmed inspections is taken directly from Swift.

	2015/16		2016/17		Planned interventions 2017/18	
	Achieved	Outstanding	Achieved	Outstanding	Inspections	Revisits estimation
A	20	2	49	0	9	5 (50%)
B	86	0	117	0	55	28 (50%)
C	236	21	205	6	140	42 (30%)
D	132	36	137	6	119	36 (30%)
E	43	11	73	26	14	0
Unrated	5	32	25	12	Variable	0
Total	522	102	606	50		

* it is anticipated that the unrated businesses (those premises whose registrations have been received but not yet inspected and anticipated to be received throughout the year) will have approximately 50 – 70% rated between categories A and C, based on historic profiles.

Given that we now report on interventions, we achieved 80% for 2015/16 and 92% for 2016/17.

3.1.2 Interventions are aimed to be carried out within 28 days of their relevant dates. Premises in risk groups A and B are classified as high risk and resources are targeted at achieving the minimum number of inspections during the year. Appropriately qualified staff have carried out these inspections, the majority of which have been carried out by Contractors.

3.1.3 The authority's inspection proforma ensures a more consistent approach to imported food control during routine inspections.

3.1.4 Implementation of the Food Standards Agency's document *E. coli 0157 Control of Cross Contamination* continues to result in officers dedicating more time to all food businesses that handle raw meat / vegetables and ready to eat foods to explain the requirements and how they can comply.

3.1.5 There is a significant change required in how both officers and food business operators approach preventing the cross contamination of ready to eat food with E. coli 0157. This has increased the time taken to undertake the inspection and to produce bespoke written inspection reports. To address this, the Authority has introduced proformas for E. coli 0157 that detail requirements. These are left on site so reducing the time taken to produce post inspections reports.

- 3.1.6 The Agency has revised the *Safer food better business* pack to reflect these requirements. However, the Department has recently produced its own inserts on prevention of cross contamination by E. coli 0157 for the SFBB pack. These are now handed out to relevant businesses during visits.

Service Plan 2017-18

Inspections

- 3.1.7 We will continue to inspect / audit food businesses with an intervention rating of A or B, and non-compliant Cs to a plan developed in accordance with the 'Framework Agreement on Local Authority Food Law Enforcement', the Code of Practice.
- 3.1.8 With current resources we cannot inspect all C rated premises that are broadly compliant but will aim to inspect 75%. It should be noted that the C rating banding is now scored from 52 – 71 (previously 42 – 71). This has reduced the number of C rated premises due for inspection in any one year as some Cs are now scored as Ds, so requiring inspection every 2 years rather than every 18 months.
- 3.1.9 E rated (low risk) establishments are now subject to an alternative enforcement strategy at least once every three years, as documented in FSQM 28 of the Food Safety Quality Manual.
- 3.1.10 We aim to achieve 90% of interventions (inspections, monitoring, surveillance, verification, audit, sampling, advice and education, information and intelligence gathering) for 2017 / 18.
- 3.1.11 In the post inspection report, the officer will either stipulate timescale for compliance or request the food business operator to propose a reasonable timescale to be submitted.
- 3.1.12 Following inspections, businesses subject to the Food Hygiene Rating Scheme, will be notified of their ratings by letter and issued with a sticker. All ratings are publicised on the FSA's website.
- 3.1.13 Following inspections where businesses achieve either a 0 or 1 rating on the Food Hygiene Rating Scheme, officers will discuss with the lead food officer the most appropriate formal enforcement action.
- 3.1.14 Revisits will not automatically be undertaken due to pressure on resources, but will be targeted to non-compliant A, B and C rated premises.
- 3.1.15 We have made arrangements for access to adequate expertise to enable competent inspection of specialised processes, for example access to specialised consultancies shown in Appendix Three. Priorities relating to nationally or locally driven outcomes, for example compliance with new legislation and guidance, include the Code of Practice and Practice Guidance, imported food control and work on *Safer Food Better Business*.

3.2 Food Complaints

3.2.1 We have a documented policy on food complaints.

3.2.2 The purpose of investigating food complaints is to:

- provide a service to the public;
- resolve problems which have public health implications/risks;
- provide information to the food industry in order to raise and maintain standards;
- fulfil the duty of enforcement; and
- prevent future complaints.

3.2.3 We receive complaints within the following broad categories:

- Foodstuffs (contamination)
- Complaints about food businesses (hygiene, pests, refuse, drainage, etc.)
- Food alerts

Trends of the number of complaints are shown in the table that follows:

	Complaints
2014/15	63
2015/16	50
2016/17	68 (microbiological food complaints alleging food poisoning are recorded as illness notifications)

Service Standards

- Respond to **100%** of serious food complaints **within 1 working day**
- Respond to **100%** of other food complaints and requests for advice **within 3 working days**.
- Complaints with no or low food safety risk are not dealt with.
- Anonymous complaints will not normally be dealt with unless the lead food officer deems there could be a serious risk to public health based on the initial complaint.

