



South Cambridgeshire District Council

Health & Environmental Services

Food Safety Service Plan 2011/12

This Plan links to the Corporate Aims and Approaches and also the service objectives, which are provided in the Health and Environmental Services Plan



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Approved:



INVESTOR IN PEOPLE

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Front cover photograph show Gog Magog Butchers who are an 'Elite' rated premises and are the first Butcher in South Cambridgeshire to fully implement the butcher Food Safety Management Pack

1.0 Introduction

South Cambridgeshire food businesses are amongst the best in the country. The high levels of food hygiene and safety and commitment to maintaining standards by local businesses contributes to the high standards of health for people and communities of our District. This Service Plan sets out how SCDC Environmental Health Officers will work with local food businesses over the next year to maintain these high standards and and high levels of public confidence. The hygiene of food businesses is a local and national enforcement priority because of the potential high impact in terms of ill health caused by unhygienic food businesses and the high costs of treatment and care to the economy.

This Service Plan sets out the food safety and hygiene law enforcement activities to be delivered by South Cambridgeshire DC under the Food Safety Act 1990 and associated EU Directives. We work closely with Cambridgeshire CC Trading Standards who are responsible for food standards and descriptions, and controls on animal feedstuffs.

This Service Plan is a comprehensive document covering the entire food hygiene enforcement function set out in accordance with the requirements contained in the Framework Agreement on Local Authority Food Law Enforcement, published by the Food Standards Agency.

All businesses are treated in an equal manner in line with Council's guidance, policies and procedures.

In all our activities, account is taken of the ability of proprietors to understand written and spoken English. Where appropriate, written and verbal translations are provided. Contraventions and recommendations are always phrased in a clear manner.

1.1 Background

1.1.1 Profile of the Authority

The area served by SCDC is approximately 350 square miles, much of which is farmland given to primary production of food, mainly cereals and vegetables. Villages range from small rural settlements to suburban and new village settlements such as Bar Hill and Cambourne. There are no large towns within the district, the largest village currently having a population of 7,060. (census 2001)

There is increasing pressure from development, particularly research and high technology industries and new housing. South Cambridgeshire is part of the Eastern development growth area. The population of approximately 138,000 is rapidly expanding. New build and new villages will take the population to an estimated 170,500 by 2021. The village of Cambourne is continuing to develop and will have a growing population of up to 10,000 persons. Additionally the preparatory work has commenced for the proposed new village of Northstowe. It is currently estimated that when completed the population will be about 15,000 people.

With this projected growth it is anticipated that there will be an increase in the number of food businesses in the District . This increase in business numbers has already started. South Cambridgeshire is one of the largest growth areas in the country at the present time.

2.0 Service Overview

2.1 The service aims and approaches and actions are included in the overarching Health and Environmental Services Plan 2011/12.

2.2 Profile of the Service

The Environmental Health food safety team contributes to the health and wellbeing of South Cambridgeshire's people and communities by ensuring that risks to a person's health through food are properly controlled via education, advice and enforcement. It is the aim of the Authority to ensure that food produced, prepared or sold in South Cambridgeshire is safe and without risks to health and meets appropriate quality standards.

The Authority has regard to the Regulator's Compliance Code and subscribes to the Home Authority Principle, via which we deal with food safety issues centrally for regional and national food producers based within South Cambridgeshire.

2.2.1 The key tasks to deliver these objectives are:

- To maintain a register of all premises where the service enforces food safety legislation.
- To take the most appropriate action to ensure safe food following inspection of relevant food premises including the use of advice, informal correspondence, improvement and prohibition notices, formal cautions and the institution of legal proceedings.
- To educate proprietors of food businesses in food safety matters and their legal responsibilities in relation to their business by the provision of advice, information and training courses.
- To advise on the design of relevant food business premises prior to and during alterations and construction.
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- Consult and engage with food businesses on the service provided.

2.3 Service Delivery

Service is mainly delivered during office hours from the main Council offices situated at South Cambridgeshire Hall, Cambourne Business Park, Cambourne. The service is delivered proactively through programmed inspections and reactively by responding to complaints and requests received by the Service. Service delivery can take place at any food business or at people's homes or place of work.

Businesses which trade out of hours, at weekends or during evenings only are inspected accordingly. An "Out of Hours" 24x7 emergency service exists for dealing with food hazard alerts and warnings and emergency food related issues. A 'Contact Centre Service' is provided which gives access to the service for the public and businesses 8am to 8pm Monday to Saturday inclusive. A second contact centre based in Blackpool covers the remaining hours of the week. All direct telephone lines to the Food Safety Team are connected to answer machines out of hours which also give details of the out of hours emergency telephone number.

