

NEIGHBOURHOODS

ENVIRONMENT AND REGULATORY SERVICES

FOOD LAW PLAN 2011/2012

In accordance with the Food Standards Agency Framework Agreement 2000
as amended

Food Law Plan 2011/2012

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Foreword by Matthew Holmes - Portfolio Holder Environment and Regulatory Services - Derby City Council

As portfolio holder for Environment and Regulatory Services for Derby City Council one of my responsibilities is food safety and standards. Food safety and standards are a high priority within the City Council's aspirations and play a vital role in supporting our key aims and outcomes of:

- Good health and well-being.
- A thriving sustainable economy.
- An active cultural life.

Everyday in the City, citizens, workers and visitors buy and consume millions of pounds worth of food, so much so that food is at the heart of a thriving sustainable local economy. Locally we have over 1900 food businesses in the City which are part of the UK's largest manufacturing sector contributing over £80 billion to our economy and providing jobs and employment to millions. Food is fundamental to a thriving sustainable economy and it also forms a very large part of our cultural life at restaurants, cafes, bars and other food premises.

More importantly food safety and standards impact on the health of every person who lives in or visits the City. Good health and well-being cannot be sustained without maintaining food safety and standards.

Food poisoning can cause severe illness and at times death especially in the case of our more vulnerable members of society such as the young or the elderly. The deadly impact of food borne disease has been recently demonstrated by Europe's largest outbreak of E. coli in Germany resulting in over 2,000 cases of the illness and almost two dozen deaths. However here in the UK government figures show that in 2007 18,900 people required hospital treatment for food-borne illness, and sadly 440 people died. Between 2000 and 2007 the number of reported food contamination incidents rose from 421 to 1,312.

The composition of food and our diet is again crucial to our health. While many of us eat well, many of the more disadvantaged and vulnerable do not. In addition many of us consume more than the recommended amount of fat, saturated fat, salt and sugar. Poor nutrition is a major cause of ill health and premature death in England. About one third of cancers can be attributed to poor diet and nutrition and the Department of Health has estimated that if diets matched nutritional guidelines, around 70 000 deaths in the UK could be prevented each year.

The regulation of food safety and standards is crucial to our health, economy and cultural life in the City. The City Council Environmental Health and Trading Standards officers are the regulators of food in the City. The Derby City Council Food Plan sets out how the City Council will protect and promote food safety and standards in the coming year.

Introduction

The Food Standards Agency's Framework Agreement on official feed and food controls (version 5 April 2010) requires local authorities to have Food Service Plans in place to ensure that national priorities and standards are addressed and delivered locally.

Food service plans aim to help local authorities:

- follow the principles of good regulation;
- focus on key delivery issues and outcomes;
- provide an essential link with corporate and financial planning;
- set objectives for the future, and identify major issues that cross service boundaries;
- provide a means of managing performance and making performance comparisons;
- provide information on an authority's service delivery to stakeholders, including businesses and consumers.

They also provide a basis under which local authorities can be audited by the Food Standards Agency. Derby City Council Food Law Plan is constructed to meet the provisions of the Food Standards Agency's Framework Agreement.

1. Service Aims and Objectives

1.1 Aims and Objectives

Food Aims

- To ensure the Councils statutory duties in relation to food standards and feed law enforcement are met.
- To register food businesses in accordance with the Food Safety Legislation.
- To ensure food is fit and without risk to health.
- To prevent and control the spread of food borne illness.
- To ensure that the composition and labelling of food and feed complies with legislation.
- To improve and promote health through diet and nutrition.
- To protect consumers, genuine traders and the local economy by tackling unfair and fraudulent food standards trading practices.

Food Objectives

- To undertake a risk-based programme of interventions in accordance with national guidance.
- To register food businesses.

- To respond to and investigate all complaints.
- To respond to and initiate food alerts as necessary.
- To encourage economic development by providing advice and assistance to local businesses enabling them to comply with food legislation.
- To undertake a food sampling programme with emphasis on food manufactured or imported within the City and to participate in regional or national co-ordinated food sampling as appropriate.
- To ensure animal feed meets legal requirements in respect of quality, composition and labelling.

