



Environment, Street Scene and Parks Group

Food, Licensing and Trading Standards Service

**FOOD SAFETY SERVICE PLAN
2006/2007**



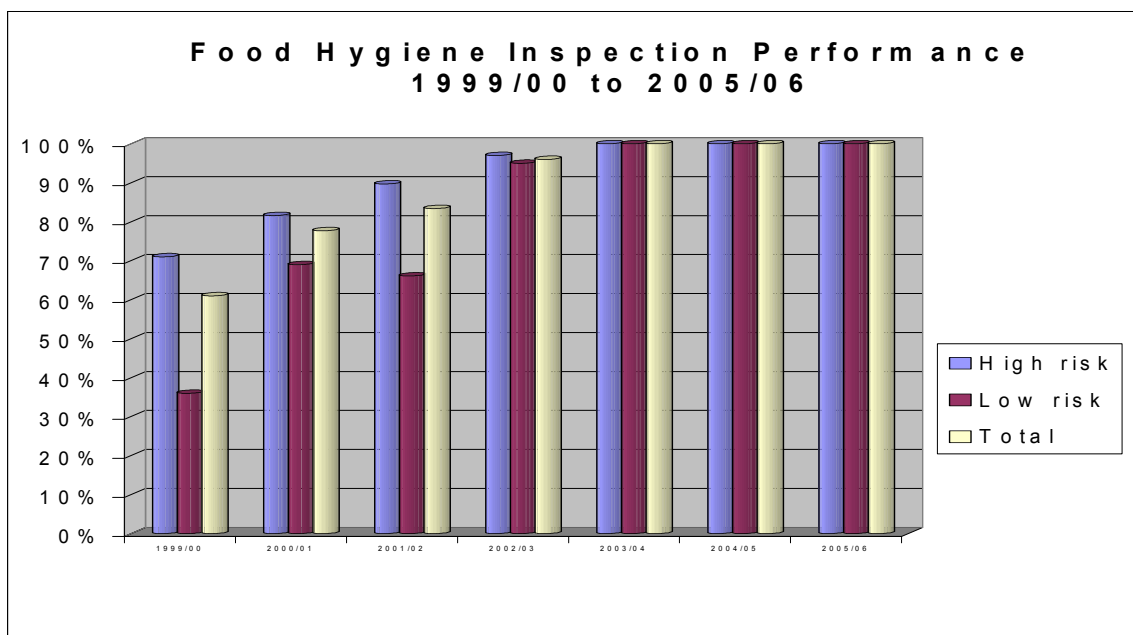
INDEX

Appendix	Content	Page
	Executive Summary	3
	Service Aims and Objectives	7
	Background	8
	Service Delivery	12
	Resources	16
	Quality Assessment	17
	Review	18
Appendix A	Food Safety Service Plan Objectives	
Appendix B	Supplementary information required by the FSA Framework Agreement on Local Authority Food Law Enforcement	
Appendix C	Food Safety Service Staff Resource (Qualifications, experience etc.) held by Group Manager (Food Safety)	
Appendix D	Food Sampling Programme 2005/06 Outcomes	
Appendix E	The age, household type and ethnic profile of the LB Enfield population	
Appendix F	The Structure of the Council Services and the Council's Democratic Arrangements	
Appendix G	A Summary of Prosecutions and Formal Cautions Instigated/Completed in 2005/06	

FOOD SAFETY SERVICE PLAN 2006/2007

EXECUTIVE SUMMARY:

The Food Safety Section deals with a wide range of disciplines such as food hygiene, food standards, health and safety in food premises, infectious disease control, food sampling, water quality, animal feedingstuffs and Licensing Act 2003 premises licence consultations. There are approximately 2252 food premises in the Borough; which comprises mainly of caterers (65%) and retailers (28%). There are 9 premises approved/registered under the product specific legislation (e.g. meat product manufacturers).

