

**NORTH LINCOLNSHIRE COUNCIL**

**NEIGHBOURHOOD, ENVIRONMENT & COMMUNITIES  
CABINET MEMBER**

**FOOD SERVICE PLAN 2009/2010**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To seek approval of the Authority's Food Service Plan for 2009/2010.
- 1.2 The key points in this report are:
- Each Food Authority is required to prepare a Service Plan setting out its proposed activities for the administrative year.
  - The Food Service Plan 2009/2010 details how the available resources will be deployed to deliver the broad range of activities required by the Food Standards Agency (FSA).
  - During March 2009 the FSA made recommendations following an audit relating to the regulation of Approved Establishments.
  - Food fraud is one of the three enforcement priority areas decided upon by the Yorkshire and Humber Region Trading Standards Group for 2009/10.
  - As in previous years resources will be deployed to secure high levels of compliance at the highest risk premises.

**2. BACKGROUND INFORMATION**

- 2.1 Under the Food Standards Act 1999 the Food Standards Agency (FSA) has the power to set standards in relation to Local Authority enforcement of food law.
- 2.2 In order to ensure that the expected level of enforcement is being performed, each Food Authority is required to prepare a Service Plan setting out its proposed activities for the administrative year.
- 2.3 The plan has to be given the approval of the Council in order that it has the appropriate status as a strategic document on food safety and consumer protection.

- 2.4 As a Unitary Authority North Lincolnshire is responsible for the enforcement of both Food Safety and Food Standards (Consumer Protection) legislation.
- 2.5 The council also has responsibility for the composition and safety of Animal Feeding Stuff, which is seen as affecting the ultimate safety of the human food chain.
- 2.6 The Plan therefore deals with the Authority's proposed activities for the year 2009/2010 in all these areas of work. (Copy attached). The Plan details how the available resources will be deployed to deliver the broad range of activities required by the FSA.
- 2.7 The council will be required to report to the FSA on the fulfilment of the activities proposed under this plan, at the end of March 2010.
- 2.8 Along with other councils the food enforcement services of North Lincolnshire Council is subject to external audit by the Food Standards Agency. During March 2009 the FSA carried out an audit and examined 'Local Authority Official Controls and Food Business Operator Controls in Approved Establishments'. The audit assessments included the authority's policies, organisation and management and local arrangements for implementation of official controls in approved establishments, with specific focus on approved meat products establishments, and related areas of food law enforcement. The audit resulted in eight recommendations being made which have or are in the process of being actioned, see Appendix 1.
- 2.9 As reported last year the Rogers Review of national enforcement priorities for local authority regulatory services (the Rogers Review) has recommended six national enforcement priorities of which 'hygiene of food businesses', 'animal and public health' and 'fair trading' are relevant to this Plan.
- 2.10 In addition food fraud is one of the three enforcement priority areas decided upon by the Yorkshire and Humber Region Trading Standards Group for 2009/10. The priority areas were arrived at following the analysis of complaints, intelligence, potential risk and possible detriment to the community. A regional food fraud group has been set up to co ordinate sampling activity and gather intelligence on all aspects of the food chain trading standards have a duty to enforce. This type of cross boundary cooperation reduces duplication, enables the more efficient use of resources and presents a wider picture of what is happening in the food industry.

2.11 In addition to the specific requirements of the FSA following the commencement of the Regulatory Enforcement and Sanctions Act on 1 October 2008, the Local Better Regulation Office (LBRO) has the specific brief to reduce the regulatory burdens on business, while maintaining or even enhancing the current levels of public and environmental protection.

2.12 LBRO's statutory responsibility is to:

- Operate the Primary Authority scheme
- Advise the Government on local regulation
- Issue guidance to local authorities
- Manage the list of national enforcement priorities
- Encourage innovation and good practice
- Develop formal partnerships with national regulators

2.13 Against this background the Plan aims to ensure high levels of compliance at the highest risk premises. The provision of advice and support to business and the prompt response to complaints and service requests remain a priority.

### **3. OPTIONS FOR CONSIDERATION**

3.1 The Food Service Plan is a statutory requirement and the FSA sets out the issues to be covered in a framework agreement.

3.2 In recognition of the role of LBRO and the national enforcement priorities of 'hygiene of food businesses', 'animal and public health' and 'fair trading', the council may opt to place greater emphasis on these functions.

3.3 The council may decide to ignore the statutory guidance and national priorities and provide a lesser standard of service.

### **4. ANALYSIS OF OPTIONS**

4.1 Following the FSA Framework Agreement and LBRO guidelines will ensure that the Service Plan complies with statutory requirements.

4.2 Responding to the LBRO brief as well as continuing with the Rogers Review national priorities will require resource prioritisation.

4.3 Ignoring the statutory guidance would lead to the likelihood of a further FSA audit of the council and/or intervention by the LBRO.

**5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1 The financial and staffing details are included in the Food Service Plan. There are no resource implications to consider at this stage.

**6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 – CRIME AND DISORDER AND OTHER)**

6.1 The activities outlined in the Service Plan contribute to the sustainable community strategy and the following council ambitions and priorities:

6.1.1 An area that is thriving – developing a dynamic economy by providing support and advice to potential, new and established business.

6.1.2 Individuals can see the difference – reducing smoking, obesity and coronary heart disease and effective dissemination of public health messages

**7. OUTCOMES OF CONSULTATION**

7.1 Consultations have taken place routinely with various stakeholders during the compliance process.

7.2 These include:

i) Businesses, following visits by enforcement staff.

ii) Consumers, following contact with some aspect of the service.

iii) Members of staff responsible for delivering the service.

7.3 Views expressed by the consultees are taken into account when enforcement activities are being planned.

**8. RECOMMENDATIONS**

8.1 That the Food Service Plan 2009/2010 be approved.

8.2 That the specific issues for consideration be noted at this time and be subject to further reports should this become necessary.

8.3 That a further report be submitted to the next meeting on the progress in actioning the recommendations arising out of the Food Standards Agency audit.

SERVICE DIRECTOR NEIGHBOURHOOD AND ENVIRONMENT

The Angel  
Market Place  
Brigg  
North Lincolnshire  
DN20 8LD

Author: Trevor Laming  
Date: 08 October 2009

**Background Papers used in the preparation of this report:**

None

# NORTH LINCOLNSHIRE COUNCIL

## Food Service Plan: - 2009/2010

### 1.0 Service Aims and Objectives

#### 1.1 Aim

***To ensure fair trade and protect the health of the public from risks associated with the consumption of food and water by:-***

#### 1.2 Objectives

- Carry out regulatory activities in ways that are proportionate, accountable, consistent, transparent and targeted only in cases where action is merited to ensure the legality of food and animal feeding stuffs produced, marketed within or imported into North Lincolnshire.
- Providing assistance and advice to local businesses to ensure food safety and to enable them to market products that comply with compositional and labelling requirements.
- Supporting Primary Authority and Home Authority principles and carrying out enquiries referred by other agencies.
- Preventing the spread of communicable diseases within the local community.
- Investigating complaints/infringements of legislation and taking appropriate action.
- Following the principles of the Regulatory Enforcement and Sanctions Act 2008 to reduce the regulatory burdens on business, whilst maintaining or even enhancing the current levels of public and environmental protection.