1.2 Links to corporate objectives and plans

1.2.1 Councils Vision

The Councils vision is “To create a city for all, through strong leadership and excellent customer focused services.”

1.2.2 Derby City Aims and Outcomes

Key aims and outcomes have been developed based on feedback received from residents, visitors and partners through the ‘3 wishes consultation campaign’ completed in 2010.

The City Council will work together so that all people in Derby will enjoy.

- A thriving sustainable economy.
- Achieving their learning potential.
- Good health and well-being.
- Being safe and feeling safe.
- A strong community.
- An active cultural life.

To ensure customers and employees are satisfied with the services they receive the City Council has developed two extra outcomes;

- Good-quality services that meet local needs.
- A skilled and motivated workforce.

2. Background

2.1 Profile of the Local Authority

2.1.1 Geography

Derby is a Unitary Authority and compact City with a clearly defined centre and district neighbourhoods. It has a strong identity, clear boundaries and is surrounded by attractive countryside. With Leicester and Nottingham, it forms part of the ‘three cities’ sub region of the East Midlands. It is essentially an

urban area with green areas of open land that help to maintain separate community identities and boundaries within its 17 wards.

2.1.2 Population

The population of the City is just over 244,000. At Census 2001, Black, Minority Ethnic (BME) groups accounted for 15.6% of the population in Derby and mid year estimates are that BME groups account for 18.1% of the population of Derby. The main ethnic minority population comes from India and Pakistan with asylum seekers from Eastern Europe being the most recent arrivals.

2.1.3 Deprivation

Derby is a fairly deprived area compared to the rest of England. The Index of Multiple Deprivation 2007 (IMD 2007) identified that Derby was ranked as the 69th most deprived local authority in England. There are pockets of deprivation towards the centre of Derby, although areas generally become less deprived towards the outskirts of the city.

2.1.4 Economy

The local economy has been growing faster than any other city in England in recent years with the increase in employment in the top five of the UK's cities. However unemployment is higher than the national and regional average and this is increasing. House prices in Derby are generally cheaper than elsewhere in the area and the rest of the country. People who work in the City generally have higher wage levels than those who actually live in the City. People's health differs across the City between male and females and people with different nationalities.

2.1.5 Health

The health profile of the City shows it is generally worse than the England average. Life expectancy is lower than the average for England, rates of hospital stays for alcohol related harm, new cases of tuberculosis, incapacity benefits for mental illness, deaths from smoking, and people diagnosed with diabetes are all worse than the England average. There are inequalities within Derby by gender and level of deprivation. Life expectancy for men living in the least deprived areas is about 9 years higher than for men living in the most deprived areas. Over the last 10 years, the rates of death from all causes and rates of early death from heart disease and stroke have improved, but they are still higher than the rates of early deaths from cancer in the past 10 years. There has been little change in the rates of early deaths from cancer in the past 10 years. Levels of tooth decay in children aged 5 and teenage pregnancy are worse than the average for England. Rates of physically active children are better than the England average.

2.2 Organisational Structure

Environment and Regulatory Services has a wide range of duties covering a broad spectrum, including Food and Health and Safety, Environmental Protection, Housing, Bereavement Services, Trading Standards, Corporate Health and Safety and Licensing. All activity stated within this plan are the responsibility of the City Councils Environment and Regulatory Service. In April 2011 due to financial pressures on the authority the former Environmental Health and Trading Standards Division was restructured. The main changes were the integration of the Food Safety Team and Health and Safety into a new Food & Safety Compliance Team where upon 5.2 posts were lost and the integration of the Trading Standards Inspection team and Trading Standards Complaints and Enquiries team into a Trading Standards Team where upon 4 posts were lost.

2.3 Scope of the Food Service

2.3.1 Hygiene and Infectious diseases

The Food & Safety Team is responsible for all food hygiene and infectious disease set out in this plan. The scope of this work is as follows

- Inspection, revisits, and interventions at food premises.
- Home Authority/Primary authority advice.
- General advice to businesses.
- Provision of information to consumers on the hygiene standards of food premises, using "Scores on the Doors".
- Investigation of complaints about food and hygiene at food premises.
- Sampling of foodstuffs for microbiological examination.
- Investigation of cases of infectious diseases and food poisoning outbreaks.
- Food alerts (microbiological)
- Enforcement action as appropriate.
- Food hygiene training.

