



## **Food Service Plan 2018-19**

Community Safety Committee  
15 November 2018

## **1.0 Introduction**

Broxtowe Borough Council (the Council) is committed to ensuring that food produced, sold or consumed in the district is safe to eat and does not pose a risk to public health.

This Food Service Plan sets out how the Council will deliver the elements of food safety and hygiene for which the Council has enforcement responsibility.

The requirement to have a Food Service Plan is laid down by the Food Standards Agency (FSA) in its Framework Agreement on Local Authority Food Law Enforcement. The FSA was established in April 2000 as an independent monitoring and advisory body and is the central competent authority responsible for food safety in the UK.

## **2.0 Food Service Aims and Objectives**

### **2.1 Aim**

To maintain, and where possible improve, the health and wellbeing of residents and visitors to the borough of Broxtowe and the success of local food businesses by ensuring the safe production, processing, handling, storage, distribution and sale of food in the district.

### **2.2 Objectives**

- To meet the standard set out in the Framework Agreement issued by the Food Standards Agency
- To ensure that food is safe to eat and free from extraneous matter
- To keep accurate records of all food enforcement activities and maintain an accurate register of food businesses in the district
- To carry out food hygiene interventions in accordance with the minimum inspection frequencies and to standards determined by the Food Standards Agency
- To encourage standards of hygiene higher than the minimum acceptable in law
- To increase the knowledge of food handlers and the general public about the principles and practice of food hygiene
- To deal with food alerts in accordance with Food Standards Agency guidance
- To investigate complaints relating to food premises or food sold in the borough of Broxtowe
- To investigate notified cases of food and water borne illness and take effective action to control the spread of infection
- To sample and risk-assess private water supplies
- To effectively and efficiently meet the needs of the public and businesses using our service and to respond positively to challenges

- To respond to planning and licensing consultations as a statutory consultee.
- To support and promote schemes and initiatives which improve the health of customers of food businesses (e.g. Healthy Options Takeaway (HOT))
- To undertake surveillance, inspection and sampling of foods and food contact materials including imported food

### **3.0 Links to Broxtowe Borough Council's Corporate Plan**

The Council's priorities are detailed in the Corporate Plan 2016-20.

The Food Service Plan accords with the Council's Vision which is:  
*"Broxtowe...a great place where people enjoy living, working and spending leisure time"*

The Food Service Plan contributes directly to the Business Growth and Health priorities in the Corporate Plan which are:

*New and growing businesses providing more jobs for people in Broxtowe and improved town centres*

*People in Broxtowe enjoy longer, active and healthy lives*

### **4.0 Organisation structure and staffing**

The food safety service is currently contained in the Environmental Health section within the Public Protection Division. All officers and the service are directly managed by the Chief Environmental Health Officer resulting in a flat management structure. The Chief Environmental Health Officer reports to the Head of Public Protection.

The establishment provides for six suitably qualified officers who are able to undertake food safety, occupational health and safety, licensing, registrations, private water supply and infectious disease investigation duties. This comprises of the Chief Environmental Health Officer, four Environmental Health Officers (including one part time officer) and one part time Environmental Health Technical Officers (both who is qualified to the Higher Certificate in Food Premises Inspection standard). Administration support is provided by another department which also supports other teams. In 2017/18 the staffing allocation equated to 1.9 Full Time Equivalent (FTE) for food safety duties – additional resource had been allocated to the food safety service following external audit by the FSA and following review to catch up with a backlog of overdue low risk interventions.

## **5.0 Staff Development and Competency**

The Council are accredited by the Investors in People programme. All officers are subject to regular appraisal and participation in competency assessments and authorisation frameworks for the relevant service areas. Specific Continuing Professional Development (CPD) requirements as required by the Food Law Code of Practice, membership of the Chartered Institute of Environmental Health or equivalent professional bodies are also adhered to. It is essential that Officers are up to date in legislation and enforcement issues and the service utilises free and low cost training courses available in addition to completing specific job training as required and utilising tools such as the Regulators Development Needs Assessment (RDNA) and cascade training through the team as appropriate.