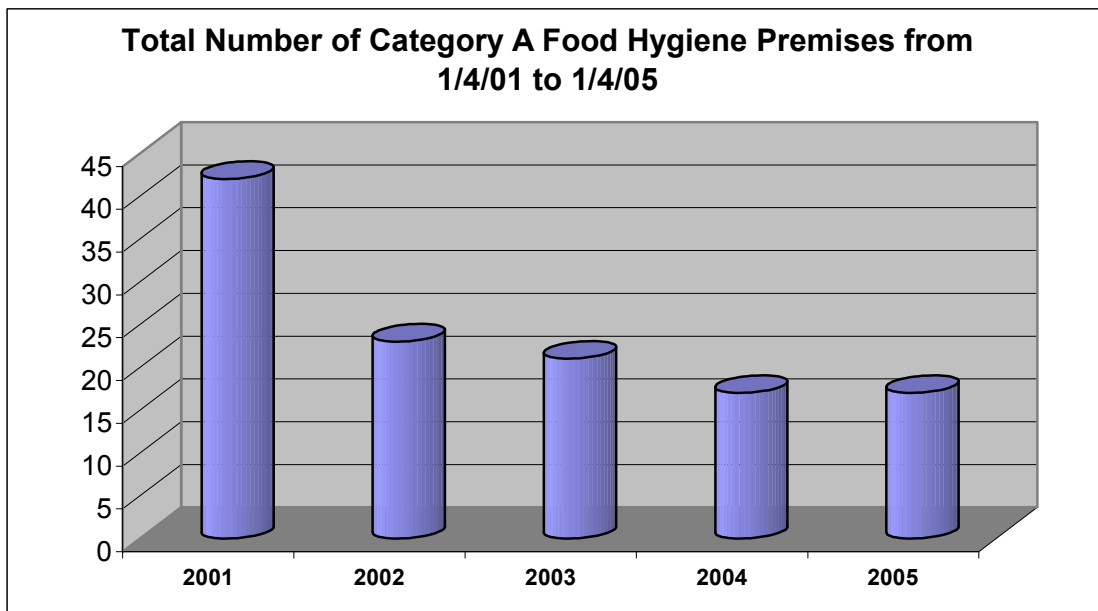


Key performance and outcomes:

- 100% food hygiene inspections
- Maintenance of the number of investigations instigated which will lead to legal proceedings compared to 2004/05
- Maintenance of food standards inspections compared to 2004/05
- Increase in the number of health and safety inspections compared to 2004/05
- Increased demand in reactive work (complaints, food alerts, licence consultations and infectious disease investigations)

The main priority and performance indicator of the food safety section is programmed inspections, and there has been an increase in food hygiene inspection performance year on year since 1999/00 as shown in the graph below. The food safety section has continued to achieve 100% of all food hygiene inspections due during the year for the third year in a row; which is a significant achievement.

Resources are targeted towards the highest risk inspections and complaint work. There was a concerted effort to maintain the food hygiene inspection performance in 2005/06 at 100%. It is extremely difficult to effectively measure improvements in food safety across all food premises over time as a result of the achievement of completion of all food inspections due. This is because it is a very fluid market; premises close and new ones set up, and premises change ownership on a frequent basis and this effects the risk rating applied to each premises. However, there has been a halving in the number of Category A premises (the highest risk food hygiene premises) since 2001(see chart below), and no food hygiene inspections carried over into the next years programme since 1/4/04 which indicates maintenance of the improvement in the food hygiene inspection programme performance. Although there is still a backlog of food standards and health and safety inspections, this backlog is reducing with continued effort in increasing the inspection performance.



In 2005/06 there was a greater demand for reactive work than predicted based on the previous year such as general complaints relating to food premises, food alerts issued by the Food Standards Agency and infectious disease investigations.

There were areas of work where there was a slight shortfall in the demand/expectation based on the previous year such as health and safety complaints, complaints about licensed premises, accident notifications, liquor licence consultations, animal feedstuffs complaints and samples, public water supply samples and service of food and health and safety improvement and prohibition notices.