3.2.4 We anticipate that we shall continue to receive food complaints during 2016-17. We have estimated the number likely to be received, but numbers may vary significantly due to local or national issues.

	Activity	Quantity/ Outcome
FC 1	Investigate and resolve complaints	60

3.3 Primary Authority Scheme

3.3.1 Companies have the right to form a statutory partnership with a single local authority, which then provides robust and reliable advice for other councils to take into account when carrying out inspections or dealing with non-compliance. It is the gateway to simpler, more successful local regulation.

- 3.3.2 This is a regulatory partnership between individual local authorities and businesses that are multi-site operations. It drives and supports progress towards businesses receiving advice from local authorities that is applicable across the UK providing a secure basis for investment and operational decisions. Primary Authority is a formal arrangement providing regulatory advice across a range of areas including food safety, health and safety, trading standards, etc.
- 3.3.3 The operation of the Primary Authority scheme is a statutory responsibility of the Better Regulation Delivery Office, BRDO, whose role is to register partnerships, issue guidance and resolve disputes.
- 3.3.4 We are the Primary Authority for **Pizza Hut (UK) Ltd** (restaurants) and **Yum! III (UK) Ltd** (delivery), which have about 500 units nationwide.
- 3.3.5 During 2017-18 we will continue to operate as Primary Authority Partner with Pizza Hut (UK) Ltd. and Yum (III) Ltd., providing advice to the company and responding to requests for information from other local authorities.

	Activity	Quantity/ Outcome
FPA 1	Provide advice and respond to requests for information / advice	More than 100 hours

3.4 Advice to Business

- 3.4.1 We will always seek to secure compliance from food business operators by education, advice and actively encouraging new and existing business to contact us. Additionally, we offer pre-planned and charged for Level 2 food safety training courses and have provided seminars aimed at businesses when new legislative requirements applicable to them have been introduced, for example Safer food better business seminars.
- 3.4.2 Advice to businesses is provided during inspections and other visits and through:
- advisory leaflets literature (provided free of charge);
 - in response to enquiries;
 - training courses;
 - the issue of press releases for food alerts;
 - upon request by the Food Standards Agency; and
 - host *Safer Food Better Business* seminars.
- 3.4.3 We have not previously recorded the number of requests for advice received and cannot show the trends from previous years.
- 3.4.4 To reduce the length of the post inspection reports, we aim to design and distribute a visual / photo montage of E. coli control messages.
- 3.4.5 During 2017-18 we shall continue to offer training aimed at food handlers. We shall also consider establishing further forums for food businesses to improve customer feedback and provide better channels of communication and consultation.

3.4.6 Trainings aimed at food handlers / caterers, professional staff and food safety consultants will include:

- How to Improve Your Food Hygiene Rating Score
- Responding to Food Poisoning Allegations
- Managing Allergens
- Controlling E. coli 0157
- Consultants in Hospitality and Leisure
- Event Management
-

Service Standards

- Respond to **100%** of requests for food safety advice **within 2 weeks**
- We aim to provide Level 2 training for a minimum of 120 delegates
- The following courses will be available to caterers during 2017–18:
Responding to Food Poisoning Allegations, and Controlling E. coli 0157

3.5 Food Inspection and Sampling

3.5.1 Our sampling policy targets food sampling for microbiological examination and analysis on the following criteria:

- participation in sampling activities to facilitate European, national and locally co-ordinated programmes
- sampling in relation to food poisoning outbreaks
- sampling in relation to food complaints, complaints about individual food premises and food alerts
- manufacturers and other businesses engaged in the handling and/or preparation of high risk foods/routine inspections
- sampling at large outdoor events within the district.

3.5.2 All sampling undertaken will be in accordance with relevant legislation. Formal samples will also be taken in accordance with the Code of Practice (England) Chapter 4 Qualifications and Experience.

3.5.3 The sampling programme aims to enable us to participate in relevant sampling initiatives devised and co-ordinated by the FSA, PHE, Herts. and Beds. Heads of Service / Chief Officers Food Study Group, the EU, and East of England Trading Standard Authorities (EETSA).

3.5.4 We aim to take the minimum number of samples required in national, regional and local co-ordinated programmes. This is in addition to samples submitted in relation to food complaints.

3.5.5 Trends of the number of samples taken are shown in the table that follows:

	Samples taken
2014/15	3 (includes non-food samples)
2015/16	45 (includes water samples and environmental swabs)
2016/17	84 (includes water samples, environmental swabs and complaints)

3.5.6 We anticipate that we shall continue to take food samples during 2017-18. The number taken could vary due to local or national issues.