#### 1.3 Links to Corporate Vision and Ambitions

1.3.1 The Council's **Vision** is: '**Many Faces One Community - Transforming North Lincolnshire for the benefit of all.**'

Three core values underpin the strategic vision:

We Care;  
We Achieve;  
We Value.

1.3.2 The Council has identified transformational ambitions in terms of the area, communities and individuals. These ambitions have been developed and shared with the community. The 2009.2010 Food Service Plan contributes to the following shared ambitions and priorities:

1.3.3 Shared ambitions are:

- An area that is thriving;
- Communities are confident and caring;
- Individuals can see the difference;

1.3.4 The priorities are:

- Developing a dynamic economy;
- Improve quality and sustainability of the built environment
- Effective dissemination of public health messages.

1.3.5. A Sustainable Community Strategy – Many Faces, One Community developed by the North Lincolnshire Strategic Partnership sets out an agreed vision. The Food Service Plan 2009 - 2010 contributes to three of the seven key areas identified in the Strategy:

- Greater Economic Success
- Healthier communities
- Lifelong learning

## **2.0 Background**

### **2.1 Profile of North Lincolnshire**

North Lincolnshire Council is a Unitary Authority, established in 1996, covering an area of around 85,000 hectares located on the southern side of the Humber estuary and occupying tracts of land on either side of the River Trent. It is a largely agricultural area and the pattern of settlements reflects this, with market towns surrounded by many small villages. At the centre of the area lies the industrial town of Scunthorpe, which developed in the late C19 as a centre of the steel industry. Although the industry is greatly diminished in scale, Scunthorpe is still one of the major centres of the British steel industry. Like all similar communities, however, the town is endeavouring to develop a more diverse economy to secure its future and the council has been successful in attracting a number of new enterprises to the area. Approximately 50% of the total population of North Lincolnshire live in the town and its immediate environs; and it serves as a centre for shopping, employment, further education etc. for the whole area.

The area has a total population of 157,050. The overall population density of North Lincolnshire is, however, only 1.8 per hectare, which is low compared to most English Unitary Councils. This presents particular problems to the council as it tries to provide a uniform level of service to all its customers.

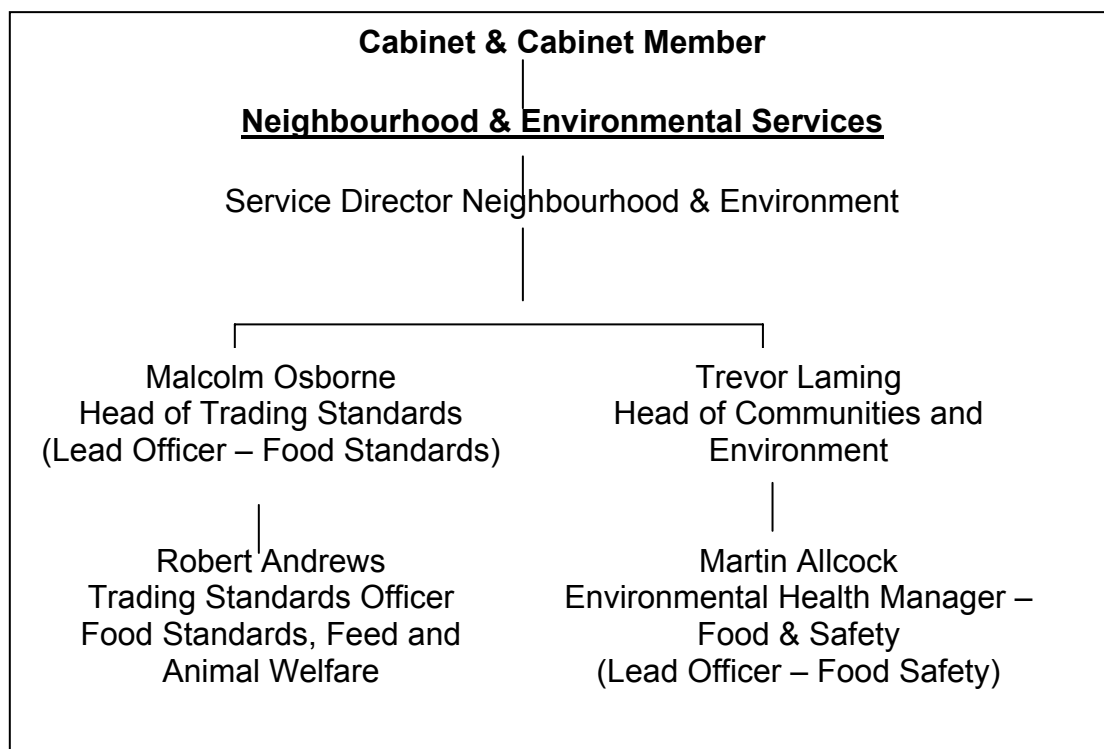
Agriculture dominates in the rest of the council's area. The other principal towns originally developed as market centres for the surrounding farmlands but this role is now diminished in these days of improved communications.

The towns of Brigg, Barton-upon-Humber, Kirton-in-Lindsey, Crowle and Epworth are, however, still important centres for the rural communities and like Scunthorpe are developing economies, more in keeping with modern requirements.

There are 10 ports within the area, including Humberside International airport, that are liable to import food or feed in to this area. There has been a rapid expansion of container traffic at the North Killingholme terminal

The Council is responsible for delivering a full range of local government services. The authority is divided into 17 electoral wards represented by 43 councillors. Within the administrative area there are 8 Town Councils and 49 Parish Councils. The 2001 Census of Population shows the following distribution of ages: 25% less than 20 years, 58% aged between 20 and 64 and 17% aged over 65. The cultural diversity of the local population has increased over recent years with the influx of many ethnic groups including representatives from the expanded European Union.

## 2.2 Organisation



## 2.3 The Scope of the Food Service

As a Unitary Authority the council is responsible for the full range of duties required by European Food law.



It is also responsible for the enforcement of legislation dealing with the production and sale of animal feeding stuff, which is regarded as an essential step in assuring the safety of food.

The Food and Safety Team in the Communities and Environment Division and the Food/Animal Health Team in the Trading Standards Division deliver the Food Service.

**Food Safety** is the responsibility of the Food Safety Team of the Communities and Environment Division, which also enforces Health and Safety legislation as a joint discipline. Infectious disease control, sampling and health promotion activities are carried out by the same team.

**Food Standards** and **Feeding Stuffs** are the responsibility of the Food/Animal Health Team which also enforces Legal Metrology and other consumer protection legislation in retail and manufacturing premises (Prices, Description, Animal Welfare and Fertiliser etc). Food hygiene at primary producers (mainly farms) has increased workload for a variety of reasons including education, extra inspections etc.

Where opportunities for joint working are recognised, staff from the two services work together in the interest of efficiency and effectiveness. They also share information about new businesses and other matters of common interest.

The area contains a mix of retail, catering and manufacturing premises. The manufacturing sector is eclectic in nature, as it is not based upon any particular primary industry. The businesses vary in nature from simple co-packing operations to complex food manufacturing enterprises producing from raw materials.

