

HOUSING, HEALTH & COMMUNITY CARE FOOD SAFETY SERVICE PLAN 2003/2004

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1.0 SERVICE AIMS AND OBJECTIVES	
1.1 Aims and Objectives	<p>The Housing, Health & Community Care Service is committed to ensuring that the highest standards are maintained throughout the district in food premises for which they are the Enforcing Authority, in order to protect both employees and members of the public.</p> <p>Environmental Health staff will adopt an approach to enforcement which will encompass the investigation of cases of food poisoning or suspected food poisoning and food complaints as well as inspections based on risk assessment so as to make effective use of staff resources allocated. Staff will act within the Department's overall enforcement policy (see Appendix 1) but due regard will be had to guidance from recognised bodies. Rochford District Council has adopted the Enforcement Concordat (see Appendix 2) and therefore staff will carry out activities in this service plan in accordance with the Concordat.</p> <p>Education plays an important part in improving food hygiene standards and therefore Environmental Health staff will carry out the activities in this service plan with an educative approach wherever possible.</p>
1.2 Links to Corporate Objectives and Plans	<p>This service supports Rochford District Council Corporate Plan and Best Value Performance Plan (Appendix 3). The food service is included in the Best Value Review of "Public Regulation, Inspection and Protection".</p>
2.0 BACKGROUND	
2.1 Profile of Rochford District	<p>Please see Appendix 3.</p>

2.1.1	Profile of the Housing, Health & Community Care Service	Please see Appendix 3.
2.2	Organisational Structure	
2.2.1	Rochford District Council	Please see Appendix 3.
2.2.2	Housing, Health & Community Care	Please see service chart Appendix 4.
2.2.3	Manager responsible for Food Service	Safety, Food and Regulation Manager.
2.2.4	Specialist Services	Samples for analysis are submitted to a Public Analyst at a laboratory accredited for the purposes for analysis and which appears on the list of official food control laboratories. Samples for examination are submitted to a food examiner at a laboratory accredited for the purpose of examination and which appears on the list of official food control laboratories.
2.3	The Scope of the Food Service	
2.3.1		Establish and maintain up to date register of all food premises in the district.
2.3.2		Inspect all food premises on a risk based, rolling programme in accordance with Food Safety Act 1990, Code of Practice 9 and take enforcement action as necessary. Most planned inspections will be carried out by a contractor.

2.3.3	Carry out visits and inspections to food premises as necessary within the plan period, including revisits and investigative visits.
2.3.4	Investigate and resolve all food complaints and all complaints relating to a food business, including refuse, litter, odours, pests, drainage etc, except noise.
2.3.5	Provide advice and assistance to businesses and consumers on food related issues.
2.3.6	Receive and act on all food hazard warnings.
2.3.7	Investigate all food within the district that might be contaminated and take necessary action. Seize, detain and destroy, as necessary, unfit food.
2.3.8	Monitor the movement of unfit food into and out of the Rochford District area.
2.3.9	Take action to close food premises found to present an imminent risk to health.
2.3.10	Act as Statutory Consultee in relation to Liquor Licensing.
2.3.11	Provide advice to the Planning Service on food related issues.
2.3.12	Identify premises requiring a Butchers Shop Licence and prepare them for grant and renewal.
2.3.13	Identify premises processing, handling and storing meat products and preparations, and prepare them for approval.
2.3.14	Identify premises processing, handling and storing dairy, fish and/or egg products and prepare them for approval.