Emergencies such as outbreaks of infectious disease will be responded to on demand.

3.0 National and Local Drivers which shape the service

3.1 National Drivers

3.1.1 The Roger's Review – National Enforcement Priorities for Local Authority Regulatory Service

The Roger's Review clarified the priorities that central government considered mattered most in local regulatory services. Within the five priorities 'hygiene of food businesses' is a national enforcement priority. due to the high cost posed to individuals, their families, damage to business and the costs to the economy as a whole. This plan demonstrates that SCDC recognizes the food safety service as a priority area within the total Environmental Health services provided and support it offer to buisnesses to have compliance.

3.1.2 Home Authority Principle and Primary Authority Scheme:

The Authority endorses and supports the Home Authority Principle as advocated by L G Regulator. Officers give advice to companies and other food authorities on either a 'Home Authority' (see section 3.4.2 below) or 'Originating Authority' basis. The Authority will liaise with the Home and or Originating Authority of a company whose premises have been inspected and offences noted which are or appear to be associated with the company's centrally defined policies and procedures.

The Food Safety Service currently has no Home Authority arrangement.

The Food Service is also the Originating Authority for one large manufacturers and the cook chill plant and as such receives requests for information and advice from other Local Authorities investigating complaints or wishing to find out details on processes and refer food complaints for investigation and comment.

The estimated staffing resource for delivering the Originating Authority arrangements is approximately 50 hours..

It should be noted that the Regulatory Enforcement Sanctions Act 2008 set up the Local Better Regulation Office (LBRO) which is charged with monitoring the work of Local Authorities in relation to food safety enforcement. This monitoring will be in addition to auditing and monitoring currently being undertaken by the FSA. The LBRO will also be overseeing a regulatory requirement that all Local Authorities should act as a 'Primary Authority' for any locally based businesses, which operates across more than one LA boundary if so requested by that business. A Primary Authority provides a much higher level of advice and support to businesses and liaises on their behalf with other Local Authorities on any policy and enforcement issues. If a Primary Authority relationship is requested it will have significant resource implications for the service. We currently have had no such arrangements with any of our food businesses.

3.2 Local Drivers

3.2.1 Health and Environmental Services Service Plan 2010/11

The Council has signed up to the Enforcement Concordat, has due regard for the Regulator's Compliance Code and has an agreed Health & Environmental services Enforcement Policy. The service operates to the principles of transparency, helpfulness, proportionality and consistency contained within these documents.

3.2.2 Enforcement Policy

The Food safety service follows the published Health & Environmental Services Enforcement Policy acknowledging the Enforcement Concordat and the Regulators' Compliance Code. The Cabinet Member responsible for food safety matters approved the policy.

3.2.3 Liaison with Other Organisations

The established County Officer Food Liaison Group collaborates well. Departmental procedures are shared Countywide to promote consistency. A yearly workplan is produced and followed. The food officer sub-groups share allocated procedural tasks.

A Chief Environmental Health Officers Group functions at a strategic and management level. It approves the workplan of the Food Liaison Group and monitors its work and output.

Liaison with the FSA, CQC, HPA, and Trading Standards exists through the County Food Liaison Group.

Regular updates of food premises registration information is provided to our Trading Standards and HSE colleagues.

Other partnerships with a food safety agenda include: Include these as drivers in the section above.

- The South Cambridgeshire and Cambridge City Improving Health Partnership.
- Both the Cambridgeshire Obesity Group and the South Cambridgeshire and Cambridge City Locality Obesity Group.
- The Cambridgeshire Food and Health Group.

Close liaison exists inter-departmentally with Building Control and the Planning services with reference to food businesses

3.3 Quality Drivers

3.3.1 Performance Measures

In order to achieve the stated performance the service has identified key performance measures as required in the Health & Environmental Services Service Plan:

- The percentage of food safety inspections carried out for high risk premises and the percentage of other risk food businesses carried out including alternative intervention strategies.
- The percentage of complaints and requests for service, which are responded to within 3 working days.

3.3.2 Access to Quality Services

South Cambridgeshire has introduced a set of service standards that aim to put customers first, deliver outstanding services and provide easy access to services and information. They place the customer at the centre of its service delivery and the food service is required to comply with these standards.

The Contact Centre acts as a first point of contact for food safety enquiries. The staffs are trained to answer questions on food and hygiene issues. The service is available 8.00 am to 8.00 pm six days a week.

Customer feedback is encouraged and welcomed. Each year the Environmental Health Service carries out a Customer Satisfaction Survey, the results of which are considered and acted upon to improve customer service.

