



**SOUTH KESTEVEN DISTRICT COUNCIL
ENVIRONMENTAL HEALTH AND LICENSING**

FOOD SAFETY ENFORCEMENT

**FRAMEWORK AGREEMENT
SERVICE PLAN
YEAR 2004-2005**

June 2004

CONTENTS

Service Aims and Objectives	1.0
Aims and Objectives	1.1
Links with Corporate Vision and Aims	1.2
Links with Best Value Reviews	1.3
Basis for Service Provision	1.4
Background	2.0
Profile of the Authority	2.1
Organisational Structure of Environmental Health And Licensing.....	2.2
Contractor/In-house Service Provision.....	2.3
Functions covered by Plan	2.4
Scope of the Food Service	2.5
Demands on the Food Service	2.6
Enforcement Policy	2.7
Performance Measures	2.8
Service Delivery	3.0
Food Premises Inspection Programme	3.1
Food Complaints	3.2
Home Authority Principle	3.3
Advice to Businesses & Partnerships	3.4
Food Inspection (Imported Foods)& Sampling	3.5
Food Poisoning and Infectious Disease Control	3.6
Food Safety Incidents	3.7
Liaison with Other Organisations	3.8
Food Safety and Standards Promotion	3.9
Resources	4.0
Financial Allocation	4.1
Staffing Allocation	4.2
Staff Development Plan	4.3
Quality Assessment.....	5.0
Review	6.0
Review against Service Plan	6.1
Variation from Service Plan	6.2
Areas of Improvement – Action Plans.....	6.3

FOOD SAFETY ENFORCEMENT FRAMEWORK AGREEMENT SERVICE PLAN

1.0 SERVICE AIMS AND OBJECTIVES

1.1 Aim and Objectives

To discharge the statutory function and responsibilities of existing and proposed food safety legislation by providing sufficient enforcement activity, advice and education in the field of food safety, to remove ill health and injuries from food activities.

1.1.2 To carry out a planned programme of food premises inspections on a prioritised risk assessment basis; to respond to food complaints; and to promote food safety by education and any other means.

Note: This document also incorporates those areas of work activity, which are closely linked to food safety such as water supplies and infectious diseases.

1.2 Vision

Our vision is: “***to ensure that the residents of South Kesteven are proud of their district and their Council***”

The corporate aims of the Council are 7 in number and linked to the portfolios of our 7 cabinet members. Our overall aim is to ensure “the Communities of South Kesteven are led by a council committed to *Quality*”. The clearest link in respect of Food Safety is to *Environment* where the aim is “to ensure the communities of South Kesteven have an attractive environment that is clean healthy and free from pollution.” Further potential links are with *Cultural, Economic, Community Affairs and Technology*.

A review of Council priorities is underway and it is likely that Food Safety will generally fall under the category of a Statutory Service. The setting of service standards will follow on from this process and will need to take account of Government Codes of Practice and similar. (see para 1.4 below)

1.2.1 Food Safety Enforcement is an important part of the Council’s activity, especially as food growing, preparation, production and retailing form a very significant part of the economic and social well being of the District. Several of the major employers of people in the district are now food producers, for example, 2 factories in the Grantham area provide direct employment for over 1,800 people. The last 25 years has seen a dramatic increase in the number of leisure and cultural facilities in the district and in very many cases these are associated with the consumption of food and drink. The trading environment in the district now provides for a diverse variety of food outlets, which are of benefit to local residents and an increasing number of visitors.

All these activities are providing both direct and indirect employment and assist in providing enhanced economic activity, improved quality of life, the continued well being of the area, potential access to a healthy and fulfilled lifestyle and low levels of unemployment.

1.2.2 Part I of The Local Government Act 2000 places a duty on local authorities, having consulted with its partners to prepare "Community Strategies" and gives powers to promote local "well being". The development of such a strategy by the District Council and its partners has been completed. The importance of food and drink is noted directly in the Health Section of the Strategy. Links between this document and the Community Strategy will continue to be noted and evaluated.

Links with Best Value Reviews

1.3 South Kesteven District Council is also fully committed to the Government's Best Value initiative and the securing of continuous improvement in the exercise of all its functions, having regard to a combination of economy, efficiency and effectiveness. The key principles of Best Value are to Challenge, Consult, Compare and Compete. Food Safety Enforcement is included within a cycle of reviews as part of a review of the Commercial functions of Environmental Health Services.

The Draft Best Value Indicators (BV 166 and its successors) for 2004/2005 are also noted and the District Council is committed to achieving a high level of compliance with these indicators.