2.3.15	Identify premises processing, handling and storing food(s) that fall under other specific regulations and ensure that they comply with such regulations.
2.3.16	Undertake a food sampling programme in accordance with the Health Protection Agency, Eastern, Chelmsford Food, Water and Environmental Laboratory Sampling Programme and taking account of current food premises.
2.3.17	Facilitate food hygiene training as necessary, by independent training organisations.
2.3.18	Comment on proposed food legislation, codes of practice and other official documents as necessary and as requested.
2.3.19	Provide appropriate export certification as requested by food companies in the district.
2.3.20	Carry out a health and safety inspection of all premises where the sale of food is the main activity on a risk based rolling programme in accordance with LAC 67/1, and take enforcement action as necessary including revisits.
2.3.21	Investigate and resolve all serious complaints about health and safety where the sale of food is the main activity.
2.3.22	Receive all reports of accidents where the sale of food is the main activity and investigate as necessary using HELA guidance.
2.3.23	Investigate all reports of a food poisoning/borne outbreak.
2.4 Demands on the Food Service	As at 1 April 2003 the Housing, Health & Community Care Division's database has identified that it is responsible for enforcing Food Safety in 595 food premises within the Rochford District. According to the Food Safety Act 1990 Code of Practice 9, Risk Categories for these premises can be broken down as follows:

<u>Risk Category</u>	<u>Number of Premises</u>	<u>C.O.P.9 Inspection Frequency</u>
A =	16	6 months
B =	56	12 months
C =	218	18 months
D =	62	2 years
E =	199	3 years
F =	38	5 years
Unrated =	6	
The number identified as Manufacturing premises are:		9
The number identified as Retail premises are		176
The number identified as Catering Premises are:		395
As at 1 st April 2003 the number of approved, licensed premises under:		
Meat Regulations	= 3	(Meat Products)
Fish Regulations	= 3	
Butchers' Shops Licences	= 9	
<p>No particular external factors that may impact on this service have been identified. There are two languages other than English identified as being significant among food handlers and proprietors within the district. These are Bengali and Chinese, however the majority of proprietors are able to speak adequate English or have somebody present at the premises that can translate. In any cases where they may be language difficulties the service would contact Essex Police (01268 775533) for details of an interpreter.</p> <p>A number of pamphlets and leaflets on food safety are also available in different languages within the food service at Rochford District. These languages are not seen as placing a particular demand on the food service.</p>		

2.5 Enforcement Policy	This service operates to a documented enforcement policy.
3.0 SERVICE DELIVERY	
3.1 Inspection Programmes	
3.1.1 Programmed	The number of Programmed Food Hygiene Inspections for the period is = 317 .
3.1.2 Carry Over	The number of Programmed Food Hygiene Inspections carried over from the last financial year is = 10 .
3.1.3 Total	Therefore the total number of Programmed Food Hygiene Inspections for the period is = 327 . (See Appendix 5 for a breakdown)
3.1.4 Target	The target for this year is to achieve : Risk Categories A to C = 97% Risk Categories D to F = 97%
3.1.5 Revisits	The estimated number of revisits for this plan period is = 100 .
3.1.6 Non-Programmed inspections	The estimated number on non-programmed inspections is = 35 .
3.1.7 Other	The estimated number of Butchers' Shop Licences requiring renewal = 9 .
	The Butchers' Shops Licence applications must be determined within 28 days of receipt.
3.2 Food Complaints	All food complaints received including anonymous complaints are investigated in accordance with the good enforcement principle of targeting, transparency, consistency and proportionality. The estimated number for this plan period is = 100 .

<p>3.3 Home Authority Principle</p>	<p>There are no formal Home Authority Agreements set up for any food business within Rochford District. The Council is, however, the originating Authority for 4 manufacturing businesses which distribute their products nationwide. Advice on standards is provided to other Councils following complaints made to them about purchases made from outlets outside Rochford District.</p>
<p>3.4 Advice to Business</p>	<p>Advice is provided to existing or proposed food businesses, members of the public, other Council Service Departments and other persons. Advice is mainly person to person whilst Officers are carrying out visits/inspections but may also be following a telephone call or letters to the Housing, Health and Community Care Division.</p> <p>Officers aim to give advice in accordance with recognised guidance and codes of practice, and a range of advisory leaflets is available.</p> <p>The estimated number for the plan period is = 275.</p> <p>The Council has regular meetings with the Chamber of Trade and Federation of Small Businesses, who have been consulted on the Division's Enforcement Policy.</p>
<p>3.5 Food Sampling</p>	<p>Food sampling for microbiological contamination is carried out in accordance with the Public Health Laboratory Service (Chelmsford) / Essex Food Group Sampling Programme and taking account of current food premises.</p> <p>The estimated number of samples to be taken for this period is = 75.</p> <p>It is estimated that there will be no charge from the Health Protection Agency Eastern, Chelmsford Food, Water and Environmental Laboratory Service to analyse this number of samples.</p> <p>The service also enables officers in the food team to carry out random sampling of foods where it is felt necessary. This may occur following a programmed or otherwise visit to food premises or via a food complaint received by the service.</p>