The retail and catering businesses range from major national traders to small and medium sized enterprises. The town of Scunthorpe, in particular, contains a number of catering and retail businesses operated by traders of Sikh, Pakistani, Bangladeshi and Chinese origin. Generally the owners of these businesses have a good command of English, but provision has been made for leaflets to be put into native languages to address the needs of kitchen staff where this is needed. The Council also has access to translation services should these be required.

## **2.4 Demands on the Food Service**

### **Premises Profile: Food/Animal Health and Food Safety**

Primary Producers	430
Slaughterhouses	1
Manufacturers/processors	25
Packers	6
Importers/Exporters	2
Distributors/Transporters	47
Retailers	516
Restaurants and other caterers	670

Manufacturers and Suppliers of Materials and Articles in contact with food	2
Manufacture mainly selling by retail	24
Total number of premises	1723

**Service Delivery Points.** The Food Service is based at:

Church Square House  
Church Square  
Scunthorpe  
DN15 6NL

Church Square House is a Local Link Office in a town centre location, and is routinely available during normal office hours (9-00am to 5-00pm Mon – Thurs, 9-00am to 4-30pm Fri). Direct dial telephone capability is used to enhance the accessibility of the service. An increasing amount of information is being made available via the Council's Web site ([www.northlincs.gov.uk](http://www.northlincs.gov.uk)) and contact via e-mail is encouraged.

An email address has been established for food safety related enquiries at [food.safety@northlincs.gov.uk](mailto:food.safety@northlincs.gov.uk).

The service is also accessible via a network of 6 other Local Link offices based in Barton, Brigg, Crowle & North Axholme, Epworth & South Axholme, Winterton and Ashby.

24hr emergency contact is available via the Council's Emergency Control Centre. **(01724 276444)**

There is an out of hours answer phone facility for contacting the Trading Standards Service. **(01724 297664)**

All Trading Standards consumer complaints are initially dealt with by Yorkshire and Humberside Consumer Direct( **0845 040506**).

Matters requiring further action or investigation are referred back to the Authority.

## **2.5 Enforcement**

The Neighbourhood and Environmental Services Enforcement Policy provides an umbrella policy for all enforcement work carried out by its Divisions. Operating within this general enforcement framework are documented policies for the Food Service i.e. Inspection, Complaint Handling, Sampling, Enforcement of Legislation and dealing with matters of non-compliance. The council recognises the Department for Business Enterprise and Regulatory Reform's Regulators Compliance Code, whose principles are adopted when dealing with Businesses. The service also follows the Code of Conduct of the Crown Prosecution Service, which recognises that prosecution is only one of a suite of remedies that can be used, and that others may be considered more appropriate in many cases of non-compliance.

### **3.0            Service Delivery**

#### **3.1            FOOD STANDARDS AND FEEDING STUFFS**

As in previous years the plan aims to ensure high levels of compliance at high and medium risk premises. The provision of advice and guidance to all businesses that seek or need help together with the investigation of complaints will remain a high priority.

The sampling budget has been maintained at last year's level.

A trainee Trading Standards Officer will spend some time seconded to the food team.

Enforcement will be by means of "interventions" as opposed to "inspections". This is the result of procedural changes prompted by the Hampton report and channelled through BERR, LBRO and FSA to LAs. The idea is to use monitoring, sampling, auditing, verifying, surveying and inspecting as means of control as opposed to only inspections. However this authority has always used varied means for ensuring legal compliance and not relied on inspections alone so the effect will have little impact on day to day working.

As well as local and national priorities there are regional priorities decided by the Yorkshire and Humber Trading Standards Group on a yearly basis. This year Intellectual property crime, doorstep trading (including cold calling) and food fraud have been identified as areas where resources should be concentrated. With this in mind a regional group has been convened to deal specifically with food fraud. Members of the group will be in close contact with the Food Standards Agency's fraud section and Regional Co-ordinator. The group has been tasked with identifying cross boundary food fraud and managing it on a regional basis whilst being aware of local and national implications.

Sampling will be targeted at local manufacturers, 'Home Authority' businesses regional initiatives and food fraud. A number of surveillance visits will be made to low risk premises primarily in the "take away" food sector. Checks on the nutritional makeup of pre school meals are being undertaken.

**Food Standards and Feeding Stuffs** under the risk assessment system, currently in place, premises should receive a programmed inspection at the following intervals:

Cat A (High Risk) premises	every 12 months
Cat B (Medium Risk) premises	every 24 months
Cat C (Low Risk) premises	every 60 months

## Food Standards Premises Profile

Primary Producers	507
Slaughterhouses	1
Manufacturers/processors	27
Packers	6
Importers/Exporters	4
Distributors/Transporters	58
Retailers	428
Restaurants and other caterers	781
Manufacturers of Materials and Articles in contact with food	5
Manufacture mainly selling by retail (Local manufacturers)	11
Total number of premises	1828

<b>Food Premises</b>	<b>Total Planned</b>	<b>Due for Visit</b>
A premises	45 (100%)	45
B premises	129 (45%)	331
C premises	15 (5.3%)	284
Premises outside programme.	4	4
Unrated premises	150	150
Total	343	814
Estimated number of AECs	70	
Estimated number of revisits	32	

	<b>Feed Hygiene Regs</b>		<b>Agriculture General</b>	
	Total planned	Due for visit	Total planned	Due for visit
<b>High risk</b>	7	7	2	2
<b>Medium risk</b>	1	1	8	8
<b>Low risk</b>	12	12	8	8
<b>NIR</b>	0	0	0	0
<b>Unrated</b>	80	120	12	12

<b>Primary Producers</b>	<b>Food Hygiene</b>	<b>Food Hygiene</b>
	Total planned	Due for visit
<b>High risk</b>	1	1
<b>Unrated</b>	50	120

It should be noted that the majority of these premises have only become due for an inspectional visit for the first time this year and as such most are still not assessed.

### **Estimate of resources required for programmed inspections and alternative enforcement contacts. (1.5 FTE)**

It is estimated that sufficient resources exist to undertake the **planned** Visit/AEC level, but this represents only 65% approx of those that the **Food Standards Agency** expects to be addressed.

Other enforcement activities are prioritised over inspections. Service Requests, Home Authority Referrals and Consumer Complaints link directly to the council priority for Customer Service (North Lincolnshire customers) Sampling also takes priority because of our regional co-ordinated sampling program. The Council has, again, committed itself to participate in an Inter-Authority Audit Process. The time necessary for this and any consequent actions has been accounted for in this years plan.

#### **3.1.1 Targeted Inspection Activity**

The following premises will be targeted:

##### **Food Standards:**

Premises rated as Category A, particularly Importing, Manufacturing, Primary producers or Packing premises where North Lincolnshire acts as Home or Originating Authority.

New premises not yet rated.

Premises that match with local ambitions and that are considered important under local area agreements.

## **Feeding Stuffs**

Manufacturers producing compound feeds where additives are incorporated into farm feed

Stores where feed materials are entering the Community or UK (Prime Import)

All feed premises to be registered under the Feed Hygiene Regulations, including transport, primary producers, wholesalers etc.

## **Food Hygiene at Primary Production**

Premises involved with the primary production of food will be inspected under food hygiene legislation. Inspection frequencies:

Farm Assured = 2% per year

Non Farm Assured = 25% per year

### **3.1.2 Access to expertise**

Following a competitive tendering process the Public and Agricultural Analytical Services are provided by West Yorkshire Joint Services based in Morely.