1.4 **Basis for Service Provision**

Food Safety is a statutory responsibility placed on Local Authorities and the standards expected by Central Government are set out in various Codes of Practice made under Section 40 of The Food Safety Act 1990. At present 20 Codes have been published. This document sets out this authority's arrangements for complying with Code of Practice responsibilities.

Note: Codes of Practice are currently under review and revised codes are expected shortly, where confirmed, some amendments e.g. imported foods, have been incorporated within this document. It should be noted that increased demands upon the service, as a result of increased inspection frequencies at higher risk premises, are likely. It should also be noted that new European Regulations are anticipated in January 2006 and that these may well have resource implications both before and after implementation.

2.0 BACKGROUND

2.1 Profile of South Kesteven District Council

The population of the district is approximately 126,000. This figure is subject to fluctuation during the summer months with Stamford being a significant tourism attraction.

The district covers an area of 364 square miles or 94,340 hectares in the South Western part of Lincolnshire bordered by Cambridgeshire, Northamptonshire, Rutland and Nottinghamshire. It is by linear measurement a maximum distance of approximately 45 miles, north to south and 20 miles east to west. The district is mixed urban and rural with four main population centres located at Grantham, Stamford, Bourne and the Deepings. Environmental Health Services is located at Grantham, which is approximately 30 miles by road from the Deepings and 20 miles from Stamford and Bourne. Urban areas account for 3.5% of the area of the district. Large numbers of food businesses are situated a distance from the Offices at Grantham and travelling is therefore a significant factor.

Please see Appendix 1 for SKDC Organisational Structure.

2.2 Organisational Structure

Food Safety falls under the responsibility of the Environmental Health Manager (Commercial) who is lead officer for the function. Liaison arrangements are in place with the Lincolnshire County Council and other bodies such as Primary Care Trusts, The Health Protection Agency, DEFRA and The Meat Hygiene Service. A Public Analyst (PA) has been jointly appointed with Lincolnshire County Council Trading Standards Department and is used by this authority together with the Health Protection Laboratory Service for food examination.

2.3 Contractor/In-house Service Provision

Most food functions with the exception of laboratory analysis and occasional transport of samples are carried out in house. Due to staff shortages resulting from several practitioners leaving our employment, contractors have been used in the past year to carry out some inspections of food businesses and it is intended to continue with this arrangement for part of the period to which this document relates. All contractors used have satisfied the section as to their qualifications and competency. A newly qualified practitioner will be taking up post in late June and advertisements for 2 further practitioners have been agreed.

2.4 Functions Covered by Plan

This document incorporates the service delivery plans for all food safety functions carried out by the District Council and furthermore includes the delivery plans for private and public water supplies and infectious diseases, even those not necessarily spread by means of food or water. Food and water sampling is included but not swimming pool sampling which is part of the Health and Safety Service Plan.

2.5 Scope of the Food Service

Our food safety service is provided by a multi-function team of qualified practitioners, within Environmental Health And Licensing who are also responsible for delivering the following services.

- Health & Safety at Work Enforcement
- Licensing of Skin Piercing
- Health Promotion
- Infectious Disease Control
- Private/Public Water Supply Monitoring
- Shops Act Enforcement
- Corporate Health and Safety

As a District Council we are responsible for enforcement of all food safety matters with the exception of those involving product labelling, weights & measures, and animal food stuffs, which are dealt with by the Lincolnshire County Council Trading Standards Department.

2.6 Demands on the Food Service

Premises Profile

Food business are assessed and scored after each inspection in line with guidance given in Code of Practice 9. These scores categorise the businesses into risk bands. Band "A" being the highest risk and most frequently inspected. Projected visits for the period 2004/05 as at 1 April 2004 are as follows.

		RISK CATEGORIES	
Number of Businesses Due for inspection 2004/05		Frequency of Inspection	Annual Visits for 2004/05
A -	17	6 Monthly	34
B -	190	12 Monthly	190
C -	299	18 Monthly	299
D -	30	24 Monthly	30
E -	83	36 Monthly	83
F -	46	60 Monthly	46
Total:			682

1,249 businesses are included in the FSA list, from which the programme of hazard visits for the year 2004/2005 is generated.

There are an additional 150 premises previously used as food businesses and approximately 50 premises which are proposed to be used as food businesses and will require visits to check if opened. If opened these businesses will be added to the visit programme.