The Food & Safety Team is part of a comprehensive environmental health service and also carries responsibility for health and safety legislation. It therefore inspects premises for both food hygiene and health and safety in accordance with recommendations following Lord Young's Report. In addition the team also deal with all other health and safety work in commercial premises.

2.3.2 Food Standards and Feed

Trading Standards are responsible for all food standards and feed work set out in this plan. The scope of this work includes ;

- Inspection, revisits, and other interventions at food standards and feed at premises.
- Targeted projects.
- Home Authority/Primary authority advice.
- Sampling of food and feeding stuffs for composition and labelling.
- Investigation of complaints about food standards and animal feeding stuffs.
- General advice to businesses.
- Animal health, livestock and welfare inspections at farms and the weekly livestock market.
- Animal movement licensing.
- Food Alerts, chemical compositional including undeclared allergens.
- Enforcement action as appropriate.

Food duties are provided alongside a full range of other Trading Standards services such as metrology, fair trading and product safety. Interventions at food premises are part of comprehensive trading standards activities. Inspection of premises is performed in accordance with risk rating scheme approved by LACORS and the FSA. This supports the Governments Better Regulation Agenda

2.3.3 Use of Contractors

The Council may engage the services of outside contractors to assist in the delivery of work set out in this plan.

2.4 Demands on the service

2.4.1 The number of approved or registered establishments

As of the 1st June 2011 there were 1974 registered food premises within the City however this figure does fluctuate as new businesses open and others close.

Food Hygiene Premise Profile

The profile of food hygiene premises by risk is set out below

Risk	Number of Premises
A	7
B	68
C	702
D	464
E	706
Unrated	27

Food Standards Premise Profiles

Risk	Number of Premises
High	18
Medium	845
Low	1209
Unrated	35

2.4.2 Local requirements associated with specialist or complex processes

The service has no specific local requirements associated with specialist or complex processes.

2.4.3 External factors impacting on service

As highlighted in the authority profile BME groups account for a substantial percentage of the population in the City which is reflected in the business community. The main ethnic minority population comes from India and Pakistan with asylum seekers from Eastern Europe being the most recent arrivals. The service does not have data to identify the number of food business owners whose first language is not English, as this data collection is resource intensive but this does impact on the service. The service does monitor equality through customer satisfaction surveys.

The City does not appear to have any known direct importers of food or feed.

2.4.4 Visits to new premises food hygiene

There is a high turnover in food businesses in the City and this is a significant area of work for the service. Most new premises are visited and entered into the database and rating system within 28 days of registration or opening for trade. All team members are encouraged to identify new premises and report details to the APP system administrators. Intelligence on new premises is also acquired from other departments and colleagues in other teams (e.g. Licensing, Planning Teams, Building Control), as well as formal new food business registrations.

2.4.5 Visits to new premises food standards

The turnover of food businesses in the City is at a level that causes concerns that visits to them within 28 days would seriously disrupt the planned inspection work to the overall detriment of food standards in the City. Many premises that fall within the definition of new premise turn out to be low risk or an actual inspection to the physical premise is already planned. The Trading Standards service will review visits to new premises during the year to establish the most effective approach to dealing with this work.

2.4.6 Service Delivery Points

The service is available from the offices of the Environment and Regulatory Services at Celtic House, Friary Street, Derby. The office hours for the public reception are Monday to Friday 9am to 4pm. There is a direct line available for food hygiene complaints: Derby 01332 641555 and Consumer Direct 08454 040506 for Trading Standards enquiries including Food Standards. Answer phones are available when the offices are closed. We can also accept complaints by electronic mail: environmental.services@derby.gov.uk.

There is also a business advice line on 01332 641222 for enquiries from businesses within the city.

In the autumn the City Council website is to be re-launched. The site will give further advice and guidance on food safety and food standards and it is envisaged that certain services will be available online.