	Activity	Quantity/ Outcome
FIS 1	Reactive food sampling	25
FIS 2	Surveillance sampling	20
FIS 3	FSA / PHE / EU surveys	15

3.5.7 The sampling budgets for the year 2017–18 are shown in the table that follows:

Type of Sampling	Actual Figures 2016 - 17	Allocation for 2017 – 18
Microbiological (food only) NB There is no direct cost for these samples as the Environmental Health & Licensing Department receives an 'allocation' from PHE to be used solely on microbiological sampling	3100 units used Apr-Mar (includes non – food sampling)	3832 units allocated by Public Health England (PHE). The laboratory service is funded by Central Government and allocates <u>credits</u> to each local authority based on one per thousand resident population 1999 – 2000.
Analysis and microbiological	3	If PHE are unable to perform the required analysis, etc., the sample can be submitted to the Public Analyst, for example. There is no specific allocated budget for this, but the costs are met from a central departmental budget

3.5.8 Samples will be analysed and/or examined by the laboratories authorised by the Council, details of which are set in Appendix Three, namely PHE and the Public Analyst.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

3.6.1 We are responsible for the investigation and prevention of the spread of notifiable diseases in accordance with the requirements of the Public Health (Control of Disease) Act 1984. This is done in accordance with procedures agreed with the Consultant in Communicable Disease Control (CCDC).

3.6.2 We investigate all outbreaks in accordance with the East of England Joint Communicable Disease Incident / Outbreak Management Plan.

3.6.3 Trends of the number of cases of infectious disease are shown in the table that follows:

	Cases
2014/15	26 notifications + 5 outbreaks
2015/16	32 notifications + 11 outbreaks (includes allegations normally classed as microbiological food complaints)
2016/17	48 (includes allegations normally classed as microbiological food complaints)

Service Standards

- Commence **100%** of infectious disease investigations **within one working day**.
- Advise CCDC of **100%** of infectious disease outbreaks **immediately** upon confirmation.

3.6.4 We anticipate that we shall continue to receive notifications of infectious disease during 2017-18. The number may vary significantly due to local or national circumstances.

	Activity	Quantity/ Outcome
FID 1	Investigate notifications of infectious disease	100%

3.6.5 In the event of an outbreak, the FTE will be significantly higher due to the intensive staffing demands required in such eventualities.

3.7 Food Safety Incidents

3.7.1 We respond to food alerts (including allergy alerts and product recalls) issued by the Food Standards Agency in accordance with the requirements of the Code of Practice (England) Chapter 2 Communications. Emergency cover is provided by an on-call officer, out of hours, 365 days a year, with access to qualified Commercial Environmental Health Officers out of hours.

3.7.2 Food alerts are transmitted electronically via the Enforcement email. On receipt of an Alert, the responsible officer will ensure that all food officers of the Commercial Team receive copies of the Alert, either electronically or as a hard copy, and that appropriate action is taken in accordance with the category of the Alert received. Additionally details of appropriate food alerts are communicated to our Primary Authority Partners (if requested) either by telephone or email depending upon the urgency of the matter.

3.7.3 Trends of the number of cases of food safety incident notifications are shown in the table that follows:

	Notifications	
2014/15	33	
2015 (Jan-Dec)	63 food alerts	96 allergy alerts
2016 (Jan-Dec)	88 food alerts	93 allergy alerts

Service Standards

- Take appropriate action in response to **100%** of food safety incidents according to the category of food alert received

3.7.4 We anticipate that we shall continue to receive food safety incident notifications during 2017-18. The number may vary significantly due to national and international circumstances.

	Activity	Quantity/ Outcome
FSI 1	Respond to notifications of food safety incidents	100%

3.8 Liaison with Other Organisations

3.8.1 We are committed to ensuring that our approach to service delivery and enforcement is consistent with other local authorities and that we develop consistent approaches where appropriate. Regular dialogue on general environmental health and food safety takes place through the following:

- Herts. and Beds. Food Study Group
- Food Standards Agency
- CIEH
- Public Health England
- BRDO
- DEFRA
- East of England Trading Standards Authorities (EETSA)
- East of England Control of Infection Committee
- Sampling Working Group
- Thames Water and Affinity Water
- LGR
- Royal Society for Public Health

3.8.2 Where there is a shared or complimentary enforcement role with other agencies, provision is made to liaise with those agencies. For example:

- Trading Standards Department of Hertfordshire County Council
- Office for Standards in Education (OFSTED)
- Food Standards Agency
- Office of Fair Trading (OFT)
- Hertfordshire Constabulary
- Care Quality Commission

3.8.3 Formal liaison exists between the Council and the Hertfordshire Public Health Board.

Ref	Activity	Quantity/ Outcome
FSL 1	Attend meetings of Herts and Beds Food Study Group	6
FSL 2	Attend East of England Health Protection Advisory group meetings	4
FSL 3	Attend meetings of Environmental Health and Trading Standards Food Coordinating Group	Demand driven
FSL 4	Attend meetings with OFSTED	Demand driven
FSL 5	Attend meetings with PHE; East Anglian Veterinary Environmental Medical Liaison Group	Demand driven

3.9 Food Safety Promotion

3.9.1 Food safety promotion aims to improve the health of the community through prevention and promotion initiatives. Such initiatives aim to prevent ill health, promote well-being and reduce health inequalities by increasing awareness and by putting various measures into practice that can help individual needs.