The Environmental Health section is responsible for all aspects of food hygiene and safety, private water supplies and infectious disease control, as well as a range of other duties.

In terms of food safety services, responsibilities include:

- Inspection of food premises in accordance with the Food Law Code of Practice
- Registration of food businesses
- Approval and inspection of businesses producing foods of animal origin
- Investigation of complaints about food and hygiene at food premises
- Promotion of documented food safety systems
- Promotion of the National Food Hygiene Rating Scheme
- Sampling of food for microbiological examination
- Investigation of food borne infection
- Investigation of food poisoning outbreaks
- Imported food control
- Sampling
- Food alerts (food hazard warnings)
- Provision of advice and guidance including participation in events that promote food safety and supporting new and proposed food businesses
- Food hygiene training courses

As part of the provision of a complete service, the section works in conjunction with the following partner organisations:

- The Food Standards Agency
- Department for Environment Food and Rural Affairs (DEFRA)
- The Health and Safety Executive
- Public Health England
- Other local authorities including Trading Standards as appropriate

- Public Analyst

The Council is also represented on the following working groups:

- Nottinghamshire Food Liaison Group
- Nottinghamshire Food Sampling group
- Nottinghamshire Licensing and Registration Sub Group
- Infection Liaison Committee
- Nottinghamshire Regulatory Managers Group

These groups also contribute to regional and national working groups.

## **6.0 Enforcement Protocol**

The enforcement protocol has been approved by the Council and reflects the intention of the service to meet the requirements of criminal investigation laws and the Regulators Compliance Code.

## **7.0 Demands on the Food Service**

The following paragraphs outline the various demands on the service.

### **7.1 Number of Premises**

As at 1<sup>st</sup> April 2018, there were 908 food premises on the Broxtowe food data base. The table below shows the number of each type of food business in each category.

<b>Premises category</b>	<b>Total number of premises in category</b>
<b>Producers</b>	3
<b>Manufacturers/Packers</b>	23
<b>Importers</b>	2
<b>Distributors</b>	4
<b>Retailers</b>	211
<b>Restaurants</b>	665
	<b>908</b>

### **7.2 Interventions at Food Establishments**

The Council uses the Food Hygiene Intervention Rating Scheme as detailed in the Brand Standard for the National Food Hygiene Rating Scheme and the Food Law Code of Practice to determine the frequency that food premises should be inspected. This ensures that all premises are inspected at an appropriate minimum interval determined by their individual risk rating. The risk rating is based on the nature of food handling undertaken, the level of

compliance with legal requirements and confidence in food safety management systems. The minimum frequency varies from six monthly to three years depending on the assessed risk category.

Additional interventions and officer time are directed at those businesses which fail to meet basic compliance with food safety. Ratings of businesses meeting the criteria contained in the Brand Standard are published on the Broxtowe and Food Standards Agency websites as part of the National Food Hygiene Rating scheme.

As at 1<sup>st</sup> April 2018, the breakdown of food businesses by category in the district was as follows:

<b>Priority</b>	<b>Premises category</b>	<b>Premises Score</b>	<b>Frequency of Inspection</b>	<b>Total number of premises in category</b>
<b>A</b>	High	92 or higher	6 months	8
<b>B</b>	High	72 to 91	12 months	74
<b>C</b>	High	52 to 71	18 months	178
<b>D</b>	Low	31 to 51	24 months	243
<b>E</b>	Other	0 to 30	Alternative Interventions (36 months)	282
<b>Unrated</b>	Other		New premises within 28 days of registration	106
<b>Outside Programme</b>				17
<b>Total</b>				<b>908</b>

A specific database is used to generate and record interventions. This database is also used to extract data to upload to the national Food Hygiene Rating Scheme website, the Local Authority Enforcement Monitoring System (LAEMS) annual data return to the FSA, the Health and Safety Executive/Local Authority Enforcement Liaison Committee (HELA) return to the Health and Safety Executive (HSE) and other statutory returns (e.g. Drinking Water returns to DEFRA)

The premises score includes weightings for complex processes, type of food handled, number of consumers, vulnerable groups, condition of the structure of the premises and confidence in management etc. Category A premises are usually manufacturers or premises with a poor compliance history. Category E premises are usually retailers of packaged ambient food or wet sales pubs etc.