The following premises are registered, approved or licensed

Food Registered*	1,195
Licensed as Butchers Shops	30
Industrial Standard Meat Product Approved	4
Non Industrial Standard Meat Product Approved	6
Fish Product Approved	2
Seasonal Poultry Slaughter Houses	5

* Not all food business are required to be registered.

In addition it should be noted that, within the District very large scale processing of salads and vegetables for national and international consumption is carried out as well as repackaging at 5 premises. Four large cold stores are also situated in the Grantham and Bourne areas. Approximately 10 certificates for food exports to non-EU countries are issued in a typical year.

2.6.1 Service Availability

Environmental Health And Licensing is based in the Grantham Office operating within the hours of 8.45am - 5.15pm Monday to Thursday and 4.45pm on Fridays. A facility for out of office hours contact with officers is in place and out of office hours visits to premises are regularly carried out in order to assess standards of hygiene at the time the business is trading.

2.7 Enforcement Policy

A documented Enforcement Policy has been produced. It was last revised in December 2001 and has been approved by The District Council. In addition the District Council has signed up to the "Enforcement Concordat" as promoted by the Cabinet Office. All officers are expected to act in accordance with this policy and procedures are in place to assess and monitor compliance with the policy. The policy is available for local businesses to view and has been widely circulated.

2.8 Performance Measures

Several internal performance monitoring measures are in place

- Achievement of 100% of inspections due by hazards to satisfy Code of Practice 9
- Response times for:
 - (a) Food stuff and food premises complaints
 - (b) Infectious disease investigations
 - (c) Private water supply complaints
- Quality and clarity of information provided to service receivers
- Quality and accuracy of information added to the database
- Timely production of statistical returns to the FSA
- Accompanied visits with officers
- Benchmarking with other authorities
- Full compliance with the Enforcement Policy
- Monitoring against targets in the Health Promotion Plan
- Customer satisfaction with the service received
- Regular re-tendering of the Private Water Supplies analyses contract
- Sampling of Private Water Supplies in accordance with statute

3.0 SERVICE DELIVERY

3.1 Food Premises Inspections Programme

It is the Council's policy to ensure that a 5 year inspection programme is established and maintained for food premises. The premises will be inspected no less than in accordance with the minimum requirements of the Food Safety Act 1990 Code of Practice No. 9.

A documented procedure for the inspection of food premises is in place ie "Procedure for Inspecting Food Premises". The importance of food hygiene training and businesses understanding and implementing the Hazard Analysis Critical Control Point (HACCP) system is emphasised in our guidance. It is a section policy to promote HACCP and documented systems at our food businesses and to secure a high proportion of businesses with HACCP systems.

Only officers qualified and experienced in accordance with the Food Safety Act 1990 Codes of Practice shall be authorised to carry out food safety inspections. A documented policy for the appointment and authorisation of officers is in place.

Premises Profile

Producers	12
Slaughterhouses	3
Manufacturers	30
Packers	0
Importers	0
Distributors	32
Retailers	329
Restaurants/Caterers	824
Manufacturers mainly Selling by retail	19

3.1.1 Projected Food Business Inspections by Hazard Scores

Projected visits calculated in accordance with Food Standards Agency (FSA) Annual Return Guidance indicate that **682** inspections will be generated by hazard scores in the next 12 Month period.

Note: However it should be noted that revised Government Codes of Practice are anticipated shortly. These may well impact upon workloads and initial indications are that these will result in an increase in demand upon the service, due to up-rated inspection frequencies at higher risk premises.

3.1.2 Additional Food Business Inspections

In addition to those inspections identified in 3.1.1 above several inspections will be generated as follows;

Untised Premises at Supermarkets	15
Rescheduled by Practitioners (see below)	20

Notwithstanding the minimum frequencies set out in FSA Code of Practice No. 9 the following premises are inspected on an annual basis.

- (a) Licensed Butchers Shops x 30
- (b) Seasonal Poultry Slaughterhouse x 3

The following premises are inspected on a 6 monthly basis

- (a) Large Food Producers x 4
- (b) Large NHS Hospitals x 2

In addition to the above, new premises and those reopening after closure will require inspection.

Total number of food businesses at which a food hygiene inspection will be carried out in the next 12 month period is estimated as 750

3.1.3 Other Visits to Food Businesses

Food revisits to check on required works are scheduled in accordance with the document "Procedure for Inspecting Food Premises". On the basis of previous experience the number of revisits projected for the year 2004/2005 is 440 or 37 average per month. In addition 440 or average 37 per month survey or sampling and advice visits are projected.