The needs of “harder to reach” groups has yet to be addressed and it is hoped that the results of further consultation will be incorporated into the strategy in due course.

Various leaflets are also available relating to specific areas of food and infectious disease control.

3.3.3 Quality Assessment

Performance Indicators have been identified within this Service Plan.

Regular team meetings of the specialist food officers take place.

Internal quality monitoring is undertaken in accordance with:

- The Internal Procedure Monitoring Note.
- Food Premises Inspections – Quality Control.
- Checking of correspondence.
- Checking of drafted notices.

3.4 The Food Service

3.4.1 Organisational Structure

- Qualified and competent officers undertake a range of duties including food hygiene, food fitness standards and the investigation of food borne illness.

- Lead Officer, responsible for Food Safety is Mrs Carol Archibald, Food Control and Health and Safety Team Leader
- The Consultant in Communicable Disease Control (CCDC) is currently Dr Bernadette Nazareth, supported by Dr Kate King at the Health Protection Agency.
- The South Cambridgeshire food safety team deals with food safety issues whilst Cambridgeshire Trading Standards deal with food standards work. All Services work closely together on issues, for example dealing with food alerts from FSA and imported food matters.
- Eurofin UK provides Services of the Public Analyst.
- The Food Examiners are the Health Laboratory service at Addenbrooke's Hospital 6th Floor. The HPA laboratories at Collingdale process food samples that we provide from the sampling programme.
- The Product Contamination Liaison Officer who is based at Huntingdonshire Police Headquarters, will investigate any criminal food adulteration .
- Contractors are also used to assist with any shortfall in food hygiene inspections of Category C and D premises. The use of contractors is restricted to an initial inspection. Any follow up action required, e.g. revisits, service of notices, legal proceedings is referred back to the Service.
- The Food Safety Team is organised into three geographical areas due to the rural nature of the area. Inspections are issued on month-by-month basis and officers may inspect premises or carry out other duties in another officers' district. This helps to ensure that our limited resources are flexible. The demands on the service are high and the team strives to achieve its inspection targets.

3.4.2 Scope of the Food Service.

The Food Safety section of Health and Environmental Services provides the following services and key functions:

- Programmed food hygiene inspections of food premises within the District.
- Health and safety inspections and accident investigations in food premises.
- Responding to food alerts.
- Dealing with food and food related complaints and other service requests.
- Carrying out our annual food sampling programme.
- Registering and licensing food premises and mobile vehicles.
- Dealing with imported food and its origin.
- Education e.g. Chartered Institute of Environmental Health, Levels 1, 2 and 3 food hygiene and nutrition courses
- Website information, including 'Scores on the Doors'.
- Investigating cases of food related illness and other infectious diseases.
- Food Safety awareness campaigns e.g. Food Safety Week.
- Securing compliance with the requirements of the Health Act 2006.

To facilitate maximum efficiency the service is delivered through public/private partnerships. External contractors are used, when necessary, to deliver low and medium risk food hygiene inspections, alternative enforcement work and food safety training courses.

In order to maintain the best quality of service, SCDC retains the inspection of high risk premises by its officers to ensure that resources are targeted on the appropriate categories of premises where risks have been identified. This allows for a greater degree of control over these premises and ensures continuity of enforcement activities.

Food Safety Officers also undertake dual food safety and health & safety inspections of Local Authority enforced premises, based on a risk focused inspection programme.

Emergency food safety issues are currently directed initially to a 24-hour out of hour's officer via a Contact Centre. In addition the Council's fully revised website is used to provide information about food safety services for consumers and business and also provides a direct email address for service requests env.health@scambs.gov.uk

In November 2005 the Service launched its 'Scores on the Doors' website. This provides information to the public and businesses on the inspection standards of the food premises. It has been very successful in improving the standards within food businesses in the District.

3.5 Demands on the Food Service

3.5.1 Profile of food premises – April 2010/11.

There are 1,332 local food businesses mainly of retail or catering nature. There are few large food manufacturers located in the District.

Risk Category	A	B	C	D	E	Other	Total
Number of premises	4	30	359	244	651	44	1,332

3.5.2 National Food Risk Category Descriptions.

The visit frequency is the minimum we are required to carry out.

A	High Risk visit at least every 6 months	D	Low Risk visit at least every 24 months
B	High Risk visit at least every 12 months	E	Very Low risk visit every 60 months or use alternative enforcement strategy
C	Medium Risk visit at least every 18 months		

The profile of the district is updated continuously. The growth and development of the district results in significant coding changes. Registered premises on 01/04/2009 numbered 1085 and has now risen to 1332. This indicates a substantial growth in the number of food businesses of **247**.

Currently there is 1 food business authorised under the vertical directive food legislation.