Inspections with a Hygiene Rating of 0, 1 and 2 (on a scale of 0 to 5) and businesses in categories A and B usually generate a revisit. Additional revisits are generated at the request of the food business operator to review their food hygiene rating, where there are customer complaints, for new business start-ups and where major alterations or refurbishments are planned.

### **7.3 Food and Water Sampling**

Sampling of food, including imported food, water, and materials in contact with food is carried out as part of a county, regional and national sampling programme. Food samples for microbiological examination are sent to the Public Health Laboratory at York. Other food samples and private water supplies are sent to the Public Analyst in Leeds.

### **7.4 Control and Investigation of outbreaks and infectious diseases related to food, water, travel or recreational activities.**

The service has a policy to investigate any suspected cases of infectious disease to minimise spread of infection. A matrix exists regarding the cases to be investigated and liaison takes place with Public Health England. The greatest number of notifications are currently for campylobacter but unless these are in a high-risk group (under one year old / food handler or carer / associated with a known outbreak), these cases are not logged or investigated. Samples are currently sent to the laboratory at Birmingham for analysis.

### **7.5 Food Safety Alerts, Product Recall Information and Allergy Alerts.**

The policy of this service is to respond appropriately to food alerts and intelligence, to investigate food safety incidents and generate food alerts as necessary in accordance with the requirements of the Food Safety Code of Practice and associated Practice Guidance.

### **7.6 Health and Food Safety Education and Promotion**

The service participates, where resources permit, in targeted local and national activities and interventions.

## **8.0 Service Data for 2017/18**

### **8.1 Food Hygiene Interventions in 2017/18**

Inspections undertaken (by category of premises)

A	B	C	D	E	Unrated	TOTAL
24	66	216	234	260	192	992*

\* This includes inspecting the majority of the backlog of food hygiene interventions built up over previous years.

## 8.2 Number of revisits in 2017/18

98

## 8.3 Requests for Service in 2017/18

Requests for service include concerns regarding the condition of the premises, or food with microbiological or physical contamination.

Hygiene of Premises	Food Complaints
26	78

## 8.4 Enforcement Actions (Premises) in 2017/18

Informal Warnings	459
Improvement Notices	2
Hygiene Emergency Prohibition Notices	0
Hygiene Emergency Prohibition Orders	0
Voluntary Closure	0
Seizure, Detention, Voluntary surrender of food	2
Simple Cautions	0
Prosecutions	0

Hygiene Emergency Prohibition Notices are served where an imminent risk of injury to health has been identified and action is required to stop a food business or process from operating. Any notices served must be followed by an application to the Magistrates' Court within three working days for an Order confirming such action.

## 8.5 Food and Water Sampling in 2017/18

62 food and water samples were taken in 2017/18.

Type of sample	Number taken
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Prepared dishes	7
Food – Dairy/Eggs/Fish/Fruit/Veg	18
Other swabs/surfaces	37
<b>Total</b>	<b>62</b>

## **8.6 Control and Investigation of outbreaks and infectious diseases related to food, water, travel or recreational activities in 2017/18**

26 reports of suspected or confirmed cases of infectious disease were notified to the service in 2017/18 which required investigation.

Cases investigated comprised of salmonella, giardia, cryptosporidium, norovirus, leptospirosis, hepatitis and suspected illness following consumption of food and water.

## **8.7 Food Safety Education and Promotion in 2017/18**

The service participated in targeted local and national activities and interventions including Food Safety Week and the development of the Healthy Options Takeaway (HOT) initiative.

## **9.0 Performance Monitoring**

### **9.1 The Food Service aspect of Environmental Health has a number of performance indicators which are monitored as part of the Community Safety Business Plan.**

These are:

- Food Inspections – High Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk. Target 100%
- Food Inspections – Low Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk. Target 100% (previously 75% but not in accordance with the Food Law Code of practice and revised accordingly)
- Food - Respond to specific complaints about practices procedures and conditions which may prejudice health in the short term within one working day of receipt, and non-urgent complaints / general requests for advice within five working days of receipt. Target 100%
- Infectious Disease - Respond to notifications within one working day and requests for advice and information as soon as practicable within five working days of receipt. Target 100%
- Satisfaction of businesses with local authority regulation service. Target 100%

Performance information in respect of these indicators for the last three years is given below.