2.5 Regulation Policy

In April 2008 the Legislative Regulatory Reform Act 2006 introduced the Compliance Code. The Council follows this Code in order to promote efficient and effective approaches to regulatory inspection. Environment and Regulatory Services also work to an enforcement policy which embraces the principles of the Compliance Code and which has regard to the Crown Prosecution guidelines.

3. Service Delivery

3.1 Interventions at premises (Food Hygiene)

The Food Safety Code of Practice contains a mechanism for risk rating each business based on factors such as standards of hygiene; condition of the structure and confidence in management. By scoring all of these factors, an overall risk rating of A to E is arrived at. Category A premises are the highest risk and thus subject to inspection every 6 months, with E being the lowest.

The Food Safety Code of Practice published in 2008 gave local authorities flexibility to introduce a mixture of interventions. Implementation of an intervention-based programme enables services to reduce the level of burden on compliant businesses and focus more resources on those with poorer standards.

The service follows a risk-based approach when implementing the local food safety intervention programme. It aims to account for a minimum of completing 75% of the total inspections due which must include all category A and B risk rated premises and non compliant premises. The target is set at 75% to take account of possible service or operational problems such as a turnover of staff at the end of the year, emergencies or difficulties contacting seasonal businesses or home caterers.

3.1.1 Alternative Enforcement Strategy (Food Hygiene)

As category E premises tend to present a minimal risk due to the limited types of food they deal with and/or they cater for a limited number of people, in line with the Food Safety Code of Practice, an alternative enforcement strategy is used to maintain surveillance of the low-risk, category E premises. This strategy enabled the service to provide greater focus on higher risk category A to D premises.

The alternative surveillance of low-risk businesses follows a structured documented procedure. The strategy employs postal questionnaires, sample inspections to check the validity of the information gained and follow up inspections where either the information returned leads to the conclusion that an intervention is necessary or no information is returned. The Appendix shows the total number of premises dealt with by this alternative method in the year 2010/2011.

3.1.2 Food Hygiene Risk Rating Model

The model used to select the appropriate category of interventions at premises is set out below.



3.1.3 Scores on the Doors and Interventions (Food Hygiene)

The practical use of interventions at Derby City is heavily influenced by the local 'Scores on the Doors' scheme. The scheme has been running since June 2007 and includes restaurants, takeaways, cafes, pubs serving meals and butchers shops. The premises are awarded a star rating from 0 to 5 stars and this information is on the Council website and certificates are issued for display at the premises.

The businesses included within the scheme must be given the opportunity to improve their score, however, in accordance with the Code of Practice, establishments may only be rescored if the intervention used is an audit, inspection or part audit/inspection. The service therefore plans to:-

- inspect all businesses falling within the scope of the “Scores on the Doors” scheme, completing a full or partial inspection (focusing on cross contamination risks).
- continue with Alternative Enforcement Strategy for category establishments

Based on last years achievements, it is estimated that the number of staff required to carry out the programme of inspections plus other visits is 7.7 full time equivalents, however, due to the restructure there are currently only 5.2.

3.1.4 Outcome Based Targets (Food Hygiene)

The Food Safety Code of Practice encourages food enforcement services to provide greater focus on the outcomes of activities rather than the traditional approach of reporting on activity alone. Local authority performance is monitored by the Food Standards Agency through the Local Authority Enforcement Monitoring System (LAEMS), the key performance indicator being the % of due interventions achieved x 0.3 + % broadly compliant premises x 0.7

In addition to achieving 75% of the intervention due the service will aim to achieve a target of 90 % of food establishments deemed to be ‘broadly compliant’, or better, with food hygiene legislation. The overall target will therefore be:-