The Humber Authorities Calibration Centre in Hull carries out calibration of metrological equipment

### **3.1.3 Food Complaints**

Estimated Number of Complaints 36

Estimated FTE **0.05**

This is a demand led activity and will be carried out in full.

The introduction of Consumer Direct in August 2004 (where the initial response to Complaints will occur at a remote call centre) may impact upon the manner and speed which, complaints are dealt.

### **3.1.4 Home Authority Principle**

North Lincolnshire is fully committed to the Home Authority Principle and acts upon matters received from other agencies that concern North Lincolnshire based premises.

Estimated FTE **0.1**

This is a demand led activity and will be carried out in full

### 3.1.5 Advice to business

The Service has a policy of offering comprehensive advice to any business for which the Service is, or is likely to be, Home Authority or Originating Authority for any part of the business based within the area.

For **Food Standards and Feeding Stuffs** this includes giving advice on legal and technical matters where officers have expertise; vetting and approving premises, packaging, labelling etc; assisting in the resolution of queries involving other enforcement agencies etc.

Requests for such assistance currently run at 3 per week.

Estimated FTE required: - **0.2**

This is a demand led activity and will be carried out in full.

### 3.1.6 Food and Feeding Stuffs Sampling

The target number of food standards and feeding stuff samples is 340 per annum.

This now includes the enhanced level of sampling, required by the FSA, for Animal and Feed Materials being imported into the area via the controlled places and those produced by 'on-farm mixing'. There is, now also a need to test consignments of Fishmeal for the presence of Dioxins and PCBs. Sampling this type of product is very labour intensive and can involve high analytical fees (Up to £1000 per sample).

A number of food standards complaint samples are also submitted for test in addition to the programmed samples

These are demand led and will be carried out in full.

Regional initiatives (such as examining salt levels in food) are paid for out of the budget.

Sampling is an activity the Food Standards Agency considers to be of great importance and each year it invites LA's or regional groups to bid for funding that is allocated for a specific purpose e.g. imported food sampling.

The **Food Standards** sampling programme is decided at the beginning of the year (as required by FSA) but is subject to alteration as circumstances change.

It also takes into account the sampling programme of the Yorkshire and Humber Trading Standards Group so that a co-ordinated submission of samples can be arranged, where possible. This enables some samples to be analysed at a cheaper rate.

An internal Performance Indicator requires 15% of samples to be adversely reported thus encouraging a targeted approach to sampling.

**Estimated FTE required for sampling programme: 0.9**

### 3.1.8 **Business Training Seminars**

Training for businesses is to be used as a means of dissemination of information on topics that are current/important

**Estimated FTE required for business training 0.05**

### 3.1.9 **Food and Feed Alerts**

Food and Feed Alerts are the responsibility of the **Food/Animal Welfare Team**. A co-ordinated approach with the **Food and Safety Team** is adopted where Alerts relate to food safety matters.

It is the Council's policy to handle all food alerts in accordance with the relevant Food Safety Act Code of Practice and local input.

The number of food alerts has increased from 53 in year 2006/7 to 140 in year 2007/2008, an increase of 160%.

**Estimated FTE required for food and feed hazard warnings: 0.15**

This is a demand led activity and additional resources are made available if required.

### 3.1.10 **Liaison**

The Council is committed to ensuring the Food Service is consistent with that of neighbouring authorities. As a consequence the Council supports a number of national and local liaison groups to secure this aim.

The Council receives and takes cognisance of guidance from the Food Standards Agency, LACORS and the professional bodies, the Trading Standards Institute and the Chartered Institute of Environmental Health.

For Food Standards issues the authority is a member of The Yorkshire and Humber LACORS regional group.

For Feeding Stuffs matters the authority has membership of The LACORS Feed and Fertilisers Focus Group It should be noted that a member of staff in the Trading Standards food and feed team is the national LACORS feed hazard warning co-ordinator.

A Joint Food Management Team comprising Environmental Health and Trading Standards staff meets several times a year to discuss matters of mutual interest.



The department is a member of the Food in Schools group dealing with nutritional and healthy eating issues in North Lincolnshire educational establishments.

**Estimate of FTE required for liaison: 0.05**

3.1.11 **Food Standards Promotion**

A Trading Standards promotional event is planned for food and feed including promoting the hazards of salt in food.

**Estimate of FTE required for food standards promotion: 0.05**

3.1.12 **Imported Food**

In recognition of the “Step Change” required in this area the Council has endeavoured to update training of its Officers in Imported Food Law and has authorised designated Officers in this respect. Policies and procedures have been implemented to ensure that appropriate action is taken when food and feeding stuffs are imported into the Councils area from outside the European Community.

Estimated FTE required for imported food enforcement included in sampling FTE allocation.

3.1.13 **Resources**

Provided below are the details of the resources provided by the Food/Animal Welfare Team as part of the Food Service. Other Trading Standards and Enforcement Officers are available to assist in major alerts/issues.

**Financial Allocation**

Staff costs	£ 120,084
Travel	£ 8,100
Budget for Analytical work	£ 34,610
Training	£ 2,600
Equipment	£ 1,000
<b>Total Cost</b>	<b>£ 166,395</b>

**Food Standards (FTE ) Operational**

Trading Standards Manager/Principal Officer	0.2
Trading Standards Officers	1.5
Enforcement Officer	0.6
Enforcement Assistant	0.4
Animal Welfare Officer	0.2
Technical Clerk	0.1
Trainee	0.1

Total number officer hours available for Food Standards/Feedstuffs work in 2009/2010

Operational :	(2.70FTE)
Management / QA etc:	(0.40FTE)
TOTAL	(3.10FTE)

#### 3.1.14 **Staff Development Plan**

Staff's individual training needs are identified formally during Employment Development Reviews held annually with an optional review after six months. The Food/Animal Welfare Team completes its own Training Plans through this process. This formal process does not preclude additional training needs being addressed during the year or prevent staff from taking advantage of other opportunities that may arise. Training will be provided using a range of techniques including formal qualifications; external training courses; internal training courses; cascade training; shadowing and mentoring.

### 3.2 FOOD SAFETY

3.2.1 The food premises profile for food safety purposes is as detailed below:

<b>Food Safety</b>	
Total number of premises	1461
Primary Producers	5
Manufacturers and Packers	28
Packers Import/Export	2
Distributors/Importers Distributors/Transporters	28
Retailers	401
Restaurants and other caterers	997
8 Approved Premises approved for:	
Meat Products	4
Minced Meat	1
Milk Products	2
Fish Products	1
Cold Store	1

**Food Safety** inspections are programmed in accordance with Food Safety Act Code of Practice. The premises profile and inspection programme is summarised below.

Category		Required Inspection Programme	Estimated Inspection programme 2010/11
A premises (High risk)	28	56	56
B	159	159	159
C	621	362	413
D	224	105	120
E	381	116 *AES	
Unclassified	48		
<b>Total</b>	<b>1461</b>	<b>682</b>	<b>748</b>

\* These premises are not included in the total as they will be subject to an alternative enforcement strategy involving them receiving a questionnaire.

These figures do not include new premises. During 2008/09 197 food premises closed and 165 new food premises were inspected in addition to the programmed inspections.