## 9.2 Food Inspections 2017/18

Category	Number of inspections due 2017/18	No of inspections undertaken	Percentage completion
<b>A</b>	24	24	100%
<b>B</b>	66	66	100%
<b>C</b>	216	216	100%
<b>Total High Risk</b>	<b>306</b>	<b>306</b>	<b>100%</b>
<b>D</b>	241	234	97%
<b>E</b>	265	260	97%
<b>Total Low Risk</b>	<b>506</b>	<b>494</b>	<b>97%</b>

**115 interventions due in 2016-17 were outstanding at the end of March 2017 adding to approximately 350 carried forward as overdue from previous years – total 470 overdue previously carried forward. (See note in additional action). The majority of these were completed as part of the extra resource allocated.**

In addition **192** inspections of previously unrated premises were undertaken.

**2013/14, 2014/15, 2015/16 and 2016/17**

Year	Percentage of High Risk Inspections Completed	Percentage of Low Risk Inspections Completed
2013/14	91%	46%
2014/15	89%	34%
2015/16	82%	34%
2016/17	88%	61%

## 9.3 Response to Service Requests within target times

Service Type	2013/14	2014/15	2015/16	2016/17	2017/18
Food Safety	98%	96%	98%	99%	98%
Infectious Disease Notifications	87%	100%	100%	84%	100%
Consultations	93%	95%	95%	98%	97%

#### 9.4 Satisfaction of Businesses with Local Authority Regulation Service\*

2013/14	2014/15	2015/16	2016/17	2017/18
95%	95%	92%	90%	91%

\*This includes licensing responses.

#### 10.0 Proposed Inspection Programme for 2018 -19

Priority	Premises category	Total number of Premises in Category	Inspections due 2018/19
<b>A</b>	High	8	16
<b>B</b>	High	74	74
<b>C</b>	High	178	75
<b>D</b>	Low	243	80
<b>E</b>	Low	282	23
<b>Unrated</b>	Other	106	106
<b>Total</b>		<b>891</b>	<b>374</b>
<b>Outside Programme</b>	Other	17	0
<b>Total including Outside Programme</b>		<b>908</b>	<b>374</b>

The backlog of inspections and data cleansing activities were completed in 2017/18 using temporary additional resource.

There has been a significant number of new business premises registrations being submitted to the Council and which require intervention within 28 days.

It was recognised that additional resource was required to prevent a future build-up of overdue inspections and meet the requirements of the Food Law Code of Practice on interventions and approval was granted for an additional Officer to ensure adequate resource is available for future service delivery.

## 11.0 Issues for 2018/19

- To continue to monitor the resource provided to food safety enforcement to ensure it is adequate to meet the demands of the service, including new food business interventions in a timely manner
- To continue to provide effective food and registration interventions prioritising high-risk and non-compliant premises
- To continue to provide a competent team to deal with these areas of service delivery
- To continue to use the full range of enforcement tools available to protect the safety, health and welfare of visitors, residents and workers within the borough and to support compliant businesses
- To sign up at least 12 businesses to the HOT (Healthy Options Takeaway) Award
- To continue to participate in the National Food Hygiene Rating Scheme
- To implement changes to animal licensing activities.

## 12.0 Identification of variation from the Service Plan

Targets include 100% of food hygiene interventions due to be completed and this has not been achieved in previous. A small number of low risk inspections were carried forward at the end of March 2018 and a large number of new premises registrations (over 100 per year) have been received which require on-going intervention. Measures to reduce the backlog of overdue inspections were implemented and completed by the end of March 2018.

Additional staff resource has been allocated to prevent a future backlog of inspections being created and to ensure appropriate timely responses to requests for services and inspections of new food businesses.

## 13.0 Further Information

Local authority food enforcement statistics are published at

<https://data.food.gov.uk/catalog/datasets/069c7353-4fdd-4b4f-9c13-ec525753fb2c>