The total number of other visits to food businesses scheduled in the next 12 month period is estimated as 880

3.1.4 Specialist Areas of Food Safety Enforcement

Factories producing specialised foods e.g. salads, bean sprouts, vegetables, ready meals, poultry products and meat products are inspected by dedicated staff with experience and expertise in the production of the products concerned. The necessary requirements for competency are set out in the section's authorisation policy.

All other premises are inspected by officers holding the necessary qualifications, as required by Codes of Practice.

3.1.5 (a) Approval of "Vertical Directive" Manufacturing/Processing Premises

Regulations made under EU Directives require that certain premises dealing with:

- Meat and Meat Products
- Fish and Fish Products
- Dairy Products

must be approved by the Food Authority

The approval process is complex and involves close involvement with the business throughout the various stages of planning the facility, processes and product launch. Immediately prior to opening, a very detailed audit must take place before the final approval number can be issued and food can be released for human consumption.

The unique premises approval number, which is applied to the packaging, enables food to be distributed throughout the EU and the UK without further restriction.

Major refurbishment and extensions of production facilities, which are already approved, must go through a similar process before launching product from the altered factory or premises.

3.1.6 (b) Approval of non Vertical Directive Manufacturing/Processing Premises

Premises not covered by Vertical Directives do not require an official approval number but will nevertheless need to satisfy the Food Authority that they comply with the Food Safety (General Food Hygiene) Regulations 1995 prior to producing food. The process is therefore similar to that used for approved premises.

Resources

Time allocated to the inspection of premises and administration of the inspections by Environmental Health Practitioners is (based on figures for 2002/03/04) projected for the year 2004/2005 as 1,500 and 1,050 hours respectively. Time allocated to revisits at premises and administration of revisits by Practitioners is projected as 540 and 215 hours respectively.

Note: Not including travelling

3.2 Food Complaints about Premises and Foodstuffs

It is this Authority's policy to ensure that all relevant food complaints are appropriately investigated and dealt with having regard to the Food Safety Act 1990 and the various Codes of Practice, together with guidance issued by the Food Standards Agency and LACORS.

Officers are required to operate in accordance with the Section's "Food Complaint Procedure", which includes response times for various complaints.

Depending on the complexity of the food complaint, the investigation process will vary considerably. In almost all cases of food premises complaints, a visit to the premises will be necessary.

Referrals to us of foodstuff complaints made under the Home Authority Principle (see para 3.3) can be very complex and often involve detailed inspection and investigation of a food manufacturing plant, taking 6-8 hours to complete the technical and administrative process.

Other foodstuff complaints received and investigated by this office as the investigating authority will often not require a site visit as the food may well have been sold but not produced within the District, but nevertheless such investigations are often lengthy and time consuming.

Less complex complaints may only take 2-4 hours. Many of our complaints relate to food manufactured in South Kesteven. The approximate average time to deal with the various types of food complaints would be 4 hours. It is projected that 45 visits per annum will be made following premises and foodstuff complaints.

The Average Number of Formal Food Premises and Foodstuff Complaints Per Year is estimated as 250

Resources

Administrative Support, and Practitioner time spent on all “Commercial Complaints” equates to 31.0 hours per week it is estimated at least 2/3 of this time is spent on foodstuff or food premises complaints. (Not including travelling)

3.3 Home Authority Principle

It is the policy of this Council to adopt the Home Authority Principle where appropriate and to act within the “Guidelines for Home Authorities” issued by LACORS.

The resources available to deal with all aspects of food safety and in particular the food manufacturing industry are limited and for this reason only the “Essential Elements” contained within the LACORS Home Authority Guidelines will be available to local businesses.

The majority of the “Essential Elements” in the Home Authority Guidelines are expectations placed on a Food Authority from legislation and include inspection and approval of premises, investigating food complaints and sampling. The resources needed to carry out these functions are included under the relevant sections of this plan.

Formal Home Authority Agreements exist between the Council and four of the largest local food businesses. In addition this authority is home authority for “Hyder Catering”. (School meals provision for Lincolnshire).

These agreements include certain enhancements over the Essential Elements, which include regular annual meetings and offering advice on corporate policy documents and procedures.

The partnership agreements have been very beneficial to the businesses and have assisted the District Council to improve consistency of operations and practices throughout their operations, which contribute to food safety locally, nationally and indeed in other EU countries.