$$75\% \times 0.3 + 90\% \times 0.7 = 85.5 \%$$

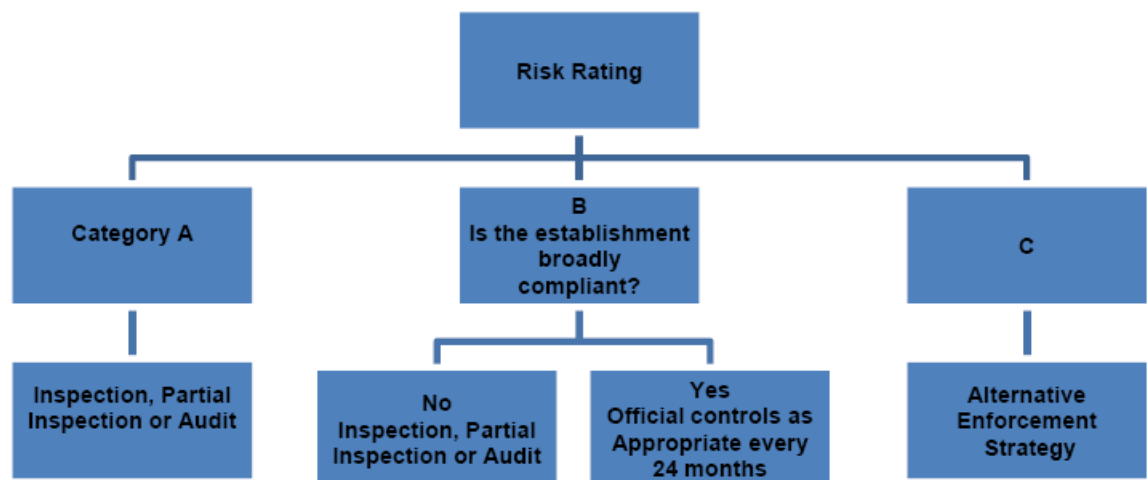
3.1.5 Interventions at premises (Food Standards)

The Trading Standards Service operates the LACORS risk rating system for interventions at premises which rates premises as high (A) medium (B) or low risk (C). The frequency of interventions is in accordance with LACORS guidance.

The premises inspection/intervention programme for 2011/12 is

High Risk	18
Medium Risk	495 (including backlog)
Low Risk	Low risk premises are subjected to alternative enforcement strategies which result in interventions every 5 years. This tends to be by trade sector and the service will aim for interventions at approximately 250 premises each year.

The model used to select the appropriate category of interventions at premises is set out below.



3.1.6 Revisits Food Hygiene and Food Standards

Revisits are made where there are concerns about compliance and revisits can be made by self certification or physical visits. Both the Inspections Team and Trading Standards operate a structured risk based criteria to determine revisits. It is anticipated 20% of premises inspected will be revisited for food hygiene issues and 10% for food standards and feed issues.

3.1.7 Projects

Food Hygiene Projects

The service will deliver the following projects as part of its sampling programme

- Lightly cooked foods, such as sous vide foods cooked by water bath, uncooked egg dishes such as tiramisu, rare duck meat (pink duck), chicken parfait and pate made with flash fried liver.
- Reactive response studies, the subjects are yet to be finalised.
- A further follow up to the 'Pennington' study carried out last year including all ready to eat food and environmental samples at all premises using slicing machines and Vacuum packing machines.
- Herbs and Spices used without further processing.
- Cleaning standards in catering premises.
- European, continental and imported meats.

Food Standards Projects

The service will deliver the following projects as part of its sampling programme

- Colours in foods.
- Fish species sampling.

- QUID locally produced meat products.
- Animal by products.
- Spirits sampling.
- Calorie declarations.

3.2 Complaints

All complaints received are reviewed. If the nature of the complaint indicates that there may be a risk to Public Health it will be investigated as part of normal officer duties. It is the aim of the service to respond to all complaints within 3 working days. It is estimated that food hygiene complaints require 1 FTE staff to carry out the duties.

3.3 Home Authority Principle and Primary Authority Scheme

The City Council is committed to the Home Authority Principle and Primary Authority Scheme. Currently the City has no Primary Authority Scheme arrangements with businesses but does act as Home Authority for a number of companies for which it provides the following service;

- Designate a Home Authority Officer to each business to provide advice and deal with issues arising from other local authorities respond.
- Place special emphasis on ensuring the compliance of foods from Home Authority companies through sampling and testing.
- Maintain records of relevant incidents, business policies and diligence procedures, where known, in Home Authority Files.
- Home Authority businesses will be inspected/visited or otherwise contacted on at least an annual basis.

3.4 Advice to business

Environmental health and Trading Standards provide business advice through a range of actions including;

- Responding to service requests from business
- On inspection
- Home Authority Advice
- Through projects
- Via the City Council website

Advice and support is provided in line with the Food Standards Agency Code of Practice and clear distinctions are made between statutory requirements and good practice.