<p>3.6 Outbreak Control and Inspection Disease Control</p>	<p>Food complaint samples are analysed by a Public Analyst or examined by a food examiner (the Health Protection Agency Eastern Laboratory at Chelmsford or an entomologist) if necessary.</p> <p>It is estimated that 8 food complaint samples will be submitted for analysis or examination, and provision in the budget has been made.</p> <p>Food poisoning notifications and outbreaks are investigated within one working day of receipt in accordance with the Control of Communicable Disease Joint Plans of South Essex Health Authority and South Essex Local Authorities and following guidance in CDR Review dated 1995.</p> <p>The estimated number of notifications requiring investigation for this period is = 175.</p> <p>The estimated number of outbreaks is = 1.</p>
<p>3.7 Food Hazard Warnings</p>	<p>Food hazard warnings are handled in accordance with Food Safety Act 1990, Code of Practice 16.</p> <p>The Code of Practice requires that the food safety service has connection to the Environmental Health Computer Network (EHCnet) as the Department of Health communicates Food Hazard Warnings via this computer. The service is connected to the EHCnet and there is a pager in the administration section to provide an alert when a food hazard warning has been issued by the Food Standards Agency.</p> <p>The estimated number of food hazard warnings received for this period is = 25.</p>

<p>3.8 Liaison</p>	<p>A number of arrangements have been made to improve the consistency of enforcement with neighbouring Authorities.</p> <ul style="list-style-type: none"> - This service actively supports the Essex Chief Environmental Health Officer's Food Group, and the Food Study Group. - Investigations of suspected food poisoning outbreaks are carried out either jointly or in close contact with the Consultants in Communicable Disease Control (CCDC) for Essex. <p>The service also advises and liaises with other services within Rochford District Council, including: Building Control, Planning, and Environmental Protection Team.</p> <p>The service is consulted on planning applications involving food premises.</p>
<p>3.9 Food Safety Promotion</p>	<p>Food safety promotion on cooking turkeys and barbecues is carried out during the autumn and spring respectively. Leaflets are made available at the 2 Council offices, community centres, butchers, etc., and are given to food poisoning cases. An article on these subjects is included in the autumn and spring editions of Rochford Matters, the free Council newspaper, and a press release is sent to local newspapers.</p> <p>Participate in the National Food Safety Week by organising a poster competition for school children on the importance of hand washing.</p>
<p>3.10 Export Certification</p>	<p>Export certificates for manufacturers within the district exporting various food are provided.</p> <p>The estimated number of certificates requested during this period is 0.</p>

<p>4.0 RESOURCES</p>	
<p>4.1 Financial Allocation</p>	<p>The overall net expenditure for the Environmental Health Service is £799,100. Within this budget, the food service costs are not currently separately identified. From this amount the food service is not currently allocated a specific amount.</p> <p>It is therefore not possible to determine whether there is a change in real terms in expenditure on the food service compared to the last financial year.</p> <p>In addition, approximately £17,100 will be spent engaging a food contractor to carry out planned inspections.</p> <p>In 1996/97 the Public Health Laboratory Service allocated this service a sampling budget of £7065. Samples can be submitted to that costing without the Council being charged. This figure has not been altered and therefore it represents a decrease in real terms year on year.</p> <p>Details of the budget for salaries, travel, subsistence, consultancy, analytical fees are contained in Rochford District Councils Budget Book 2003/2004.</p> <p>No budget is separately allocated for prosecutions or legal action taken as a result of action under this service, but are provided for within the Legal Service's budget.</p>
<p>4.2 Staffing Allocation</p>	<p>The staff available for this period is</p> <ul style="list-style-type: none"> 1 Safety Food and Regulation Manager 1 Principal Environmental Health Officer (EHO) 1 Contract EHO 1 Senior EHO 2 Part-time Senior EHO 0 Senior EHO (1 Vacancy). 2 Environmental Health Assistants (EHA)