3.9.2 The amount of education and promotion will be dependent upon demand and resources available.

Service Standards

No planned activity.

3.9.3 We aim to participate in a range of activities during 2017-18:

<i>Ref</i>	<i>Activity</i>	<i>Quantity/ Outcome</i>
FSP 1	National Food Safety Week and other FSA driven campaigns	Local publicity and Council website incl. social media
FSP 2	Participation in the annual Christmas Fair to increase awareness of various issues	Participate in Fair
FSP 3	Provision of literature on food safety	On-going

4. Resources

4.1 Financial Allocation

Expenditure and Income	Budget 2017 – 18 (£)
EXPENDITURE	
Direct Costs	
Staffing (excl. contractors)	187,056.00
Travel	1,980.00
Other operational / legal specialist / contractors (incl. sampling, equipment)	14,030.00
Legal action (departmental)	Not separately identified
Indirect Costs	
Unit overhead (incl. suppliers, services, IT equipment, accommodation)	18,540.00
Corporate overhead (incl. wages / salaries, IT support)	59,724.00
Pizza Hut and Yum Ill Primary Authority arrangements	-5,000.00
Cost of Service	276,330.00

4.2 Staffing Allocation

4.2.1 The estimated staffing profile for all officers working on food law enforcement role and related matters is set out below:

Staff	Time Allocation - FTE
Principal Environmental Health Officer / EHORB registered (Part time 0.8 FTE)	80%
Principal Environmental Health Officer / EHORB registered	20%
Senior Environmental Health Officer	New vacant post
Graduate / Environmental Health Officer EHORB registered	95%
Technical Officer / Support Officer	60%
Administration	50%

4.2.2 The projected resource required to deliver the service is given in the table below:

Activity	Projected Resource Required to Deliver Service
Inspections	1.6
Approved Establishments	0.03
Sampling	stc*
Revisits	stc*
Investigations	0.24
Formal Action	0.2
Training	stc*
Liaison	0.04
Business Advice / Liaison	0.1
Management	0.8
Total	stc*

stc* / subject to change due to significant changes in scale of service delivery

These figures exclude other duties, health and safety and Admin. which increase the overall FTE count.

It is noted that the commercial graduate EHO has achieved the professional baseline qualification and subsequent authorisation based on assessment of competencies as required by Chapter 4 Food Law Code of Practice (England). One contractor (previously two) is engaged to conduct a range of food safety and health and safety functions. A new senior EHO post has been created and is yet to be filled.

4.2.3 The competency matrix of the authorised food law enforcement officers is given in Appendix Five. The figures for competency are given in terms of numbers of officers so authorised and not as FTEs.

4.2.4 The Code of Practice (England) March 2017 has detailed competency and authorisation requirements for Lead Food Officers, Authorised Officers and Regulatory Support Officers.

4.3 Staff Development Plan

4.3.1 The Department will ensure that all food officers are appropriately qualified and receive regular training to maintain and improve their level of competency. During 2017-18, all officers will have access to the equivalent of at least 20 hours update training, which promotes professional development.

4.3.2 The training structure comprises:

- The employment of enforcement officers capable/competent on food law enforcement
- Evidence of formal and relevant qualifications (sight of original certificates prior to commencement of employment and copies kept on file thereafter)
- In house competency based training (including use of IT and inspection techniques)
- Identification of training needs during performance appraisal and development interviews
- Identification of training needs by staff throughout the year

4.3.3 External courses that will continue to receive priority during the year 2017–18 are:

- E. coli 0157 Control of cross contamination training
- Intervention risk rating consistency training
- FSA on line training courses
- Approved establishments
- Sampling Techniques
- New database provider training
- HACCP Assessment training
- PACE training
- Food law update
- LAEMS
- New and relevant trainings
- Herts & Beds organised CPD training days

It should be noted that in response to budgetary pressures, the FSA is moving away from traditional classroom based courses and seeking to improve access to online training modules. Additional training can be introduced, if required, to address specific developmental needs or new areas of official controls.

4.3.4 Internal courses may include risks from undercooked beef burgers and liver; low temperature cooking of foods in water baths; consistency training; sampling techniques; revision on HINs including evidence gathering.