A summary of the planned workload of the food safety section is provided below and a full breakdown of the plan is provided in Appendix A. This includes inspection programmes, an estimate of expected reactive work and promotional activities.

Inspection programmes:-

- 1105 Food Hygiene Inspections
- 296 Food Standards Inspections
- 137 Health and Safety Inspections in food premises
- 200 Revisits to food premises following inspections
- Sampling programme of 445 food samples, 35 water samples and 5 animal feedingstuff samples

Estimate of reactive work:

- 65 Complaints about food
- 450 Complaints relating to food hygiene and food standards
- 100 Food Alerts received from the Food Standards Agency
- 0-5 Food Incidents
- 180 Accidents notified from food premises
- 80 Complaints about health and safety in food premises
- 0-3 Complaints about animal feedingstuffs
- 320 Investigations of infectious diseases and 25-30 outbreaks
- 30 Complaints about the public water supply
- 140 New/variation premises licences in accordance with the Licensing Act 2003
- 16 other licence consultations
- 60 Complaints about licensed premises
- 110 Planning applications in food premises
- 80 Home/Originating Authority complaints/referrals
- Formal enforcement by use of notices and prosecutions

Promotional/Project work:

- 200 persons will be trained in basic food hygiene
- 40 workshops for Safer Food Better business (SFBB)
- 400 food business will be trained in Safer Food Better Business (SFBB)
- Provision of leaflets and advice
- Participate in Food Safety Week to promote good food hygiene
- Leaflets and publicity for BBQ Safety Week
- Leaflets and publicity for Safe Food at Christmas
- Mailshot to advise schools and care homes on control measures for viral gastro-intestinal outbreaks
- Continue to contribute to the 'Responsible Licensees Scheme'
- Liaison with various bodies (eg other local authorities, FSA, LACORS, HPA, CIEH, Water Authorities)
- Undertake a project of health and safety inspections and enforcement relating to a HELA priority or other pertinent issue
- Mailshot to retailers & caterers on the labelling of allergens following implementation of EU Regulations
- If resources allow, provide a seminar to importers or dissemination of guidance on legal compliance and good practice

There was a significant increase in performance in some areas dealt with by the Food Safety Section in 2005/06, and this performance must be maintained. In relation to areas for improvement during 2006/07, these include:

- Continue to inspect un-rated food hygiene inspections

- Continue to inspect overdue and un-rated food standards inspections
- Continue to inspect overdue and un-rated health and safety inspections in food premises

And the following areas of performance need to be maintained:

- Maintain the food hygiene inspection performance
- Maintain the food standards inspection performance
- Maintain the 100% of category A and B1 health and safety inspection performance
- Maintain the food and water sampling programme

The Licensing Act 2003 came into force in 2005. The food safety section acts as a responsible authority and may make representations (objections) to an application for a new licence or to vary an existing licence, or may request a review of an existing licence. The transfer of this work to the Food Safety Team has had a significant impact on the section's resources during 2005/6 with the need to assess the suitability of all premises applying for a new licence or to vary their existing licence against the four licensing objectives.

From January 2006, a number of new food hygiene regulations apply in the UK. The main new requirement is that food business operators must put in place a food safety management system based on the principles of HACCP (hazard analysis critical control point). In practice, this means that procedures must be in place to manage food safety hazards in a business. The food safety team has received grant funding during 2006, which must be match funded by the Authority, to train food business operators in Enfield in Safer Food Better Business (SFBB), a food safety management system. As part of the training the food safety team and a food hygiene training consultancy will provide workshops, one to one training at operators food premises and follow up evaluation visits. This will impact on resources, as premises will require additional visits during the period.

With the introduction of new food hygiene regulations the requirement for butchers licensing has ceased.