#### 3.2.2 Targeted Inspection Activity

##### **Food Safety:**

The inspection programme is based on the inspection rating scheme contained in the FSA Food Safety Code of Practice which means that dependant on risk, all

premises will be inspected within a range of 6 months to 2 years. The code also permits the use of alternative strategies such as questionnaires for low risk premises and this approach will be implemented this year with the introduction of a questionnaire survey. To avoid the potential for the loss of the advantages gained through personal engagement with business proprietors a small number of these will receive follow up visits.

The Food Law Code of Practice introduced a range of interventions available to the Authority to improve food business compliance levels. The forthcoming year will see an introduction of alternative 'official controls' that will allow greater flexibility when carrying out food safety enforcement. This range of interventions will be applied this year to all relevant premises in accordance with the Code. A review of this new approach will be taken at the end of the year and will inform the 2010/2011 enforcement strategy.

Inspections of catering premises and restaurants will be focussed towards the implementation of the compliance guidance schemes such as Safer Food Better Business (SFBB).

In addition to the statutory inspection programme, a new approach to low risk premises and a continuing emphasis on food safety promotion through the supporting of Food Safety Week, the Food and Safety Team will be targeting activity through a number of specific food safety projects. The 'A2B' project will focus enforcement on those premises that have repeatedly failed to meet minimum standards and another project will seek to introduce locally a foundation training course in food safety management for ethnic caterers.

New legislation requiring all food businesses to provide documented food safety systems demand that the service remains active in this area by promoting the SFBB model where appropriate during the inspection of catering and retail premises. This will result in an increase in the inspection time for this section of the food premises profile. In line with Hampton principles enforcement officers also undertake health and safety inspections when carrying out programmed food safety inspections.

Estimate of resource available to carry out programmed inspections is 3.993 FTE. The resource available for inspections work has been reduced because of vacancies that are currently being carried. This will have consequential effects on performance in the areas until vacancies can be filled for 2009/10.

### 3.2.3 **Access to expertise**

The Health Protection Agency (HPA) Laboratory, Leeds provides bacteriological analysis of food and potable water and faecal samples. The NHS Laboratory in Hull provides bacteriological analysis of faecal samples.

The Council subscribes to Campden & Chorleywood Food Research Association (CCFRA), which provides a range of specialist services including analytical and technical support.

Killgerm provide a free identification service for insects found in food premises or manifesting themselves as food complaints.

The Consultant in Communicable Disease Control, Humber Health Protection Agency, provides specialist support in relation to infectious disease control.

The Director of Public Health and the Specialist Health Promotion Service, North Lincolnshire PCT & North East Lincolnshire PCT provides specialist advice on health related aspects of food safety.

### 3.2.4 **Food Safety Complaints**

Estimated Number Food Safety Complaints 2009/10                      50 (48 in 2008/9)

Estimated Number Food Premises Complaints 2009/10                      70 (61 in 2008/9)

Food Safety/Premise complaints are responded to as a matter of priority within a planned response time of 3 working days

Estimate of resource available to carry out food complaints investigations- **0.349 FTE**

It is estimated that this level of resourcing is adequate for the anticipated level of demand.

### 3.2.5 **Home Authority Principle**

There are no formal Home Authority arrangements in place for Food Safety issues as few local manufacturers have their Head Office in this area. However support is provided to those companies, both directly and acting as an intermediary for enquiries from other local authorities.

Estimated resource available for dealing with home authority issues: 0.076 FTE

It is estimated that this level of resourcing is adequate for the anticipated level of service and demand.

### 3.2.6 **Advice to Business**

The Service has a policy of offering comprehensive advice to any business for which the Service is, or is likely to be, Home Authority or Originating Authority for any part of the business based within the area.

For Food Safety this includes giving advice on legal and technical matters where officers have expertise; vetting and approving premises, packaging, labelling etc; assisting in the resolution of queries involving other enforcement agencies etc.

The implementation of the Food Safety (Food Hygiene) Regulations 2006 introducing a new requirement for the provision of a documented risk based hygiene system continues to generate an increased number of requests for assistance.

Requests for such assistance or service user requests currently run at approximately 15 per week for food safety (543 requests received in 2008/9).

Estimated resource available for the provision of advice to business is 0.196 FTE

### 3.2.7 **Food Safety Sampling**

The Food Safety sampling programme includes the sampling of food and potable water, both public and private supplies. The programme is determined annually and comprises a local sampling programme in addition to contributions to national programmes co-ordinated by LACORS or HPA. For potable waters the programme includes provision for the sampling of each of the 11 water supply zones supplied by Anglian Water and Yorkshire Water in North Lincolnshire and the sampling of the 18 potable private water supplies in the Councils area.

The programme is designed around the seasonal availability and high-risk nature of certain foods and the results it generates contribute to the data collected nationally on the microbiological quality of ready to eat foods. Food samples are generally collected informally to allow the samples to be purchased in much the same way that a member of the public would have received the food. All business proprietors are advised of the results of samples and unsatisfactory sample results are subjected to further detailed investigation.

Bacteriological analysis of food and water samples is provided by HPA. Following a procurement review the Environment Agency have been contracted to provide chemical analysis of potable water. HASS or CCFRA provide chemical analysis of food samples.

The food and drinking water microbiological analysis service provided by the HPA through their laboratory in Leeds is delivered in accordance with a service level agreement which now limits the number of free of charge samples and prescribes charges for sampling beyond these levels or for certain specified sample types. The Food and Safety team will continue to maintain its sampling levels because of the invaluable microbiological data that they provide despite the budget pressure that this will present.

It is estimated that during 2009/10 590 food and 350 water samples will be collected.

**Estimate of resources available for carrying out sampling programmes: 0.369 FTE**

It is estimated that this level of resource is adequate for the anticipated level of service.

### 3.2.8 Food Alerts

Food Alerts are the Food Standards Agency's way of letting the Council and consumers know about problems associated with food and in some cases provide details of specific action to be taken. They are issued under two categories: Food Alerts for Action and Food Alerts for Information. And they are received by direct email to the Food and Safety Team.

Food Alerts are also copied to the Consultants in Communicable Disease Control, Trading Standards Officers and food trade organisations to alert them to current food issues.

In 2008/09 the Team received 109 Food Alerts and 98 of these were Food Alerts for Information. 11 food Alerts for Action required investigatory visits and where necessary the recovery/disposal of unsafe food by the Food and Safety Team.

It is anticipated that the number of Food Alerts will remain at a similar level in 2009 - 2010 and the available resource for responding to food alerts is estimated at **0.137 FTE**.

It is estimated that this level of resourcing is adequate for the anticipated level of demand.

### 3.2.9 Control and Investigation of Outbreaks and Food Related Infectious Disease

The control and investigation of outbreaks and food related infectious disease is the responsibility of the Food & Safety Team. The fundamental principle of this role is to prevent the secondary spread of infectious disease.

It is the Council's policy to assess all cases and suspected cases of infectious disease notified to the Council, either formally from Humber Health Protection Agency or informally from other sources, to determine which of those require a full investigation. The target is to achieve initial assessments within one working day of receipt.