5. Quality Assessment

5.1 Quality Assessment

- 5.1.1 A documented internal monitoring procedure is in place.
- 5.1.2 A documented review of performance against the service plan is detailed in Appendix 6.
- 5.1.3 The Herts & Beds Food Liaison Group will consider more topics for Inter Authority Auditing, based on FSA protocols. A targeted peer review of a service specific activity with another local authority on a reciprocal basis will be explored, e.g. a review of the sampling programme / procedures, review of service of hygiene improvement notices, etc. (to complement our internal training).
- 5.1.4 Participation in the FSA's 3rd national consistency exercise (risk rating and food hygiene rating) scheduled between June and July 2017.
- 5.1.5 We have the following monitoring arrangements in place to assist in the quality assessment of the work carried out:
- Review of all post inspection paperwork (including contractor paperwork) by the Principal Environmental Health Officers, including FHRS results
 - Joint visits with inspectors
 - Team meetings
 - Performance appraisals and probationary reviews
 - Validation inspections following complaints
 - Quantitative monitoring
- 5.1.5 We will continue to implement the arrangements to assess the quality of our service.

Ref	Activity	Quantity/ Outcome
GQ 1	Review the results of post inspection paperwork from inspections carried out by staff progressively through each month (includes <i>FHRS</i>)	ongoing
GQ 2	Complete individual officer inspection performance audits (joint visits)	6
GQ 3	Hold team meetings	6
GQ 4	Performance appraisal	3

- 5.1.6 We intend to further improve/update and document procedures required within the Food Standards Agency Framework Agreement and also as part of the Food Safety Quality Manual during 2017-18.

6. Review

6.1 Review against the Service Plan

- 6.1.1 We have developed a number of indicators to assess our food safety performance. The performance indicators are shown in Appendix Two.
- 6.1.2 The service plan and performance will be submitted to the relevant portfolio holder for approval. The performance review is detailed in Appendix 6.
- 6.1.3 We will review the service plan annually.

6.2 Identification of Variations

- 6.2.1 Where the review against the service plan identifies any variance, we will identify the reasons and the Chief Environmental Health Officer will propose an action plan to remedy the situation as appropriate. Any additional work in other areas of the enforcement mix will be reviewed to identify whether or not it has contributed/addressed any apparent deficiencies.

6.3 Areas of Improvement

- 6.3.1 We will seek to identify opportunities to improve the service and where appropriate, prepare an appropriate action plan to address those service issues.

APPENDIX 1

SUMMARY OF SERVICE DELIVERY OBJECTIVES 2017 - 18

Ref	Activity	Quantity/ Outcome	Officer Responsible
Food complaints			
FC 1	Investigate and resolve complaints	60	Commercial team
Primary Authority Scheme			
FPA 1	Provide advice and respond to requests for information	> 100 hours	CEHO/PEHO
Advice to Business			
FAB 1	Host Level 2 Award in Food Safety in Catering Training	120	OM
Food Inspection and sampling			
FIS 1	Reactive food sampling	25	Commercial team
FIS 2	Surveillance sampling	20	Commercial team
FIS 3	LACORS / HPA / EU surveys	15	Commercial team
Control and Investigation of Outbreaks and Food Related Infectious Disease			
FID 1	Investigate notifications of infectious disease	100%	Commercial team
Food safety Incidents			
FSI 1	Respond to notifications of food safety incidents	100%	PEHO
Liaison with Other Organisations			
FSL 1	Attend meetings of Herts and Beds Food Study Group	6	PEHO
FSL 2	Attend East of England Health Protection Advisory Group meetings	4	PEHO
FSL 3	Attend meetings of Environmental Health and Trading Standards Food Coordinating Group	Demand driven	PEHO
FSL 4	Attend meetings with OFSTED	Demand driven	PEHO
FSL 5	Attend meetings with HPA; East Anglian Veterinary Environmental Medical Liaison Group	Demand driven	Chief EHO
Food Safety Promotion			
FSP 1	National Food Safety Week and other FSA driven campaigns	Local publicity, social media	PEHO
FSP 2	Participation in the Christmas Fair to increase awareness of various issues	Participate in Fair	OM
FSP 3	Provision of literature on food safety.	On-going	Commercial team
Quality Assessment			
GQ 1	Review the results of post inspection paperwork from inspections carried out by contractors progressively through each month (including for the national <i>Food Hygiene Rating Scheme</i>)	Ongoing	PEHO
GQ 2	Complete individual officer inspection performance audits	6	PEHO
GQ 4	Hold team meetings	6	Commercial team
GQ 5	Annual performance appraisal	3	CEHO

APPENDIX 2

PERFORMANCE INDICATORS

Performance against Local Service Standards

- Respond to **85% of correspondence** by letter **within 10 working days**
- Respond to **100% of correspondence** by letter **within 15 working days**
- Respond to **emails** received at the customer enquiry email address **within one working day**; and **within 5 working days** if received by individual officers
- Respond to service **requests out of normal office hours within 2 hours**
- Respond to **100%** of serious food complaints **within 1 working day**
- Respond to **100%** of other food complaints and requests for advice **within 3 working days**.
- Respond to **100%** of requests for food safety advice **within 2 weeks**.
- Commence **100%** of infectious disease investigations **within one working day**.
- Advise CCDC of **100%** of infectious disease outbreaks **immediately**
- Take appropriate action in response to **100%** of food safety incidents and in accordance with the category of food alert received.