FOOD SAFETY SERVICE PLAN 2006/07

1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

The Overall aims of the Trading Standards & Licensing Service, which includes Food Safety, are outlined in the 'Trading Standards & Licensing Service Plan 2006/07.' The Objectives for the Food Safety Service for 2006/07 are contained in Appendix A and detail the activities that will be undertaken and the resource requirements. The scope of the Food Safety Service is listed below in section 2.3

1.2 Links to Corporate Objectives and Plans

The Food Safety Service Plan and overall 'Trading Standards & Licensing Service Plan 2006/07' has been prepared in accordance with the format specified in the London Borough of Enfield's Service Centre and Core Unit Manager's Handbook, and in accordance with the Framework Agreement on Local Authority Food Law Enforcement issued by the Food Standards Agency (FSA) in September 2000.

The plan is prepared with staff and customers will be consulted and the plan will be submitted for agreement to the Cabinet Member for Environment, Street Scene & Parks and full Council.

Health and Safety at work legislation is enforced by both the Food Safety Section and Environmental Protection and Safety Section. The planned activities of both these teams have been combined into one document - the Health and Safety Enforcement Action Plan 2006/07; although references are made to the Food Safety Sections' health and safety activities in the Food Safety Section Service Plan.

The Corporate objectives are summarised in the Service Centre and Core Unit Manager's Handbook and detailed in 'Putting Enfield First' documentation. The Food Safety Service has a key role in delivering a number of the corporate objectives. The links between the Corporate Objectives and the contribution by the Food Safety Service are identified in the 'Objectives for the Food Safety Service for 2006/07' (Appendix A) under the column heading 'Links to Corporate Priorities and Group Priorities/Plans'.

2. BACKGROUND

2.1 Profile of the Local Authority

The London Borough of Enfield is an outer London Borough with a population of 280,000 (mid-2004). The age, household type and ethnic profile of the population are detailed in Appendix E.

The London Borough of Enfield covers 82.19 sq. km. / 31.7 square miles and borders with 7 local authorities comprising London Boroughs and the local authorities in the counties of Essex and Hertfordshire. The North East of the Borough is former industrial use and now comprises many industrial estates and business parks. There are 17 industrial estates in the borough (containing 1.5 million square metres of floor space for warehousing and manufacturing); mainly in the Lea Valley corridor and adjacent to the Great Cambridge Road (A10) and North Circular Road (A406). Approximately one-third of the borough is residential. The East, South and West are densely populated town centres. Another third is Green Belt land predominately in the North and West and is less populated and comprises open recreational spaces and agricultural land.

2.2 Organisational Structure

The structure of the Council Services and the Council's democratic arrangements are detailed in Appendix F.

The Food Safety Service Structure is also detailed in 'Trading Standards & Licensing Service Plan 2006/07.' The Group Manager (Food Safety) has lead responsibility for food hygiene, food standards and animal feedingstuffs. There are two Team Leaders in the Food Safety Section, 10 Environmental Health Officer and Technical Officer posts (9 Full Time Equivalents) and 1 Team Support Officer. In addition there is a 1-year temporary post for 2006 funded by the Food Standards Agency to promote the Safer Foods Better Business project in food businesses in Enfield.

2.3 Scope of the Food Safety Service

The service delivery point is at the Civic Centre and the times are 09.00 to 17.00 Monday-Fridays. There is a 24-hour customer contact centre for emergency Environmental Health matters out of office hours and a reactive nuisance patrol and a reactive/proactive licensing patrol at weekends.

The Food Safety Section provides the following services:

Food Hygiene and Food Standards

- Planned inspections and other visits
- Investigation of complaints relating to food, and the hygiene of food premises
- Planned and reactive food sampling
- Foundation food hygiene training and Safer Food Better Business (SFBB) workshops
- Action in relation to Food Alerts and food incidents
- Response to planning application consultations
- Advice to business and consumers

- Home Authority role
- Some statutory nuisance work in relation to food premises
- Enforcement

Health and Safety (in food premises)

- Planned inspections and other visits
- Investigation of complaints
- Investigation of accidents
- Advice to business and the public
- Enforcement

Animal Feedingstuffs

- Inspections and visits to premises
- Investigation of complaints relating to animal feedingstuffs
- Planned and reactive animal feedingstuffs sampling
- Advice to business and consumers
- Enforcement