The following specialist businesses are in the district:

- a) A production plant for Premier Foods producing preserves and pickles for national and international export. They also produce dried potato products and peanut butter.
- b) A central production unit (CPU) producing cook-chilled foods for Regional Hospitals, NHS Trusts and Care Homes.
- c) A bottled Water Plant

3.5.3 Further demands (what are these further demands? Size? Risk? Impact?) will be made on the service in **2010/11** due to:

- Increasing numbers of food businesses that are moving to the area to trade in Cambridge City and SCDC.

3.6 Food Safety Incidents

Officers will, on receipt of any food alerts relating to national food scares and issues, respond appropriately and in accordance with:

- The departmental standard operating procedure
- Code of Practice issued under the Food Safety Act 1990
- Instructions issued by the FSA

The majority of alerts issued by the FSA are FAFI which are for information only. The number of Allergy alerts is increasing but are primarily dealt with by Trading Standards Officers. The Food Alerts For Action, whilst requiring immediate action, are not significant in number but can have an impact upon programmed inspections.

Given the nature of food alerts, it is impossible to predict with any accuracy the likely work demand and resources required. However it is estimated that about 80 will be received this year, requiring different levels of action equating to approximately a total of 10 officer hours. If a food safety incident originates from an activity or business operating within the District then additional resources will be required in terms of officer hours.

3.8 Food Safety Promotion

Food safety promotion work is undertaken by the following methods:

- CIEH level 2&3 food safety training courses are run at intervals during the year and on request if a business has more than 12 delegates this can be undertaken off site. Courses for Specialist groups, i.e. care home wardens and caterers whose first language is not English, are run as required
- Talks to pupils of local educational establishments including schools, colleges, and voluntary groups

Food Safety Officers were in attendance at several events over the summer period promoting the service and especially hand washing and Scores on the Doors. This was well received by the public.

4.0 Service Delivery

4.1 Food Safety and Hygiene.

Food Premises – Hygiene Inspections. The Authority follows the priority rating system identified in the Food Safety Code of Practice and aims to inspect 100% of due high risk premises each and every year. Inspections consist of questioning the food business operator to discover their knowledge of food hazards and an inspection of the premises and food prepared there by observing food handling practices and procedures.

Inspection profile for the year beginning 1st April 2011

Risk Category	A	B	C	D	E	Other	Total
Number of premises	4	29	358	244	680	16	1,332
Inspections scheduled	8	29	175	103	74	9	389

Category A premises are those with the highest risk, whether by the nature of the activities carried on there, or because of poor operating conditions. The minimum inspection frequency for the different categories of premises is given at 3.5.2. Special database software package for logging and tracking inspections and other activities is used. Revisions in the FSA Code of Practice provides the opportunity to deal with low risk premises by means other than an inspection; The Food service is continuing to develop a strategy for these premises through the year in consultation with local businesses and partners.

Revisits are made where there are concerns about food safety. The Food Safety Section has a structured risk based criteria to enable revisits to be prioritised. It is anticipated that 10% of premises inspected will be revisited.

In line with the Enforcement Policy, Hygiene Improvement Notices are issued if work detailed on a previous inspection report has not been completed or if there are serious concerns about food safety during a current visit. These legal notices ensure that improvements are made within a reasonable timescale.

Hygiene Emergency Prohibition Notices are used where there is an imminent risk to health. Officers must always contact the team leader if an imminent risk is found. This will normally involve the immediate closure of the premises. The reasons for closing premises are the discovery of pest infestations (mice, cockroaches), the absence of water / hot water; or very poor control over food hazards and / or cleaning.

4.2 Number of formal actions taken in 2010/11.

Number of premises where Improvement Notices were served	14
Number of premises where Emergency Prohibition Notices were served	0
Prosecutions against businesses for poor conditions	1
Prosecutions against businesses for not complying with a notice	0
Formal Cautions issued against businesses for food safety and hygiene offences	0
Voluntary Closures	0

4.3 Food Hygiene Inspection Changes

4.3.1 Scores on the Doors & Information/Advice

SCDC was the First Local Authority to launch this innovative project, using an externally hosted website in November 2005, and the South Cambridgeshire/Southwark 5 star banding scheme. Subsequently 130 other local authorities have joined together on this website and share a common scheme. Evidence from all involved in the scheme strongly suggests that this innovation has had significant impact on businesses to improve their standards and the project is encouraging business proprietors to engage more with Environmental Health Officers to seek better compliance. The authority is seeing an improvement in the star ratings on re-inspections. The SCDC website also had an increased number of 'requests for information' currently running at around 10,000 per month.