3.5 Sampling

All sampling undertaken by officers is in accordance with relevant legislation and codes of practice.

Sampling Microbiological

Microbiological sampling is undertaken at food businesses on a regular basis. This is to detect for the growth of micro-organisms which can cause food poisoning. By taking these samples we are seeking to confirm high standards of food safety are effective and to detect contaminated food and correct any problems with regard to manufacture, handling or storage before any illness is caused.

Microbiological sampling is undertaken and samples are examined by the Public Health Laboratory at Leeds. Approximately 235 samples will be taken throughout the year. Samples are based on a sampling programme which is produced annually. The sampling programme takes account of the Local government Regulation sampling programme as well as local and national issues.

The national topics set for 2011/2012 are:

- Lightly cooked foods, such as sous vide foods cooked by water bath, uncooked egg dishes such as tiramisu, rare duck meat (pink duck), chicken parfait and pate made with flash fried liver.
- Reactive response studies, the subjects are yet to be finalised.
- A further follow up to the 'Pennington' study carried out last year including all ready to eat food and environmental samples at all premises using slicing machines and Vacuum packing machines.

Cross regional studies for 2011/2012 are:

- Herbs and Spices used without further processing.
- Cleaning standards in catering premises.
- European, continental and imported meats.

Sampling Food Standards and Feed

During the year approximately 150 food samples will be taken for composition and labelling. These will be taken as part of;

- Planned project work.
- Inspections.
- Home Authority sampling.
- Food sampled from local producers within the City.
- Regional or national initiatives.
- Samples requiring testing as a result of complaints.

Food complaints items are submitted to the Public Analyst where compositional or quality issues are raised. Derby City Council's Public Analyst is Eurofins Laboratories Limited, Wergs Road, Woodthorne, Wolverhampton WV6 8TQ Telephone: 01902 693314.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

It is the Council's Policy to investigate all incidents of infectious disease in an attempt to identify the cause of illness and any practical measures to control potential outbreaks. It is estimated there will be 550 cases this year.

3.7 Safety Incidents

Environment and Regulatory Services will respond as appropriate to any Withdrawal Information Notices and Product Recall Information Notices issued by the Food Standards Agency. Any action taken will be in accordance with the Food Safety Act Code of Practice and Practice Guidance Notes.

Food alerts are transmitted electronically via a national network called Environmental Health Communications Network, EHCnet and by fax if requested. On receipt of the warning, the responsible officer will ensure it is distributed and actioned as appropriate.

From June 2010, the FSA changed the way it issues information about product withdrawals and recalls. Product Withdrawal Information Notices and Product Recall Information Notices replace what was known under the previous system as the 'Food Alert for Information'.

The FSA issues a 'Product Withdrawal Information Notice' or a 'Product Recall Information Notice' to let local authorities and consumers know about problems associated with food. In some cases, a 'Food Alert for Action' is issued. This provides local authorities with details of specific action to be taken on behalf of consumers.

A Product Withdrawal Information Notice or a Product Recall Information Notice is issued where a solution to the problem has been put in place, the product has been, or is being withdrawn from sale, or recalled from consumers for example. A Food Alert for Action is issued where intervention by enforcement authorities is required. These Notices and Alerts are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.

Details of the latest product withdrawals and recalls, including Food Alerts for Action, can be found on the Food Standards Agency website:
<http://www.food.gov.uk/enforcement/alerts>

The Team Leader Food and Safety and Team Leader Trading Standards liaise with the Food Standards Agency, DEFRA, Animal Health, DOH, Local

Government Regulation, CIEH as appropriate to achieve up to date advice and information on matters of enforcement uncertainty or consistency.

3.8 Liaison with Other Organisations

Consistency with neighbouring local authorities is achieved by membership of TSEM (Trading Standards East Midlands), the Derbyshire Environmental Health Chief Officers Group, the Derbyshire Food Liaison Group, Derbyshire Food Sampling Group and the Unitary Cities Group.