Where practicable initial assessments are conducted by telephone to establish food histories and/or common food links and to identify individuals (cases or contacts) working in high-risk environments thus posing a risk of further transmission. These cases or contacts are subjected to a full investigation. The use of self-completed postal questionnaires has been maintained for cases requiring the investigation of the most common pathogen (Campylobacter) to release officer time. Establishments associated with confirmed or suspected cases are also investigated if within the Council's area or notified to the appropriate local authority for investigation.

The Consultant in Communicable Disease Control, Humber Health Protection Unit with whom exclusion and clearance policies have been agreed, provides expert advice.

Analytical services are provided jointly by the Health Protection Agency Laboratory, Leeds and the HPA Collaborating Laboratory in Hull.

It is the policy of the Council to assist other local authorities where cross boundary incidents may have arisen.

In 2008 – 2009, 278 infectious disease notifications and 18 suspected viral outbreaks were investigated and it is estimated that a similar number will be reported in 2010/11

The available resource to carry out infectious disease control is **0.278FTE**  
It is estimated that this level of resourcing is adequate for the anticipated level of demand.

### 3.2.10 **Food Safety Liaison**

The Council is committed to ensuring the Food Service is consistent with that of neighbouring authorities. As a consequence the Council supports a number of national and local liaison groups to secure this aim.

The Council receives and takes cognisance of guidance from the Food Standards Agency, LACORS and the professional bodies, the Trading Standards Institute and the Chartered Institute of Environmental Health.

For Food Safety issues the authority is a member of:

The Humber Authorities Food Liaison Group  
The District Control of Infection Committee

Formalised liaison arrangements are also in place for the review of Planning and Building Control applications made to the authority. Both teams are statutory consultees under the Licensing Act 2003.

A Joint Food Management Team comprising of relevant Environmental Health and Trading Standards staff meets several times a year to discuss matters of mutual interest within North Lincolnshire.

#### **Estimate of resources required for liaison:**

Hours available for food safety liaison arrangements : 0.082 **FTE**.

It is estimated that this level of resourcing is adequate for the anticipated level of demand.

### 3.2.11 **Food Safety Promotion**

This year will see expansion of the Councils Scores on the Doors scheme in the Summer. This initiative uses the scores generated from inspections to produce a star rating which will be published on the Council's website in a format that is easy for the



public to understand. Under the scheme businesses can be awarded up to five stars. The higher the standard of compliance the more stars are awarded. Very poor standards may be awarded a no star rating.

As part of the scheme businesses are provided with a window sticker/certificate for optional display on the premises. This is particularly helpful for members of the public who do not have access to the Internet. Such schemes have been shown to improve compliance levels of businesses and are popular with members of the public who by using the scheme are able to make informed decisions about their food safety purchases. So far the Council's Scores on the Doors website has recorded 40,000 hits and there are currently 424 premises on its database.

National Food Safety Week 2010 provides an annual opportunity for the Food and Safety Team to continue its hygiene awareness raising initiative in local schools. This successful initiative will target Junior School children with a 'hand washing road show' and related competitions aimed at raising hand hygiene awareness of the importance of hand hygiene and the 4 'Cs' (Cross-contamination, cleaning, chilling and cooking). The Food and Safety Team are grateful for the continued financial support provided by local businesses which enables this initiative to be maintained.

A small number of presentations to schools and local bodies will be supported during the year to maintain the profile of the service in the eyes of the business sector and public. Such presentations will be resource constrained and their provision will only be entertained where the food service can accommodate their delivery.

The Food and Safety Team also receives and responds to a range of enquires relating to topical food safety issues. Enquiries may be received from the public, business or the media and are responded to as appropriate, sometimes in consultation with the Director of Public Health and/or the Specialist Health Promotion Service.

### **Estimate of resources required for health promotion: 0.38 FTE**

It is estimated that this level of resourcing is adequate for the anticipated level of activity.

#### **3.2.12 Imported Food**

The Council has endeavoured to maintain the training of its Officers in Imported Food Law and has authorised designated Officers in this respect. Policies and procedures are in place to ensure that appropriate action is taken when food and feeding stuffs are imported into the Council's area from outside the European Community. The review of the arrangements in place at our local airport and ports will take place during the year in recognition of this developing area of food safety.

### **Estimated resource available for carrying out imported food function 0.09 FTE**

### 3.2.13 Resources

#### Financial Allocation

The base budget for 2009-2010 is detailed below:

Staff costs	£231,150
Travel	£ 17,240
Equipment	£ 13,350
Sampling	£ 11,800
Litigation	£ 0
Other	£ 13,110
Income	£ -4,910
<b>Total (Net)</b>	<b>£281,740</b>

#### Staffing Allocation

	Level of Competency			Full Time Equivalent
	High	Low	NA	
Head of Communities & Environment	#			0.135
Manager Food & Safety	#			0.550
Environmental Health Officer	#			2.056
Senior Food & Safety Officer	#			0.618
Food & Safety Officer		#		2.681
<b>TOTAL Operational Resource</b>				<b>6.040*</b>
Technical, Clerical & others			#	1.759
<b>TOTAL – service</b>				<b>7.799</b>

\*Anticipated operational resource available for the planned Food Safety work in 2009/10 is reduced by 3.958 FTE (3.278 FTE operational staff and 0.68 FTE administrative staff) due to staff vacancies and resource commitment to career development commitments.

### 3.2.14 Staff Development Plan

Staffs' individual training needs are identified formally during Employment Development Reviews held annually with an optional review after six months. The Food and Safety Team completes its own training plan through this process. This formal process does not preclude additional training needs being addressed during the year or prevent staff from taking advantage of other opportunities that may arise. Training will be provided using a range of techniques including formal qualifications; external training courses; internal training courses; cascade training; shadowing and mentoring. The Council supports all members of the Team in maintaining professional continuing development (CPD) and encourages its Environmental Health Officers to maintain membership of the Chartered Institute and minimum CPD levels as required by the Food Safety Code of Practice. Currently 2 members of the Team hold Chartered Environmental Health Officer status.

## 4.0 Quality Assessment

Neighbourhood and Environmental Services were awarded Investors In People status in June 2007, which hopefully will be renewed during this year. During the year an undertaken has also been made to carry out a self assessment and peer review of management arrangements.

In addition under the Council's corporate management system the Food Service i.e. Trading Standards and Food Safety services each produce an Annual Service Plan. The Service Plan includes a number of performance indicators against which the Service is assessed. Detailed below are the food related performance indicators for each aspect of the Food Service.

### 4.1 Food Standards

Percentage of staff participating in an EDR (target 100%)

**Result for 2008/2009**      **100** %

Percentage of planned visits carried out (target 100%)

**Result for 2008/2009**      **80** %

Percentage of food/agriculture samples reported adversely (target >10%)

**Result for 2008/2009**      **18** %

Number of samples taken as a percentage of population (target 0.25%)

**Result for 2008/2009**      **0.19** %

### 4.2 Food Safety

Percentage of staff participating in an EDR (target 100%)

**Result for 2008/2009**      -      **100** %

Percentage of planned food safety inspections completed (target 100%)

**Result for 2008/2009 - 99.8 %**

Percentage of service users surveyed during the year regarding attitudes to service provision

**Result for 2008/2009 - 100 %**

(all inspection generated a service user questionnaire in 2008/9)

Complaints/enquiries to the service responded to within three working days (target 95%)

**Result for 2008/2009 - 94.5%**

Percentage of user satisfaction with the food complaint investigation service (target 100%)

**Result for 2008/2009 - 100 %**

Percentage of food complainants satisfied with the investigation outcome (target 80%)

**Result for 2008/2009 - 88 %**

#### 4.3 **Peer Auditing**

The Food Service will take part in the Inter Authority Auditing (IAA) Programme which will provide a peer review of a designated service area in line with the Food Standards Agency audit principle. The Food Safety Service were the subject of an audit by the Food Standards Agency (FSA) in March 2009 in respect of the controls in place for Approved establishments. Action points raised as a result of the audit are currently being resolved.