The scores on the doors project has been very helpful in focussing resources at poor and/or failing businesses. There were 62 premises in this category on 31st March 2011. Food premises are rated between zero and 5 stars. Those who score 2 stars or less are visited more frequently to improve the standard before they are re rated. However, these additional visits are to poor or failing premises and are therefore in line with Hampton principles and the requirements of the Regulators Compliance Code. Resources are being prioritised into the areas that will have the biggest impact on public health.

In November 2010, The National Scores on the Doors User Group, were runners up in the Orange Business award, for innovation for business section.

The scheme also allows the public to get access to information about standards of hygiene in premises where they may eat or buy food. The star rating is published on the www.scoresonthedoors.org or via the South Cambridgeshire website. Proprietors are also given a certificate if they achieve a four or 5 star rating. All food businesses that score 2 stars and above are given a window sticker to display their rating in a prominent place in their premises. An app for the I-phone and android phone has now also been introduced.

In June 2010 the food safety team launched the 'Elite Award' to business that had achieved 5 stars on two successive inspections. Sixty businesses were invited to the launch. Any business achieving this will receive an 'Elite' sticker and certificate. The award has been introduced to encourage sustainability of food hygiene and as a result the businesses have a reduced inspection

frequency, which leads to less burden on business, as standards are being achieved and maintained.

Safer Food Better Business is still at the core of our advice and guidance to Food Business Operators.

4.3.2 Alternative Inspection Strategy for Food Hygiene Re-write this section.

The revised Code of Practice, published June 2008, allows authorities greater flexibility in how to ensure compliance with food safety legislation i.e. the use of alternative interventions to inspections, particularly in lower risk premises. However, the use of alternative interventions for Category C premises can only be used when a premises is judged to be “broadly compliant”. This term originates from now removed NI 184 and is based on the specific risk ratings given for compliance using the new statutory code of practice, i.e. how well the operator is complying with food safety standards at the time of the inspection. Alternative interventions can also be used for category D premises. Our current compliance with this is **94.4%**

The alternative methods employed for food hygiene inspections are by postal questionnaire for low risk premises.

The inspection technique and follow up, including post inspection correspondence will relate to the risk to food safety that was identified from the questionnaire.

How does this section fit here?The primary objectives when carrying out inspections are in accordance with the new FSA Food Law Code of Practice, however, a special emphasis is placed on the level of compliance with the new requirements for documented food safety management systems, awareness raising of the South Cambridgeshire Star Award Scheme (‘Scores on the Doors’) Safer Food Better Business, and also staff hygiene training. Specific consideration is also given to whether food samples need to be taken during routine food hygiene inspection work.

4.3.3 Food Complaints

We investigate all complaints concerning food produced, stored, distributed, handled and / or intended for human consumption within the District to ensure that it is without risk to the health or safety of the public. Complaints regarding labelling etc are forwarded to the Trading Standards Department of Cambridgeshire County Council in accordance with a county wide documented protocol.

A documented policy relating to food complaints is adhered to and follows LACORS guidance. This policy has been adopted across the Cambridgeshire food authority district councils. A performance indicator to respond within 3 working days is a service standard.

The scope of the procedure currently covers:

- Receiving food complaints.
- Investigation of food complaints.
- Action to be taken on completion of the investigation.
- Transfer of food complaints.

The team is currently appropriately staffed to meet demand

Most of the complaints received about food relate to food produced outside of the District, although others relate to more freshly made local foods from establishments such as restaurants, takeaways etc. Service standards are set for response times to complaints. Performance against these targets is regularly monitored. In general, complaints will be responded to within 3 working days, however the more urgent the matter, the speedier the response.

All complaints and requests for service are recorded using the Proactive software and a team leader regularly monitors progress.

Number of Complaints about food, premises and personnel			
Year	2010/11		
Number of complaints	45		

Up to 31 March 2011, the service received 32 food complaints and 13 complaints about food premises.

All complaints about food premises were investigated efficiently, with the response deadline of 3 working days being met (100%).

4.3.4 Advice to Businesses

It is a Council agreed action to “support businesses to comply with the law while targeting those who flout it”

While the Authority will utilise its powers to enforce food legislation, it realises that where food businesses break the law it is often due to ignorance rather than intention. As a consequence it is the Authority’s policy to provide advice to businesses in a number of different ways:

- During programmed or other inspections.
- Advisory surgeries on a monthly basis free of charge.
- The provision of advice to any food business proprietor on how to comply with the law and on best practice. This may be prompted by Licensing, Planning or Building Control applications.
- The provision of free advice leaflets.
- The production of Food Safety News newsletters which are sent to all food businesses in the district.
- Information on our website.
- Business links –articles in business newsletters.