3.9 Promotional work, and other non-official controls interventions

Educational and promotional activities are considered to be important aspects in the delivery of a comprehensive food service and it is achieved in the following ways:

- Food information available directly from the Teams.
- Targeted advice/information sent to relevant groups on issues of county, regional or national significance.
- Active promotion of Food Safety Week, which is held in June every year.
- In June 2007 the Council launched the 'Scores on the Doors' scheme which actively provides information on the inspections and risk rating of businesses on the Council web site. The Service works with businesses to help them improve their own 'star ratings'.

4. Resources

4.1 Financial Allocation

The recent restructure of services has resulted in difficulty in identifying specific food related revenue budgets especially as work such as inspections is combined with other legislation. The actual financial allocations will be examined later in the year however the loss of posts in dated the financial allocation will have reduced.

4.2 Staffing Allocation

The recent financial pressures on the City Council and the recent restructure has resulted in a loss of a number of posts. The staffing allocation in relation to food is estimated as follows;

Food and Safety Team

Trading Standards Manager	1 Management
Team Leader	(Job Share post) Management
Senior Officers	3 Operational duties and supervision
Environmental Health Officers	5 Operational

Specialist Technical Officer	2 Operational
Technical Officer	2 Operational

Trading Standards

The following officers are involved in food standards and feed alongside other duties.

Trading Standards Manager	1 Management
Trading Standards Team leader	1 Management
Senior TSO Standards and Metrology	1 Operational duties and supervision
Trading Standards Officers	2 Operational
Fair Trading Officer	1 Operational

4.3 Staff Development Plan

All staff within the Department have training needs identified via Managing Individual Performance interviews. Training requirements are then included within the training plan and resources are allocated according to priority. The Neighbourhoods Directorate, of which Environment and Regulatory Services is a part, has achieved the Investors in People award.

All officers will receive training so as to enable them to comply with the requirements of the Code of Practice, which states that a minimum of 10 hours CPD type training will be given to all food safety officers and food standards officers each year.

Importance is given to the need to ensure continuing development and competency in professional areas of work. A competency framework has therefore been introduced to ensure that officers receive the necessary training to maintain and improve their competency levels.

5. Quality Assessment

5.1 Quality assessment and internal monitoring

Environment and Regulatory Services has achieved BSEN ISO 9001:2008. This includes the food hygiene, food standards and animal feeding stuffs services. The Department also obtained the Environmental Management Standard ISO:14001 or FMAS in 2010.

The service has a documented procedure relating to food safety duties. Internal audits are carried out by senior officers on a monthly basis to ensure compliance with these procedures.

The LBRO excellence model will be introduced to food services during the year.

The service actively seeks the views of businesses by giving out post inspection questionnaires to food premises inspected and to complainants. Information from these returns is also incorporated in Derby City Council's return in respect of national performance indicator NI 182, 'Satisfaction of Businesses with Local Authority Regulatory Services'.

6. Review

6.1 Review against the Service Plan

Senior Environmental Health Officers and Senior Trading Standards Officer Standards and Metrology will hold monthly performance reviews to monitor performance against this plan. The monthly review and remedial action required will be reported and agreed with the appropriate Team Leader.

Service Plans are reviewed on a quarterly basis by senior management and performance figures are reported on DORIS and scrutiny is undertaken by the Neighbourhoods Commission.

An annual review will be carried out which will identify variances from targets or performance standards. A summary of the annual review is set out in the appendix to the report.

6.2 Identification of any Variation from the Service Plan

Variation from the service plan Food Hygiene

In the year 2010/2011 95.8% of the due food safety interventions were achieved. This included interventions carried out and businesses that ceased trading before they could receive their planned intervention. In addition a total of 262 interventions were undertaken of new businesses or premises that had changed ownership.

As of 1st April 2011 88.9% of the food businesses in the city were deemed to be 'broadly compliant', or better, with food hygiene legislation. Using the outcome measure detailed in section 3 above (% of due interventions achieved x 0.3 + % broadly compliant premises x 0.7) gives an outcome of $95.8\% \times 0.3 + 88.9\% \times 0.7 = 90.97\%$.

N/B: These calculations are based on the targets set for 2011/12 for comparison purposes.