<p>4.3 Staff Development Plan</p>	<p>3 Administrative staff</p> <p>This staffing allocation is not solely for this service plan. These officers also carry out the Health and Safety, Animal Welfare Licensing, Outbreak Control and Infectious Disease, Public Entertainment licensing and Control of Trading Licensing duties. The administrative staff also support the entire Housing, Health and Community Care Service.</p> <p>It is estimated that the above staffing levels will provide sufficient resources to carry out the service delivery outlined in Paragraph 3.0 .</p> <p>It is estimated that 3 full time equivalents work on food safety.</p> <p>This service supports the Corporate Plan for Rochford District Council. The staff covering this service will continue to be encouraged, motivated and trained to develop their potential and use their talents for the benefit of the people of the district.</p> <p>This service identifies training and development needs by an annual performance and development review of all staff.</p> <p>The training budget is allocated primarily to those staff in the whole service that are identified as requiring further training to develop their professional and technical skills for the job that they are required to carry out and to deliver Corporate Objectives.</p> <p>Budget provision is also available for minor, short ad hoc training courses that become available.</p> <p>For this plan period, the following training needs have been identified:</p> <ul style="list-style-type: none"> - Minor ad hoc courses when they become available - Basic, Intermediate and Advanced Food Hygiene Course for 1 EHA - 1 week Food Microbiology Course at Leeds or Warwick for 1 EHO
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	<p>Cascade training is provided by the officer attending an external training course to other officers in the service.</p> <p>Periodic meetings are organised to discuss matters and issues of consistency arising under this service plan area.</p> <p>Minutes of the Essex Chief Environmental Health Officers Food Group and the Food Study Group are circulated to officers in the food service.</p> <p>The Housing, Health & Community Care service and the Council supports Environmental Health Officers that wish to obtain corporate membership of the Chartered Institute of Environmental Health (C.I.E.H) by taking the Assessment of Professional Competence (APC).</p> <p>All E.H.Os that are members of the C.I.E.H. are required to undergo at least 20 hours of Continuous Professional Development (CPD) per year. Whilst officers are responsible for monitoring the amount they have done in a year the service recognises this need and supports staff in achieving the minimum amount required by the CPD scheme. In house training may be organised throughout the year by individuals.</p> <p>Every officer authorised to carry out food hygiene inspections and enforcement will receive structured on-going training, which may take the form of in house training, formal visits or vocational visits. The minimum ongoing/update training is 10 hours per year and is recorded.</p> <p>Officers who have not enforced food law for some time are put through structured revision training before resuming food law enforcement duties. The minimum revision training is 15 hours and is recorded.</p> <p>Officers returning to food law enforcement duties after an absence of more than 3 years</p>
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<p>5.0 QUALITY ASSESSMENT</p>	<p>are monitored by a more senior officer experienced in food law enforcement for a minimum period of 3 months.</p> <p>This service is part of the "Best Value" Review of public regulation, inspection and protection during this period.</p> <p>Before new officers undertake food law enforcement duties independently, they are supervised and monitored by a more senior officer experienced in food law enforcement for up to 6 months.</p> <p>The following peer reviews are carried out:</p> <p><u>Contractor</u></p> <ul style="list-style-type: none"> ➤ All letters are checked for compliance with codes of practises and guidance, and to determine the need for a revisit; ➤ All computer inspection documents are checked for accuracy of the risk rating and to agree when a rating has been reduced; ➤ All reports of inspections are checked for accuracy; ➤ 1 full audit using Section's "Management Quality Audit Form" is carried out on a completed high risk inspection per month. This involves a desk-top check and a visit. Therefore, 12 audits to be carried out for the period. The contractor will carry out approximately 236 high risk inspections. Therefore the audit rate is $(12/236)*100=5.08\%$. <p><u>Staff – Food EHOs</u></p> <ul style="list-style-type: none"> ➤ A full audit using the Section's "Management Quality Audit Form" is carried out on 5% of all high risk inspections. This involves a desk-top check and a visit. It is estimated that the Food EHOs will carry out about 12 high risk inspections each per year. Therefore, 1 audit to be carried out each for the period. ➤ A full audit using the Section's "Management Quality Audit Form" is carried out on 5
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	<p>complaints/enquiries received each per year.</p> <p>A customer satisfaction questionnaire is sent to all proprietors following a Food Hygiene Inspection.</p> <p>A Third Party audit of the Inspection Process will be carried out by a contractor during the period.</p>
<p>6.0 REVIEW</p> <p>6.1 Review against the service plan</p> <p>6.1.1 Food Hygiene Inspections</p> <p>6.1.2 Revisits</p> <p>6.1.3 Service Request</p> <p>6.1.4 Food Sampling</p>	<p>An annual review against the service plan is carried out.</p> <p>In addition, performance is monitored monthly and a quarterly report is submitted to Members.</p> <p>The review below is for the plan period financial year 2002-2003.</p> <p>The target for the last plan period was to achieve 95% of programmed inspections for high risk premises (categories A,B and C) and 95% for other premises (D,E and F).</p> <p>The actual percentage achieved was 97.82% and 97.73% respectively.</p> <p>The number of revisits carried out was 104 (estimate 88).</p> <p>The number of service requests (food complaints and advice to businesses) received was 358 (estimate 458).</p> <p>The number of food samples taken was 89 (estimate 175).</p>