In support of the departmental and Council aims, the culture of the food team is to freely offer advice and information when required or when requested. Officers respond positively to requests for advice from proprietors of food businesses within 10 working days. Requests for advice from food businesses currently number approximately 150 per year. It is estimated that 1 hour per enquiry of officer time is necessary to meet this demand. This demand is currently met but is putting pressure on the team due to the high number.

4.3.5 Food Sampling

Microbiological food sampling is carried out to meet 4 main objectives:

- To determine the current state of food safety in the District as part of a structured sampling programme
- To improve the effectiveness of food hygiene inspections.
- To investigate suspected cases of food poisoning where a link with a local business or food is suspected
- To investigate complaints about food.

The formal food sampling plan links with LACORS as well as taking account of local trends and needs. The number of samples taken and submitted for analysis over the last few years has been significantly reduced by a shortage of regional resource. These include water.

Year	20010/11
Number of microbiological samples	46
Number unsatisfactory	16

A total of **46** microbiological samples were taken and submitted mainly to the Hospital Laboratory Services for analysis. The sampling programme formulated by L.G. regulator and the Eastern Region programme, as well as the services' sampling programme was followed. **16** food samples were considered to be unsatisfactory. All failed samples were followed up to ascertain the cause and necessary improvements were put in place to reduce the risk of a recurrence.

48 Food Export Certificates were issued for consignments of food that was manufactured in the district and exported to non-EU countries.

4.3.7 Control & Investigation of Outbreaks, Disease & Food Related Infectious Diseases

GP's across the District report suspected cases of food poisoning to the Consultant for Communicable Disease Control (CCDC) at the Health Protection Agency. The Local Medical Microbiology Laboratory at Addenbrookes Hospital also advises the CCDC of positive results for food poisoning and food/water related illness. The Food Safety Team are then advised and carry out investigations to discover, if possible, the source of the infection and also to minimise the likelihood of secondary cases.

The Authority has a documented procedure for the investigation of incidents of reported or suspected cases of food poisoning and a formal plan to cover the management of the investigation of outbreaks of food borne infectious disease. These documented policies have been developed in conjunction with the Consultant for Communicable Disease Control at the Health Protection Agency, Dr Bernadette Nazareth.

Year	2010/11
Number of individual investigated cases	227

Following a recent review of guidance relating to infectious diseases and enteric disorders, new pamphlets have been drafted and printed and these will be distributed to all infectious diseases / food poisoning cases within the district. A review of how infectious disease investigations are undertaken was undertaken by our CCDC and guidance on approach has now been issued. As a result of the guidance the food safety team no longer investigate sporadic cases of campylobacter.

5.0 Review of last years progress and performance

5.1.1 Review of the Service Plan

The Service Plan will be reviewed March 2012. The review will be facilitated by information from the IT system and will include trend analysis from previous year performance data. Departmental performance indicators are reviewed annually under the Service Planning process.

The Standards for Food Law Enforcement including food policies and procedure notes will be reviewed in accordance with the review timetable in the Internal Monitoring Procedure Note.

5.1.2 Review of Previous Year's Performance against Service Plan

The FSA Framework Agreement requires every local authority to review its previous years performance against its service plan. The review must identify where the authority was at variance from the service plan and, where appropriate, the reasons for that variance. This review details the performance of the food service for the financial year 2010/11 and must outline any significant issues that impacted on the delivery of the service.

At the end of this financial year, the intended actions as specified in the Health and Environmental Services Plan will be compared with what was achieved in the areas relating to food safety. The reasons for any variance identified will be stated and next year's plan will take these into account as lessons to be learnt from the previous year.

Targeted outcomes are reviewed on a three monthly basis.

PERFORMANCE	TARGET	ACTUAL
Number of Food Safety inspections carried out as a percentage of those planned	100%	100%
Number of food safety and hygiene complaints and requests for service, responded to with in the target	100%	100%
Number of Food Premises inspected which are 'Broadly Compliant' with food safety legislation	74%	94.4%

Additional work achieved outside of the food safety service plan

- Piloting and introduction of CIEH on line e-learning food hygiene courses, to give accessibility to micro and SMEs that cannot otherwise engage in food hygiene training. 90 businesses have undertaken training by this route since August 2010.

- Attendance at Safety Zone event in South Cambridgeshire and 250 children received information and guidance on correct hand washing from the team.

5.1.3 Food Premises Inspections

In 2010/11 a total of 653 food business premises required an inspection of which 394 were classed (risk group A B &C) and 259 were risk group D other risk group(E to F) 686 had intervention through low risk questionnaire.