Resources

- An average of 40 hours per annum of Practitioner time is normally expended on the specific area of the Home Authority Principle advising businesses with which we have partnerships. (Not including travelling)

3.4 **Advice to Business**

It is the policy of the Council to encourage practitioners whenever possible to offer advice to businesses as we see this as the first step towards achieving compliance and to act as enforcement officers only if this educational approach fails. This graduated policy for enforcement is reinforced in FSA Codes of Practice and is recommended by LACORS.

The Food Premises (Registration) Regulations require a minimum of 28 days notice to be given to the Food Authority prior to businesses opening. This is to give the authority an opportunity to inspect the premises and offer advice on compliance before they commence preparing or selling food.

Offering advice is an integral part of the food safety practitioner's work and it cannot be separated from routine inspection or enforcement activities.

In addition to the advice given during routine inspections approximately 150 requests for advice at proposed new businesses or businesses proposing significant alterations and requiring a site meeting will be received during the year.

3.4.1 **Working with Business**

South Kesteven District Council is committed to maintaining liaison with food businesses in the district as demonstrated in 3.4 above.

In addition to the above, specific arrangements are effected as required to inform businesses of new legislation e.g. seminars held in 1995 and July 2000 for the introduction of The Food Hygiene (General) Regulations and Butchers Licensing, respectively. Businesses are regularly surveyed with service user surveys and the results of these surveys are collated, assessed and acted upon as necessary. New businesses, premises or proprietors are identified and contacted by various means such as planning/building control applications, liquor licence applications, surveys, legal searches etc. At present other than those previously mentioned, no formalised, regular arrangements for liaison and partnership with local food businesses are in place, any such arrangement would have resourcing implications.

Formal contact by businesses which results in a visit to a commercial premises is recorded as a premises visit, service requests by business e.g. phone enquiries are recorded in totality as service requests on time sheets but not as visits.

Service requests are estimated at in excess of 25 per week for food related matters.

3.5 Food Inspection (Imported Foods) and Sampling

It is the policy of the Council to carry out sufficient examination and sampling of foods and water to satisfy the requirements of Codes of Practice and Statute and to monitor standards in the District.

The FSA have stated that the control of imported foods is seen as a key responsibility for local authorities. This follows the recent Foot and Mouth disease outbreak and other incidents associated with illegal imported foods. The identification/examination of imported foods and their provenance has in the past year been added to the workload of practitioners during inspections. It is understood that this will be confirmed as a requirement by the revised Codes of Practice. Routine food sampling is carried out in combination with drinking water and bathing water sampling. A "Sampling Policy" for all samples taken by the commercial section is in place together with a system of work for such sampling. Food sampling is carried out in accordance with an agreed Lincolnshire programme. These samples are submitted to Lincoln Public Health Laboratory. Food sampling may also be carried out following complaints or similar, and specimens are submitted to the Public Analyst for determination. In addition special surveys of premises are undertaken using rapid analysis technology to analyse swabs for cleanliness and electronic recording devices to monitor and record the performance of temperature control equipment. (Biotrace and Ecolog Monitoring).

Resources

Revised Government Codes of Practice, anticipated shortly, will require food authorities to detail the resources they will allocate to imported foods control. Samples resulting from complaints are examined within Environmental Health Services and where necessary submitted to the Public Analyst (PA). Approximately 100 food stuff complaints are received in a typical year, on average 10 would be sent to the PA. Programmed annual food and water samples total about 140 and 240 respectively. A total of 36 Biotrace/Ecolog surveys are projected.

Time allocated to the sampling of foods (based on years 2002/03/04) for both Administrative Support and Practitioners is 420 hours. The time allocated for water sampling is 330 hours. (Not including travelling)

3.6 Food Poisoning and Infectious Disease Control

It is the policy of this Council to respond with appropriate haste to all notifications of food poisoning and infectious diseases.

A protocol to guide the investigation of notifications of food poisoning and infectious disease has been developed in association with the CEHO Lincolnshire Food Group and Lincolnshire Health (Primary Care Trust) "Infectious Disease Guidance". This document includes agreed response times for various infections.

Liaison takes place with: GP's, Hospitals, Health Protection Agency, Primary Care Trusts, Other Local Authorities, DEFRA, The Meat Hygiene Service, Anglian Water Services Ltd., Food Businesses and the Food Standards Agency depending upon the circumstances of each case.

It is difficult to pre-plan the availability of staffing resources for this activity as individual notifications and outbreaks cannot be predicted and are sporadic.

When incidents occur it may be necessary for a whole team to become involved. The investigation must take priority and other work is rescheduled. This can create problems in other areas of work activity. Serious consequences for public health can result from illnesses that produce notifications. Responses by the Section must be made within the agreed maximum time scales set out in the protocol.