#### **Estimate of Man Hours needed for Peer Audit**

**Food Standards ( 0.05 FTE)**

**Food Safety (0.09 FTE)**

#### 5.0 **Review**

##### 5.1 **Review against the Service Plan**

This Food Service Plan will be formally reviewed on an annual basis. Performance against key indicators is detailed at 4 above.

##### 5.2 **Identification of any variation from the Service Plan**

A review of the service to establish where the Authority is at variance with this Service Plan and, where appropriate, the reasons for that variance will be carried out

at the end of 2009/2010. The review process will set out any relevant improvement plan or service development identified as necessary by the review.

### 5.3 **Service Review**

A review of the Food Standards and Feeding Stuffs and Food Safety elements of the Food Service in 2008/2009 is attached is attached at Appendix 1 and Appendix 2 respectively.

## **Review of Food Service Plan 2008/2009**

### **Food Standards and Feeding Stuffs**

#### 1. Review against the Service Plan

The service plan for food standards and feeding stuffs has been reviewed by the Head of Trading Standards, principal TSO and team responsible for the enforcement of food and feeding stuffs registration.

The review conducted in May 2009 compared the year's performance against targets set out in the 2008/9 plan and relevant standards.

Overall results were satisfactory both in terms of visits and sampling achieved. Business surveys show that the department continues to maintain excellent relationships with local food manufacturers and retailers.

All the planned visits to high risk premises were achieved but there was a shortfall in the visits achieved for medium risk premises. Of the 384 high and medium risk premises due to be visited a total of 288 were visited. The plan called for all high risk and 259 medium risk premises to be visited, plus un-rated premises with a number of surveillance visits to low risk premises. In all a total of 938 premises of which 637 were visited. In addition a number of surveillance visits were carried out to low risk premises. The target number of medium risk visits was not achieved due to other, unplanned work relating to animal health and welfare. There was also during the year a large increase in the number of due premises owing to new food hygiene legislation relating to primary producers. However a small increase has been made in resources due to a reduction in DEFRA animal health funding. The Authority made a decision not to reduce officer's hours but to re-allocate them to food and feeding stuffs tasks.

There has been a major food alert concerning Irish pork that has involved two local companies and one local wholesaler. This has included tracing of product to its on the farm source in Ireland and establishing provenance of individual animals. It has also necessitated the monitoring of company recalls and the systems that initiate those recalls.

253 visits were made to Feeding Stuffs establishments during the year. However the major area of work was in connection with the new Feed Hygiene Regulations. All the farms in North Lincolnshire were written to and asked to complete a questionnaire. From this about 400 premises, which could supply production to the feedstuffs chain have been identified and provisionally risk assessed.

A total of 228 food and feedings stuffs samples were taken during the year. (193 food and 35 feeding stuffs). Of these 22% were found to be unsatisfactory either in respect of composition or labelling. Local performance criteria called for a minimum

of 15% of samples taken to have some element of non-compliance to ensure correct targeting of the sampling budget.

The 11 councils of the Yorkshire and Humber Regional Group were successful in bidding for additional funding from the FSA, amounting to £40000, to sample imported foods. North Lincolnshire helped compile the bid and did £4000 worth of sampling. Samples taken included imported poultry products, fish, herbs and spices, fruits and nuts, oils and coffee.

The service dealt with 46 complaints from members of the public, all of which related to food. The majority of the complaints concerned out of date food on display at retail premises. All complaints have been thoroughly investigated and appropriate guidance given or enforcement action taken.

During the year 36 referrals were received from other local authorities under the Home Authority Principle. This is an increase of 140% over the previous year. All referrals were recorded and taken up with the local producers.

75 requests were received from local food and feed producers for assistance under the Home Authority Principle, this was a 43% reduction over the previous year which had been abnormally high.

Surveys of food businesses showed a high level of satisfaction with the services provided. 98% of all respondents were either very satisfied or fairly satisfied with an overall business satisfaction index of 92.5 based on CPA performance indicator E31.

Food hygiene at primary producers was a priority and a training course specifically aimed at this sector of trade was run during the year. Inspection of primary producers as required under the food hygiene was carried out during the year. 36 premises were inspected.

Training of staff was high on the agenda with all specialist food and agriculture officers receiving the necessary training to maintain their relevant competences.

Food alerts (whether from the FSA or local food premises) totalled 130. This was an decrease of 7% compared to the previous year.

There were 12 animal by-products enquiries during the year.

## **2. Identification of any variation from the Service Plan.**

A shortfall in the general food businesses assumed inspection numbers (20% of medium risk premises proposed for the year not completed).

An increase in the assumed inspection numbers of primary production premises (206% increase in proposed premises inspection rate)

Increased HA work (40% increase over previous year).

Decreased advice to businesses (43% decrease over previous year).

### **3. Areas of Improvement**

The Inter Authorities audit on monitoring produced a number of ideas for future development in relationship to Post Inspectional Documentation.

A protocol has been developed for Food Hygiene on farms and is now in use. This is following national guidelines.

An advice pack has been developed for new businesses to try and ensure they are aware from the outset of the legislation they have to comply with.



## Appendix 2

### Review of Food Service Plan 2008/2009

#### Food Safety

This review of the service plan for food safety compares the year's performance against targets set out in the 2008/09 plan and relevant standards.

Overall results were highly satisfactory both in terms of the level of quality and quantity of work carried during the year. Customer and service user surveys show that we continue to maintain excellent relationships with local food businesses and provide an excellent service to the consumer. This level of service is even more creditable when considering that it has been delivered with constrained resources and in an increasingly complex legislative climate.

Over the year the implementation of new food legislation has significantly extended the time spent with business proprietors in the catering and retail sectors and much effort has been expended by the Team in providing assistance with new legislative requirements and the compliance guidance schemes such as Safer Food Better Business. The Food and Safety Team will continue to respond to the outcomes generated by the introduction of this new legislation.

A significant impact on the workload of the Team was made by the continued implementation of new food safety legislation requiring food business to adopt a more documented approach to food safety. The introduction of Safer Food Better Business model for catering business and supplemental guidance on specific catering businesses and practices has increased visit and inspection times as Officers have endeavoured to explain this new approach and to encourage and advise business proprietors to take up this or a similar method of achieving compliance.

In 2008/09 99.9% of the food safety inspection programme was completed. This level of inspection performance was only achieved through the reallocation of resources from other work areas in the Food and Safety service area. This has resulted in underperformance in some discretionary functions and other areas of lower priority. It is hoped to restore resources in 2009/10 to improve the depth of service provision in all areas.