**APPENDIX 3
SPECIALIST SERVICES AVAILABLE TO HERTSMERE BOROUGH COUNCIL**

1. **Public Analyst appointed**
Kent Scientific Services
Jonathon Griffin, Ian Hampton
8 Abbey Wood Road
Kings Mill
West Malling
Kent ME19 4YT
Tel. No. 01732 220 001
Fax 01732 220 006
Physical and chemical analysis, and foreign object examination.

2. **Food Examiner**
PHE – London
Food, Water & Environmental
Microbiology Laboratory
61 Colindale Avenue
London NW9 5EQ
Tel. 020 8327 6550
Fax 020 8327 6542
Email: fwem@phe.org.uk

3. **Consultancy**
ADAS
Customer Services
Woodthorne
Wergs Road
Wolverhampton WV6 8TQ
Tel. No. 0845 766 0085
Fax 01902 743 602
Technical advice/consultancy services

3. **Clinical Samples**
Health Protection Agency
Dept. of Medical Microbiology
Lewsey Road
Luton LU4 0EP
Tel. 01582 497 336
Fax 01582 490 438

3. **Consultancy**
Campden BRI
Chipping Campden
Gloucestershire
GL55 6LD
Tel. No. 01386 842 000
Fax 01386 842 100
Technical advice/laboratory
Service
Website: www.campden.co.uk

4. **Contractors / Private Sector EHOs:**

Mr Dave Weiland – undertakes food safety inspections and other food safety related activities
Email: dave.weiland@hertsmere.gov.uk

Miranda Steward / ABC Food Safety / FSA / Campden BRI / CIEH
Food safety and other trainings

Mr Richard Maragh
Food Safety Consultant

5. **External Legal Support** sought on a case by case basis in consultation with the Council's Head of Legal Services.

APPENDIX 4

DETAILED PROFILE FOR EACH CATEGORY OF FOOD PREMISES

Primary Producers: premises producing unprocessed food intended for human consumption, for example, fruit and vegetables, cereal, eggs, and honey.

Manufacturer/Processor: includes manufacturers packing all the food produced as a manufacturer.

Packer: premises where the main activity is packing food but not processing. Includes producer co-operatives.

Importers/Exporters: Quays or berths used for the handling of food.

Distributor/Transporter: include pre-retail distribution activities including importation, transportation, wholesaling and cash and carry premises which sell to retailers as well as caterers and final consumers.

Retailers: include supermarkets, off licences, newsagents, market stalls, mail order activities.

Restaurants and other Caterers: includes kitchens in institutional premises eg hotels, village halls, holiday camps, colleges and factories. Include public houses, hospitals, take-aways and bed and breakfast accommodation.

Manufacturers selling mainly by retail: premises such as local butchers and bakers who manufacture and sell most of their goods from their own outlets locally and local farms producing for their farm shop.

APPENDIX 5**OFFICER COMPETENCY PROFILE****COMMERCIAL TEAM**

Based on the Code of Practice (England) Chapter 4 Qualifications and Competencies

Number of officers correct as at 1 April 2017

FOOD HYGIENE AND SAFETY**Authorisation Matrix**

Activity	Officers' Initials							
Food hygiene and official controls in A, B and non-compliant C premises	SK	MG	DW		LMH			
Food hygiene and official controls in compliant C premises	SK	MG	DW		LMH			
Approval of establishments subject to Regulation 853/2004	SK							
Inspection of approved establishments	SK	MG	DW					
HACCP based systems	SK	MG	DW		LMH			
Complex / specialist manufacturing processes	SK	MG	DW					
Inspection of premises rated compliant C to E	SK	MG	DW		LMH			
Inspection, detention and seizure of foodstuffs	SK	MG	DW					
Service of hygiene improvement notices	SK	MG	DW		LMH			
Service of remedial action notices / detention notices (approved establishments)	SK	MG	DW					
Service of Emergency Hygiene Prohibition Notices / Prohibition Notices	SK	MG	DW					
Food sampling for analysis and examination	SK	MG	DW		LMH			

Imported food inspection	SK	MG	DW		LMH			
Familiarisation with FSQM Procedures	SK	MG	DW		LMH			
Advice and Education	SK	MG	DW	SBK	LMH			
Information / Intelligence Gathering	SK	MG	DW	SBK	LMH			
Alternative Enforcement	SK	MG	DW	SBK	LMH			

Guidance: the LFO must initial and date the relevant boxes on the matrix to indicate the level of authorisation for all staff involved in the delivery of the food service areas above, based on satisfactorily meeting the criteria stated in the 'Authorisation Chart ...' Appendix 5.1 Food Safety Quality Manual – Authorised Officers.