Infectious Diseases do not respect this Council's boundaries, therefore in addition to the common Lincolnshire protocol, close liaison must exist between other Local Authorities and external agencies. To ensure the co-operation exists, Countywide exercises take place. An Inter Authority Audit with the then Lincolnshire Health Authority has also been carried out and recommendations arising from the audit have been implemented.

Emergency cover exists through the Council's "out of hours" service arrangements.

Resources

Typically up to 290 notifications of Infectious Disease are received each year of which approximately 270 are regarded as significant by EH&L and will be investigated in accordance with the above-mentioned protocol. Total time spent on all aspects of Infectious Diseases averages at about 16 hours per week made up of 2.25 hours Administrative Support and 13.75 hours Practitioner time. (Not including travelling). It should be noted that workloads can increase dramatically in the event of an outbreak.

3.7 Food Safety Incidents

Food Hazard Warnings are defined in the Food Safety Act Code of Practice No. 16. This sets out the actions local authorities are expected to take. It is the Council's policy to respond with due haste and in line with the Code of Practice.

The procedure for dealing with such incidents is set out in the Environmental Health Services document. "Foodstuff Complaints and Hazard Warnings" This policy incorporates procedures intended to satisfy the requirements of Codes of Practice and other documents.

Hazard warnings received in the previous year were:

Category A Immediate Action	0
Category B Action	10
Category C Action as Deemed Necessary	22
Category D Information Only	25
Total	57

The level of response necessary for each Hazard Warning is extremely variable and therefore very difficult to project

3.8 Liaison with Other Organisations

The Council recognises the importance of acting in a consistent manner with adjoining authorities.

Arrangements in place to ensure that enforcement action taken in this District is consistent with those of neighbouring Local Authorities include:

1. Membership of Lincolnshire County CEHO Food Group which has and continues to:
 - encourage development of common protocols;
 - organise consistency training events and exercises;
 - organise and conduct consistency audits (Inter Authority Audits);
 - liaise with other county food groups;
 - organise county benchmarking studies.

(The EHM (c) who is lead officer for Food Matters is the Secretary of the above Group.)

2. Membership of Lincolnshire County Infectious Disease Sub-Group in partnership with relevant Primary Care Trusts
3. Membership of The Lincolnshire Environmental Health Group
4. Consultee for relevant Planning and Building Control applications
5. Compliance with LACORS guidance
6. Best Value meetings with our Welland Partners and other Benchmarking Groups

3.8.1 Liaison Within the Council

Regular liaison is held as necessary with other departments of the Council such as Legal Services, Planning and Building Regulations sections. The database of commercial premises is maintained and updated by using mechanisms such as, Local Authority Searches, The Rating Register, Liaison with the Property Management Group as well as surveys of the District etc.

Resources

An estimate of the resources to service the above liaison arrangements is approximately 50 working days of Practitioner time. (Not including travelling).

3.9

Food Safety and Standards Promotion

The Council recognises the importance of Food Safety Promotion within the framework of an Environmental Health And Licensing Health Promotion Plan.

Promotional work is carried out by means of the following:

Provision of information detailing the providers of Basic Food Hygiene training.

Identifying and communicating with ethnic groupings and facilitating training both at basic and a higher level.

Supporting and supplementing national campaigns run by the FSA and others.

Forming partnerships with local private sector trainers to facilitate food hazard analysis (HACCP) training for local food businesses.

Issuing press releases and giving media interviews in appropriate circumstances.

Giving presentations to Schools and similar, community groups and others.

The provision of a National Food Hygiene Award scheme is still under consideration by the FSA. The adoption of any such scheme by this authority will have resourcing implications. The possibility of introducing a "Healthy Premises" award in South Kesteven has been explored, this would relate to food hygiene, smoking and diet. The adoption of such an award would be inline with current thinking expressed within the Community Strategy (Health Section), and would have training and resourcing implications for the Environmental Health and Licensing. The provision of any award will be determined by the current review of Council priorities.

Resources

Current Commercial Administrative Support and Practitioner time which needs to be assigned to Health Promotion to achieve existing aspirations is assessed as 6-10 hours per week. The recently created partnership with private sector training providers has necessitated additional staffing resources from within the Section to manage and oversee the programme. The implications of the above proposal for a "Healthy Premises" Award are also noted.