Variation from the service plan - Food Standards

The plan for 2010/11 provided general figures in relation to all trading standards functions rather than food or feed standards. However during the year the service identified food specific work providing more specific targets. This work will continue during this year. A comparison of work set against last

years targets is therefore not appropriate but the service has identified the following variations from its revised planned performance for 2010/11.

- 3 High risk premises not inspected.
- 18 medium risk premises not inspected.
- A shortfall in revisits.

6.3 Areas of Improvement - Food Standards

The restructure of the Trading Standards Service has brought about the introduction of a “standards and metrology specialism” comprising of 4 staff who will be at the core of food standards and feed work. This will increase the expertise of officers and provide a better food law service within the City.

Trading Standards has now adopted a policy of inspection days where staff use identified full days to inspection at food premises.

A list of 16 areas have been set as part of a rolling review of food standards and feed law enforcement. These areas will be progressed throughout the year. Areas may be added to the list which will be rolled forward as part of a process of ongoing review.

- Petrol Stations, Chemists, Supermarkets, premise records review.
- FSA letters to LA and actions.
- Out of hours contacts.
- Clothing and Equipment.
- Retention of records.
- Qualifications, and training records.
- Authorisations.
- Communications with FSA.
- New Food establishments.
- Food Inspection Procedure.
- Sampling policy and programme.
- Home authority.
- Food incidents /food hazards.
- Food Law Enforcement policy.
- Quality monitoring accompanied inspection.
- Benchmarking.

Areas of Improvement - Food Hygiene

The restructure of the Food & Safety Team resulted in a review of the way in which the food safety work programme is allocated. The programmed work is now allocated for the full year to all officers within the team. During the year each officer is also required to complete 2 months on a complaints/ service requests rota, leaving the remaining months to complete the proactive work.

In June, Environment and Regulatory Services will be introducing an out of hour's response service which will deal with complaints, undertake surveillance, enforcement duties and support the existing service.

APPENDIX

Food Safety Performance Review 2010/11

1.1 Food Safety

Item	Target	Achieved	Comments
Number of Programmed Inspections	1059	1014 95.8%	Target not achieved due to post holders carrying out other duties and 262 premises requiring a new inspection.
Broadly compliant premises	92%	88.9%	The transient nature of businesses has had a marginal affect on meeting the target.
Number of re-visits	212	220 103.8%	To ensure better use of resources some proprietors are given the opportunity to self-certify the action they have taken during inspections. This has led to a marginal reduction in the numbers of re-visits carried out.
Alternative Enforcement surveys	N/A	78	Some low risk premises are not inspected, but asked to complete a questionnaire. That enables the level of

			food safety risk and compliance with legal requirements to be monitored.
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1.2 Complaints

Item	Food Hygiene
Number of complaints received	222

1.3 Control and Investigation of Outbreaks and Food Related Infectious Disease

Item	Estimate	Actual	Comments
Number of Cases	619	545	None

Number of Food Alerts received	For Action	For information	Numbers of Food Allergy Alerts Received
	4	4	31

1.4. Promotion

The Food & Safety Team have continued to implement the “Safer Food Better Business” guide in food premises. This is a toolkit, which has been developed by the Food Standards Agency, to assist small catering businesses to prepare documented food safety management procedures.

To promote Food Safety Week in 2010 a campaign to raise awareness of barbeque safety took place in the city centre. This was a successful event and managed to attract media attention receiving coverage from local radio Derby.

Training courses were delivered by the Food & Safety Compliance Team on a monthly basis for The Early Years service. Approximately

100 candidates who provide childcare facilities within the City were trained in the basic principles of Food Safety.

The Local “Scores on the Doors Scheme” continues to attract media attention and on a proactive basis, the food hygiene star ratings are also released by the Derby Evening Telegraph on a monthly basis.

1.5 Changes to the Monitoring System

The Local Authority Enforcement Monitoring System (LAEMS) is now used to report local authority food law enforcement activities to the Food Standards Agency. It is a web-based system which local authorities are able to upload data generated locally on food law enforcement activities directly to the Food Standards Agency.

Due to change in software provider, there were delays in installing the file to enable the data to be uploaded electronically. For the year 2010/2011, the statistics are in the process of being sent to the Food Standards Agency in this required manner.