APPENDIX 6

PERFORMANCE REVIEW 2016 - 17

INTRODUCTION

The Service Plan for Food Law Enforcement 2016 / 17 was drawn up in accordance with the Food Standards Agency Framework Agreement issued September 2000, as amended.

An annual performance review of the service delivery plan is required to be carried out, documented and submitted for appropriate Member approval.

This report seeks to comply with this requirement and does so by detailing performance against activities identified in the Food Service Plan.

The number of businesses registered with Hertsmere Borough Council at April 2017 was 804 compared with 817 at April 2016.

EXECUTIVE SUMMARY

Service Achievements

- 92% of interventions achieved
- The continuing demand for training in the Level 2 Award in Food Safety in Catering, as attended by 111 candidates
- The on-going implementation of the national Food Hygiene Rating Scheme
- Annual Christmas Fair – attended by 544 school children
- Food Standards Agency campaigns:
 - Food Safety Week – ‘Food Waste’
 - Christmas Campaign – ‘Reduce food waste with the FSA Fairy’
 - Valentines Campaign – ‘Look before you book’
- Participation in the FSA’s 2nd national consistency exercise (July 2016). 98% of LAs across England, Wales and Northern Ireland took part to assess consistency for Code of Practice risk rating and Food Hygiene Rating score in a set food business scenario. Commercial team members achieved consistency amongst each other and in line with the expected outcome.
- Continued enforcement activity:
 - The service of 32 hygiene improvement notices
 - The voluntary closure of five businesses
 - The issue of one simple caution

SUMMARY OF PERFORMANCE REVIEW 2016 / 17

SUCSESSES	NON – CONFORMANCES	REASONS FOR NON – CONFORMANCES	CORRECTIVE ACTIONS
Review of Food Safety Procedures On-going	Not applicable	Not applicable	Not applicable
Food Premises Inspections No. interventions achieved: 606 No. interventions outstanding: 51 Revisits achieved (inc request to revisit to re-score for FHRS): 125	NB: The actual number of revisits is a reflection of the need for those premises to be revisited following the initial inspection, rather than being prescribed or scheduled visits.	Not applicable	Not applicable
	There are a number of food businesses which are not inspected within the 28 days of their due date.	Staffing difficulties / as resources permit	Reducing: <ul style="list-style-type: none"> • the number of revisits; • category D and E inspections; • some compliant category C inspections; • investigations into isolated alleged food poisoning complaints; • health promotion activities. Complaints: <ul style="list-style-type: none"> • no investigation of anonymous or category 3 complaints. Staffing <ul style="list-style-type: none"> • reliant upon agency EHOs when budget allows; • review of working practices and implementing the Food Safety Quality Manual.
	Not all new registrations are being visited within 28 days.	Staffing difficulties / as resources permit	As above Lead food officer undertakes desktop scrutiny for high risk premises and allocates within 28 days.

SUCSESSES	NON – CONFORMANCES	REASONS FOR NON – CONFORMANCES	CORRECTIVE ACTIONS
FHRS at April 2017 Number businesses achieved a rating between 1 – 5: 514 Number of businesses achieved a 0 rating: 4	Not applicable	Not applicable	Not applicable
EU Regulation Approved Premises There are two approved dairy establishments.	Not applicable	Not applicable	Not applicable
Primary Authority Scheme The Department has a partnership with Pizza Hut (UK) Ltd. and Yum Ill (UK) Ltd, which has over 500 units nationwide.	Not applicable	Not applicable	Not applicable
Enforcement Policy This has been formally adopted by the Council and is available for viewing.	Not applicable	Not applicable	Not applicable
Food Complaints Number predicted: 60 Number received: 68 (microbiological food complaints alleging food poisoning are now recorded as notifications of illness) Majority responded to within 1 – 2 days	It is not possible to predict with accuracy the number of complaints that will be received. Greater public awareness and media publicity affect the number of complaints and expectation.	Not applicable. This is outside of the control of this Department.	Not applicable
Advice to Business All requests for advice received from local businesses have been responded to. Requests are recorded.	Not applicable	Not applicable	Not applicable

SUCCESES	NON – CONFORMANCES	REASONS FOR NON – CONFORMANCES	CORRECTIVE ACTIONS
Food Sampling – Number of Samples Taken PHE ¹ / FSA ² / EU ³ surveys, Samples: 81 Complaint samples: 3 ¹ Public Health England ² Food Standards Agency ³ European Union	Not applicable	1 Not applicable	Not applicable
Notifications of Illness The majority of notifications of illness were responded to within 1- 2 working days. All outbreaks were immediately notified to the CCDC ⁴ . Number received: 48 (incl allegations of illness) ⁴ Consultant in Communicable Disease Control	Not applicable	Not applicable 11111	Not applicable
Food Safety Incidents No. food alerts received: 88 (2016) No. allergy alerts received: 93 (2016) These warnings are issued by the FSA and alert of national public health issues associated with the consumption of certain foods.	Not applicable.	Not applicable	Not applicable
Food Safety Promotion–Examples of: 111 candidates undertook Level 2 Food Hygiene training. National Food Safety Week and other FSA campaigns	Not applicable	Not applicable	Not applicable
Staff Development 20 hours CPD ⁵ (core and other professional matters) per officer ⁵ Continuing Professional Development	Not applicable	Not applicable	Not applicable