4.0 RESOURCES

4.1 Financial Allocation

Extracts from the Council's budget sheets indicate as follows:

Actual 1999/00	Actual 2000/01	Actual 2001/02	Actual 2002/03	Budget 2003/04	Actual 2003/04	Budget 2004/05	
£	£	£	£	£	£	£	
240,500	227,300	233,848	252,544	234,240	* 187,030	206,830	Food Safety including Port Health
16,400	10,900	13,074	12,462	11,805	* 9,822	13,880	Water Quality
25,900	32,900	29,016	37,986	26,509	* 26,467	29,580	Infectious Disease Control
12,200	11,400	7,399	4,895	7,594	* 8,245	9,050	Health Ed. (includes health, home safety, leisure environment and food safety)
295,000	282,200	283,337	307,887	280,148	* 231,564	259,340	

*

Note: A projected figure for actual expenditure for 2003/04 is shown, as staffing /on costs were not available at the time of writing this report, other expenditure was broadly inline with budget. Staffing costs have been varied by the resignation and non-replacement of several Environmental health Practitioners during the financial year.

Budgets for Water Quality, Infectious Disease Control and Health Education are shown as these link to the main budget for Food Safety.

A detailed breakdown of the budget for year 2004/2005 is as follows:

FOOD SAFETY

<i>Description</i>	<i>Next Budget</i>
Miscellaneous Equipment	1,000.00
Miscellaneous Materials	1,000.00
Books & Publications (inc. papers)	150.00
Internal printing charges	750.00
Pooled photocopiers	140.00
Consultant's fees	1,000.00
Misc. fees – calibration	300.00
Subscriptions	550.00
Environmental Services – Admin	31,130.00
Health Services - Commercial	175,510.00
 <u>Totals:</u> <u>211,530.00</u>	

FOOD SAFETY (INCOME)

<i>Description</i>	<i>Next Budget</i>
Charges for service	150.00
Licences – butchers	3,350.00
Misc. other recoverable charges	1,200.00

WATER QUALITY

<i>Description</i>	<i>Next Budget</i>
Miscellaneous equipment	200.00
Consultant's fees	5,000.00
Environmental Services - Admin	0.00
Health Services Commercial	10,710.00
Health Services Environment	170.00
Misc. other recoverable charges	2,200.00

INFECTIOUS DISEASES

<i>Description</i>	<i>Next Budget</i>
Books & Publications (Inc. Papers)	100.00
Environmental Services - Admin	3,680.00
Health Services - Commercial	25,800.00

HEALTH EDUCATION

<i>Description</i>	<i>Next Budget</i>
Miscellaneous Materials	100.00
Uniforms	0.00
Books & Publications (Inc Papers)	0.00
Internal Printing Charges	0.00
Subscriptions	250.00
Environmental Services - Admin	0.00
Health Services - Commercial	8700.00

4.2 Staffing Allocation

The staff allocated to Food Law Enforcement (includes Infectious Diseases, Sampling (food and water) Port Health, Health Promotion (80%) and Complaints (66%) are based on the previous financial year as follows (figures for year 2000/01 and for 2002/03 are shown for comparative purposes in brackets) :

Note: (1) the figures shown for 2000/01 and 2002/03 and 2003/04 in respect of the EHM © refer to the aggregate of 2 previous PEHO posts.
 (2) EHO time for 2003/04 includes overtime and contractor time

*Environmental Health Manager (Commercial) – Manages the Commercial Team and is lead food officer and is also responsible for other services such as Health and Safety enforcement, Water Supplies, Infectious Diseases and Corporate Health and Safety. Is responsible for visit allocation and ensuring the risk assessment programme is met. Actively involved in meeting the risk inspection programme targets and responsible for approvals, accompanied visits, internal audit, policy and liaison.	Full Time Equivalent
	2003/04 02/03 00/01
	0.67 (0.72) (0.80)
*Environmental Health Practitioner (EHO) – Contributes to risk inspection programme targets and qualified to deal with all Food Safety and associated activities.	1.33 (1.38) (2.70)
Environmental Health Practitioner (Technical Officer) – Involved in operation of food sampling programme, investigation of infectious diseases, low and high risk food inspection programme targets, qualified to carry out low and high risk food premises inspections.	2.56 (2.63) (1.80)
Administrative Support Officers – Carrying out all administrative support duties associated with food safety, infectious disease control, water supplies etc.	1.09 (1.24) (1.30)

*Qualified to undertake all aspects of food law enforcement under Food Safety Act Codes of Practice.

The CIPFA annual activity analysis indicates that 33% of Environmental Health Services. Staff time was allocated to food safety, port health, and infectious disease control activities.