6.1.5 Outbreak control and infectious disease control	<p>The number of notifications received requiring investigation was 156 (estimate 200).</p> <p>The number of outbreaks was 0 (estimate 1).</p>
6.1.6 Food Hazard warnings	<p>The number of food hazard warnings received was 25 (estimate 30).</p>
6.1.7 Export Certificate	<p>The number of export certificates issued was 0 (estimate 0).</p>
6.1.8 Notices	<p>The following number of 'notices' were issued</p> <ul style="list-style-type: none"> - informal written warning letters: 311. - Improvement Notices served : 10. - Prohibition notices served : 0.
6.1.9 Closures and Prosecutions	<p>The number of emergency closures was 0.</p> <p>The number of prosecutions was 0.</p>
6.2 Identification of any variation from the service plan	<p>1. The number of food samples taken was below the target because the Environmental Health Assistant holding the Ordinary Certificate in Food Premises Inspections resigned and the post remained vacant for 3 months in total (2 months during last period).</p>
6.3 Areas of improvement	<p>1. The number of food samples taken needs to be increased to approximately 180 per year.</p> <p><u>Action</u> The number of food samples will be on target by April 2005 following training of the newly appointed EHA.</p>

2. The FSA's guidance setting out the requirements for the planning, management and delivery of food safety services needs to be implemented by reviewing and revising existing systems and documenting them, and by creating third party peer review systems to verify its conformance against the Standard.

Action The review and documentation of the food safety services system to comply with the FSA's standard will be complete by 2006.

3. A customer satisfaction policy and procedure, including a questionnaire, needs to be developed in respect of dealing with complaints.

Action A customer satisfaction scheme will be developed and implemented by April 2004.

4. Food safety information needs to be provided electronically.

Action Food safety information will be available on the Council's website by April 2005.

5. Input to business partnerships or forums needs to be developed.

Action Input to business partnerships and forums will be developed by April 2004.

PROGRAMMED FOOD HYGIENE INSPECTIONS

1.04.03 TO 31.03.04

<u>Risk Category</u>	<u>Number of Inspections</u>
A	24
B	52
C	160
D	21
E	68
F	2