SUCCESSSES	NON – CONFORMANCES	REASONS FOR NON – CONFORMANCES	CORRECTIVE ACTIONS
Quality Assessment 1. Accompanied visits and regular team meetings. 2. Peer review. 3. Review of post inspection paperwork	Not achieved in full. Not achieved. Achieved.	Time constraints on LFO Ditto	Team meetings to take place every two months. Accompanied visits to be programmed throughout the year.
Enforcement Activities Service of 32 Hygiene Improvement Notices to secure compliance in catering businesses. 5 voluntary closures 1 simple caution	Not applicable	Not applicable	Not applicable
Safer Food Better Business 4 seminars held across Herts & Beds during 2016: 44 caterers attended.	Not applicable	Not applicable	Not applicable

This concludes the performance review of the Food Service Plan 2016 – 17.

APPENDIX 7

FOOD STANDARDS AGENCY'S THE REGULATING OUR FUTURE (ROF) CHANGE PROGRAMME

THE REGULATING OUR FUTURE (ROF) CHANGE PROGRAMME

We're modernising regulation because...

...we believe there are more effective, modern and efficient ways to ensure people have food that is safe and what it says it is. Global food systems and business innovation have outpaced the way regulation has always been done. We need more agile and flexible regulation in this new world. This includes businesses taking proper responsibility for food safety and local authority resources being efficiently used. Our approach has been supported by the recent Cabinet Office Regulatory Futures Review, and is generating international interest from our peers.

1 KEYNOTE

A STRONG REGULATOR
The food industry recognises that having a strong regulator levels the playing field and benefits everybody. So together with industry and stakeholders, we are co-designing a new model for the delivery of regulation. The FSA will set the standards by which food businesses operate, and make use of new technology and the data that businesses collect from their own audits and checks, so we can see what's happening every day, not just on inspection day.

2 KEY FEATURES

- FSA sets the standards as the central competent authority
- Supports start-ups to get compliance right first time
- Opportunity to use business's own data to monitor compliance
- More effective interventions if a business is not meeting standards
- Co-designed with stakeholders from across the food spectrum
- Creates opportunities for third parties to provide accredited assurance

SEGMENTATION
We will tailor regulation depending on the level of risk. This means making better use of all available information when deciding which businesses present the greatest risk. We'll also recognise those that have demonstrated that they can consistently comply with requirements that are needed to protect health.

ASSURANCE & STANDARDS
The FSA will set the standards as the central competent authority. Our fundamental principle is that businesses are expected to comply with food law. We will take account of appropriate sources of information to evidence a business's ability to ensure food is safe and what it says it is.

ENHANCED REGISTRATION
Knowing more about each business, who they are and what they do, is critical. This will allow us to ensure businesses understand what is expected of them and are supported to get it right from the start.

EVENT
Intervention will happen where businesses fail to meet standards, and their assurance system will be reviewed. We will strengthen enforcement where businesses fail to do the right thing for consumers and revisit sanctions to tackle those who don't comply.

Food Standards Agency
food.gov.uk

THE REGULATING OUR FUTURE (ROF) CHANGE PROGRAMME

TIMELINE

3 PROGRESS TO DATE

- Consumer, industry and professional Expert Advisory Groups launched
- Varied stakeholder engagement undertaken
- 2nd iteration of the Target Operating Model (TOM) created
- Specialist resource to systematically explore the data element mobilised
- Concluded exploratory trials with Tesco and Mitchell & Butler

4 PROCESS HIGHLIGHTS

- Hothousing the approach with stakeholders
- Using early consumer and SME insights to develop the TOM
- Together with Primary Authorities, their partner businesses and BEIS Regulatory Delivery, developing an approach to the implementation of National Inspection Strategies
- Parliamentary Reception

5 OUR AIM

The Regulating our Future programme will completely change the way food businesses are regulated and inspected across England, Wales and Northern Ireland. We aim to have a new system in place by 2020.

It's too early to say what the specific consequences of leaving the EU will be. But we can confidently predict that it will demand a modernised regulatory system for food: something agile, flexible and resilient. Getting the new regulatory model right will, in turn, give us more scope to protect consumers within the rapidly evolving global food system, and it could widen our international influence on modern food standards. We want our food system to remain the gold standard by which other countries judge theirs.

Food Standards Agency
food.gov.uk