4.3 Staff Development Plan

Article 2 of our Corporate Principles confirms our employees are valued and will be recruited, developed, motivated and empowered through the principles of fairness and continuous development. Accordingly, the Council recognise it is essential that staff in food law enforcement are qualified and trained in accordance with the Food Safety Act Code of Practice and it is Council Policy to ensure that a suitable development and training plan is in place. This is effected via the Investors in People approach and associated appraisals to ensure officers are suitably qualified and maintain competency as required in Code of Practice No.19 which specifies at least ten hours per annum ongoing training for officers in food matters.

On going training of all staff is arranged as necessary and this includes:

- Attendance at approved training courses to qualify staff as required by Codes of Practice
- Regular in-house briefings during Team Meetings as well as ad hoc specific meetings
- Attendance at training events organised jointly with legal services to assist in compliance with required legal procedures
- Attendance at training events co-ordinated by the Lincolnshire CEHO Food Group
- Attendance at appropriate training events organised by the Food Standards Agency, LACORS and other agencies.
- Attendance at training courses to enable the FLARE software system to be better utilised.

Note: revised working arrangements are currently being trialled and the use of software systems to facilitate remote working are being evaluated.

A total budget of £8,400 is available towards relevant training for all commercial officers of which it is estimated 33% will be allocated to food related training. Training already arranged includes a) Improvement and Prohibition Notice Training b) Infectious Diseases up date Training c) Lincoln Health Protection Laboratory Training Day and d) attendance at the CIEH East Midland Centre, Regional Conference. Further training is projected for (a) Consistency in Hazard scoring of premises (b) Auditing of Large Food Premises and (c) Sampling Techniques. A new Code of Practice for food related matters is expected shortly and if brought into effect will necessitate training. The potential for staff to receive training in dietary matters and the control of tobacco smoke has also being explored to facilitate the matters outlined in para 3.9

5.0 Quality Assessment

The Council is committed to the principle of Best Value and continuous improvement, including the provision of a quality service and associated reviews of quality measures.

The following measures are in place to assess the quality and levels of performance achieved in food law enforcement:

- Documented procedures including:
 - Inspection of Food Premises Guidance
 - Foodstuff and Premises Complaint Investigation Guidance
 - Investigation of Food Poisoning and Infectious Diseases Guidance
 - Food and Other Sampling Guidance

The following measures are in place to assess the quality and levels of performance achieved in food law enforcement:

- Auditing of food related work by the EHM © to measure and assess compliance with the above guidance, and assessment of Service User Surveys and follow up investigations in the event of critical comment by service receivers
- Collation and publication of national and local key performance indicators
- Benchmarking against other local authorities
- Development, organisation and implementation of Inter Authority Auditing for the Lincolnshire Food Authorities
- Accompanied visits by the E H M (c) to ensure consistency in inspections.
- Carrying out of internal audits by KPMG and implementing an action plan for the findings of such audits
- Achieving and maintaining the Investors in People Award

A policy document setting out the Quality measures in place has been produced.

6.0 REVIEW

6.1 Review against the Service Plan

- Current resources available are **not** considered sufficient to maintain the levels of performance projected for the coming year. However, a recently qualified practitioner will be commencing employment in late June and advertisements for 2 further practitioners have been agreed. The replacement of the 3 practitioners who have left in the previous 12 months should, subject to exceptional circumstances, provide sufficient resource in respect of:

Inspections
Revisits
Special Visits
Other Advisory Visits
Complaints
Infectious Diseases
Food Examination /Sampling
Home Authority Work

- Additional and better links to and partnerships with businesses and individuals affected by the service remain an aspiration. It is hoped that development of the Community Plan the Local Strategic Partnership and Town Centre Management groups may inform this process.
- Work will continue the development of Environmental Health Services Health Promotion plan including the promotion of food safety.
- To review and redraft as necessary internal policy and procedural documents. All documentation relating to food safety, infectious diseases and water supplies to be reviewed within the period, subject to the receipt of revised Central Government Codes of Practice.
- To seek to comply with and achieve all relevant Best Value Indicators and maintain continuous improvements.
- To carry out any necessary training and to review policies in the event of revised Codes of Practice being brought into effect

6.2 **Identification of any Variation from the Service Plan**

A review will be carried out at the completion of the year, together with ongoing assessments during the year to identify any variations from the plan.

6.3 **Areas of Improvement**

Any areas of improvement identified by the review will be specified in an Improvement Plan.

D F Price
Environmental Health Manager (Commercial)

June 2004