Target 2008/09 was a 100% of High Risk premises, which was achieved. The target for other risk premises was 90%, which was also achieved.

Revisits are carried out on an ad hoc basis to premises where significant remedial work is required or “critical control points” are not adequately controlled.

5.1.4 Advice to Businesses

Officers have continued to give free advice and assistance to both the trade and public throughout the year on food safety and hygiene matters. 261 advice responses were made but this figure is low as advice is often given ad-hoc and not recorded. In addition to advice given during the inspection process various advisory leaflets were produced and distributed.

5.1.5 New Businesses that have opened

Despite the recession businesses continue to open, and in line with the Code of Practice these are visited within 28 days of opening. Last year the team on top of the inspection programme visited **247** new businesses, and this puts pressure on the inspection programme, as these were additional visits and inspections on top of the inspection plan.

5.1.6 Food-related Infectious Diseases

A total of 227 notified cases of food poisoning and suspected food poisoning were received up to 31 March 2010. Investigations were carried out within 24 hours of notification in 98% of cases. In all instances where local food premises were potentially implicated, no conclusive evidence was found to confirm that either the food or the premises was the source of the illness. This reflects the high level of compliance we have in our businesses in South Cambridgeshire.

5.1.7 Liaison with Other Organisations

All existing liaison arrangements have worked successfully throughout the year and there are no planned changes to these systems.

5.1.8 Food Safety Promotion

8 food Hygiene Courses were successfully completed which is the normal number of courses offered each year. This year 2 level 3 course was also held

5.1.9 Staff Development

With officers personal development plans in place, training needs are identified at the beginning of the year. All officers secured the necessary amount of CPD as required by the FSA.

5.1.11 Identification of any Variation from the Service Plan

There were no significant deviations from the Service Plan.

5.2 Summary of service delivery actions for 2011/12

The requirement of the Service Plan is to improve yearly the achieved percentage of identified targets and identify where possible any improvements of a qualitative nature.

Some of the service delivery actions for 2011/12 are outlined as follows:

Objectives	Actions	Target	Suggested Time Scale
Ensuring compliance with Statutory provisions/conditions We scored 100% last year, so what is the improvement issue we're addressing?	To undertake a range of interventions at food businesses prescribed by the Code of Practice, targeting poor performers and giving 'light touch' inspection to better businesses.	To achieve 100% of the intervention target ensuring compliance with the Regulators Compliance Code	March 2012
Ensuring consistency during food safety inspections	Standardisation exercise/peer review to demonstrate consistency of enforcing officers	All officer to have monitored visit and peer review of scoring and take part in consistency exercises	March 2012
To continue to respond promptly and effectively to customer service requests, infectious disease notification, new business registrations and advise	To respond in the set response time for the service request	97%. of the service requests responded to within the stated response time	Monthly monitoring
To continue to maintain contact and work in partnership with other statutory bodies with in the food safety field.?	Membership of: Cambridgeshire and Peterborough Food Liaison group. Liaison with: NSC Health Protection Unit Local Better Regulation Office Trading Standards Cambridge Water Ofstead Commission for Social care Inspection	Attend meetings and participate in joint working	On going
To continue to monitor	To develop and	To carry out a full	On going

the safety of food and water in the district	implement a food-sampling programme to establish the microbiological safety of food sold in the district. To align the programme with Local and National sampling priorities	range of activities specified in the sampling programme	
Raise awareness of the requirements of legislation and promote good practice	To provide written information to businesses as part of all visits and to produce and distribute information through a wide range of media including twitter.	To publish information and advice on the website which is helpful, accurate, and up to date.	On going
To maintain the Scores on the Doors system to improve public access to information.	To continue to provide the public with information about hygiene in businesses via, sticker and certificates the website and apps	Regular updating of the website	On going
To take part in National Food safety Week 2011	To participation in National Food Safety Week, coordinated by the Food Standards Agency. This years topic is:- What goes on behind closed doors? To see what really goes on with food preparation and cooking in peoples homes.	Information and advice to the public.	June 2011
Ensuring compliance with statutory provision/conditions.	To undertake a range of interventions at businesses at intervals prescribed by	To achieve 100% of the intervention/inspection target ensuring compliance with the Regulators	March 2012

	the Code of Practise, targeting poor performers and giving 'light touch' inspections to better businesses where appropriate	Compliance Code	
To respond promptly and effectively to customer service requests, infectious diseases notification, new business registrations and complaints	To achieve set response time for service request	98% of service requests responded to with in the stated response time.	Monthly monitoring
To secure improvement in hygiene standards in poor performing businesses (2 star and below)	Full range of enforcement capabilities to ensure compliance with the law and secure longer term improvements	To visit 100% of 2 star and below businesses and secure improvement in 90%	November 2011
Continue to run level 1,2 and level 3 food hygiene courses in the class room and e-learning on line	Run a minimum of 6 courses		March 2012
Ensure compliance with E coli guidance from the FSA	Work with Food Liaison Group to develop a countywide approach. To take a graded approach with business to gain compliance. Butcher to receive coaching and a pack in conjunction with a project to be funded by themselves and EC funding	To access compliance on delivery of food hygiene inspection programme	On going
To investigate Primary Authority	Thought the Food Liaison Group	To gauge if we have capacity to under take this role and how it would work for SCDC	December 2011