Sampling is recognised as an important part of the enforcement and monitoring of food safety compliance. The Food and Safety Team sampling programme has regard to the inspection programme, centrally co-ordinated FSA and LACORS sampling initiatives and local and topical issues. Where appropriate sampling is co-ordinated with neighbouring authorities in the Humber Region. During the year 547 food samples were taken and submitted to the HPA collaborating laboratory for analysis. Of these 99 required follow up action because of poor results. In addition to food sampling, 17 samples of drinking water from private supplies (3 private supplies were found to be

unsatisfactory), 20 samples from mains supplies (5 were found to be unsatisfactory) and 167 water samples from swimming pools (20 were found to be unsatisfactory warranting follow up action) were also taken and analysed. Follow up and remedial action has been taken where unsatisfactory sample results have been identified.

Complaints about food business and food products manufactured or sold in North Lincolnshire from consumers and business proprietors provide valuable intelligence regarding legal compliance and general standards. The Food and Safety Team investigated 48 complaints relating to food and 61 complaints about food premises during the year. All complaints have been thoroughly investigated and appropriate guidance given or enforcement action taken.

The creation of a thriving local economy is a Council priority requiring informed compliant and successful businesses. The Food and Safety Team continued to contribute to this objective by providing consumers and businesses with accurate timely and easily understood advice and guidance through a variety of mechanisms including the web based information newsletters and articles in the local press. The Team has responded to 543 requests for guidance advice and information during the year. Many of these related to the implementation of new food safety legislation. This level of activity represents a significant take up from businesses utilising published contact information and represents a raised food safety awareness amongst the food business community.

The Food and Safety Team works closely with the Health Protection Agency in providing an investigatory and advisory service for notified cases of food borne infectious disease. During 2008/09 it investigated 298 cases of food borne infectious disease that included common food poisoning infections such as Campylobacter and Salmonella as well as more exotic pathogens such as Giardia. In addition to individual cases of food poisoning 24 gastro enteric outbreaks were investigated during the year, 18 of which were found to be viral in origin and associated with institutions.

On the education front the Food and Safety Team successfully promoted food hygiene during National Food Safety Week with competitions and a hand washing road show that visited over 1200 schoolchildren in 23 primary schools. It also promoted food safety through the local media and at the annual children's Gala in Scunthorpe.

The launch of the Council's Scores on the Doors Scheme has been well received by the public and the website has recorded over 40,000 hits in its first few months. This scheme will be rolled out to include a broader range of food premises to provide the public with even more information on the food hygiene performance of food businesses in North Lincolnshire and to promote food safety.

The Food Safety Service was subject to an audit from the Food Standards Agency in March 2009, which reviewed the arrangements in place for our high risk premises that require approval under specific legislation. The actions required as a result of this audit are currently in hand.

The Food Service was subject to an Inter Authority Audit in 2008. The Humber Authorities Food Safety, Standards and Feedstuffs Inter Authority Auditing Group carried out an audit of the procedures in place for the issuing of Simple cautions and the taking of Prosecutions. Findings revealed minor areas for improvement in the documentation of procedures and corrective actions have already been implemented.

## **6.2 Identification of any variation from the Service Plan.**

There were no signification variations from the plan.

## **6.3 Areas for Improvement**

The focused audit carried out by the FSA that covered the controls in place for approved establishments raised a number of points that require action. These will be completed in accordance with the timetable submitted to the FSA in 2009/2010.



## Action Plan for North Lincolnshire Council

Audit date: 24-25 March 2009

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p><b>Recommendation 1 -</b>                      Develop and implement appropriate systems to ensure that all documented policies and procedures are regularly reviewed, updated, and controlled effectively for all areas of food law enforcement activities covered by the Standard. [The Standard – 4.1 &amp; 4.2]</p>	<p>31.07.2009</p>	<p>Document/Policy Control Procedure to be developed and implemented.</p>	<p>Policy developed and implemented.</p>
<p><b>Recommendation 2 - Review and further develop its documented procedures and processes for the authorisation of officers to include the means of assessing officers' competence in relation to approved establishments. [The Standard – 5.1]</b></p>	<p>31.07.2009</p>	<p>Authorisation procedure to be reviewed to incorporate specific reference to competency assessment in relation to Approved Establishments.</p>	<p>Authorisation procedure reviewed.</p>
<p><b>Recommendation 3 - The Authority should develop, implement and maintain a documented procedure to ensure that its food premises database is accurate and up to date. [The Standard – 11.2]</b></p>	<p>31.07.2009</p>	<p>Database Management Policy to be developed implemented and maintained.</p>	<p>Database Management Policy developed.</p>

<p><b>Recommendation 4</b> - The Authority should ensure that they undertake approval of and inspection of approved establishments in accordance with the Food Law Code of Practice and assess compliance with legally prescribed standards. The documented inspection procedures for approved establishments should be implemented and observations and relevant data should be recorded in a timely manner. [The Standard – 7.2, 7.3, 7.4 &amp; 7.5]</p>	<p>31.07.2 009</p>	<p>Approved Establishments Policy and Procedure to be reviewed and implemented. Inspection form for Approved Establishments to be reviewed. Intervention Policy to be re-issued. Documentary records to be reviewed and updated in accordance with Annex 12 Food Law Code of Practice – Practice Guidance.</p>	<p>Approved Establishment Policy and Procedure reviewed. Revised inspection form now in use. Intervention Policy updated.</p>
<p><b>Recommendation 5</b> - The Authority should ensure that it takes appropriate action in accordance with its policies particularly in relation to unsatisfactory sample results. [The Standard – 12.7]</p>	<p>31.07.2 009</p>	<p>Sampling Policy to be reviewed and reissued. Audit procedure to be extended to incorporate a review of action in relation to unsatisfactory results.</p>	<p>Sampling Policy reviewed and updated. New policy approved at June Team meeting.</p>
<p><b>Recommendation 6</b> - The Authority should ensure that any informal or formal action taken by officers is consistent with the detail set out within the enforcement policy document. [The Standard – 15.4]</p>	<p>31.07.2 009</p>	<p>Enforcement Policy and Intervention policy to be reviewed and re-issued.</p>	<p>Revised sampling practice for approved premises implemented. Policies reviewed.</p>

<p><b>Recommendation 7</b> - The Authority should ensure that accurate records are maintained of all approved establishments in line with the Food Law Code of Practice and their internal procedures. This information should be in a format that enables subsequent officers to carry out informed future interventions. [The Standard – 16.1]</p>	<p>30.09.2 009</p>	<p>Comprehensive review of Approved Establishment files to be carried out. Files to be updated in accordance with Annex 12 Food Law Code of Practice – Practice Guidance.</p>	<p>Approved Establishment files redesigned. File contents subjected to comprehensive audit.</p>
<p><b>Recommendation 8</b> - The Authority should ensure that qualitative monitoring is undertaken in relation to food law enforcement in approved premises to verify conformance with the Standard, relevant legislation, the Food Law Code of Practice, centrally issued guidance and the Authority’s own documented policies and procedures. [The Standard – 19.2 &amp; 19.3]</p>	<p>31.07.2 009</p>	<p>Monitoring Policy and Procedure to be reviewed to incorporate specific qualitative monitoring of food law enforcement activity in Approved Establishments.</p>	<p>Monitoring Policy reviewed.</p>