The table above looks like the Food Safety Plan for the year. Could you add in some performance measures and outcome measures?

6.0 Resources

6.1 Financial Allocation

<u>Actual 2010/11</u>	Total
Staffing	155,530
Supplies and Services	32,862
Support Services	37,036
Transport Costs	11,161
Income	- 25,049
Net Expenditure	<u>211,540</u>

Legal action is pursued within service budgets but with access to consultancy and contingency funds if required. If and when the Courts award costs, these monies are transferred back to the Service budget headings.

7.0 Workforce overview

7.1 Staffing Allocation

The food team currently consists of the Food Control and Health and Safety Team Leader and 3½ full time equivalent Officers, Consultants are employed on an ad-hoc basis to supplement the service offered. The 4 EHO's are all fully qualified and maintain their competence levels. Work relating to the food law enforcement service equates to 3½ full time equivalents.

7.2 Staff Development Plan

All food safety staff are subject to annual performance and development review interviews and a progress review which tracks and identifies training and development needs. Food safety training needs are prioritised in the context of wider Environmental Health requirements identified within the service wide training plan. The training budget allocation for 2009/10 adequate to fund the identified training needs for this year.

All food safety staff completes a training record log and a food safety training matrix to further assist in identifying development and training needs and for monitoring the competency of individual officers. The officers undertaking specific duties, such as dealing with approved premises, are identified and the training requirements assessed accordingly.

8.0 Equality and Diversity – how is this reflected in our Food Law enforcement activities?

SCDC values people from all backgrounds and supports their right to respect and equality of opportunity. The Council is working to eliminate discrimination and prejudice from all it does and ensure that equalities becomes a central and essential element of our service planning and delivery, both as an employer and provider of services.

Our Comprehensive Equalities Policy sets out specific principles and aims that we will follow in order to achieve our Commitment to Equality and the equality dimension of our Corporate Objectives and Values.

The Council has already adopted race and disability equality schemes and is in the process of developing a gender equality scheme. We have a number of relevant Human Resource policies, a strategy for our work with the Traveller community, which is currently being reviewed and other equality target groups.

Our approach to the delivery of our Commitment to Equality will reflect the following strategic objectives:

- Fairness and equity, while recognising that many people fall under more than one of our equality priorities.
- Being non-discriminatory in all areas and activities, including service delivery, staff recruitment and development and the purchasing of goods and services.
- Ensuring that the most disadvantaged and vulnerable sections of our community have equal access to all of our services, particularly those associated with our key equality themes
- Ensuring that elected members and staff at all levels are clear about their responsibility to challenge discrimination, promote diversity and social inclusion, and work towards equality for all members of the community.
- Encouraging ‘real’ participation in local democracy by people who may normally feel excluded from decision-making processes. In doing this, we will ensure that we seek the views of groups who are particularly vulnerable or at risk of social exclusion or have found it difficult to access our services or receive favourable outcomes from them.
- Promotion of community cohesion & good community relations.
- Working with partners in the statutory, voluntary, and private sectors to promote ‘best practice’ equality approaches throughout the community strategy, while ensuring the best outcomes from the strategy for all the people of South Cambridgeshire.
- Working towards a workforce which reflects the working-age population of the district and the county and conforms with ‘best value’ guidelines on staff diversity

The Council has achieved Level 1 of the Equality Standard for Local Government and is taking action to achieve level 2 .

The Council is also implementing a system of Equality Impact Assessments and this service will be the subject of an Equality Impact Assessment by September 2009. The council uses a range of methods to make services as accessible as possible. These include:

- Wheelchair accessible offices with private interview facilities at Cambourne
- Translation and Interpreting facilities where needed
- Induction Loop and minicom for people with hearing needs
- Website and email
- Contact Centre – with flexible and extended hours of operation

The Food Safety Service contributes to Equality and Diversity by:

- Providing literature such as SFBB in some languages
- Correspondance will be provide in the appropriate language where necessary
- Language translators accompany to vists where English is not the first language and there are difficulties with communication