Infectious Disease

- Investigation of cases of suspected and confirmed gastro-intestinal infectious diseases
- Investigation of outbreaks of gastro-intestinal infectious disease
- Advice to business and the public
- Enforcement

Water Quality

- Planned and reactive sampling of public and private water supplies
- Advice
- Enforcement

Licensing

- Response to premises licence consultations under the Licensing Act 2003
- Response to consultations on licence applications for other types of licences
- Planned inspections and other visits
- Investigation of complaints
- Advice to business and the public
- Enforcement

Contractors and temporary agency staff are employed by the Food Safety Section to assist primarily with the inspection programmes when necessary.

2.4 Demands on the Food Safety Service

The food premises profiles for food hygiene and food standards inspection purposes (as of 01/04/06) are detailed in Appendix B.

There are 9 premises currently trading and approved/registered under one or more of the product-specific food hygiene legislation (e.g. meat, fish and dairy product manufacturers).

The profile of animal feedingstuffs premises (as of 01/04/06) is detailed in Appendix B.

1.38% of food premises are manufacturers and processors, and the majority are restaurants and caterers (64.57%) and retailers (28.11%). There is a relatively frequent turnover of food premises. We have found that at least 109 food businesses have closed in the last year, which is approximately 5.2% of the total number of food premises. Approximately, 100 to 120 new premises set up each year.

The duties that the Food Safety Service performs cover a number of disciplines in addition to food safety, which involve both proactive inspection programmes (of which there are 4) and reactive work. Reactive work can impinge on the inspection work. The authority; like other local authorities, also experiences difficulties in recruiting and retaining qualified food safety staff when vacancies arise due to the shortage of such qualified staff. Temporary contracts for food inspection were used to cover vacancies and to undertake some of the inspections that were due in 2005/06. There is insufficient staff resource to undertake 100% of the food standards and health and safety inspection programmes because, like other local authorities, the resources are directed and led by the food hygiene inspection programme. Therefore, there is a backlog of overdue food standards and health and safety inspections; however, all high-risk health and safety and food standards inspections were undertaken. During 2006/07, food standards and category A, B1, B2 and unrated health and safety inspections will continue to be undertaken, where possible, with the food hygiene inspections which are due to help to continue to reduce the backlog and to inspect and risk-rate the premises which are currently un-inspected for food standards and health and safety (see section 3.1).

In addition, emergencies and other areas of work occur during the year, which are unforeseen for which it is not possible to plan the resource implications at this stage. For example, in 2005/06, there were a number of gastrointestinal outbreaks in schools and residential homes, almost all of which were viral and not related to food, incidents relating to contaminants in imported food products and advisory letters and enforcement visits to premises.

The Food Safety Team was also involved in the successful implementation of the Licensing Act 2003. Almost 1,800 applications for licences were received and processed which represented over 99% of applications from known licensed premises in the Borough, the best performance in London. The Food Safety Team assisted by the Health and Safety Team carried out 274 premises licence assessments.

2.5 Enforcement Policy

The Food Safety Service aims to follow the Council's agreed enforcement policy for the Environmental Health and Regulation Division that is documented in the Quality Manual, and has been written in accordance with statutes and codes of practice applying to the service. These include the Code for Crown Prosecutors and the Food Safety Code of Practice and other official guidance. Trading Standards & Licensing supports and has signed up to the Enforcement Concordat Principles of Good Enforcement. All decisions on enforcement action will be made following consideration of the enforcement policy. The reasons for any departure from the criteria set out will be documented.

Appendix G provides a summary of the investigations that were instigated/in progress during 2005/06 with a view to prosecution or formal caution.

SERVICE DELIVERY

3.1 Food and Feedingstuffs Premises Inspections

The authority aims to undertake good quality, worthwhile inspections of food premises that will reduce food safety and health and safety risks to the public and employees and to bring about improvements in the management of food safety and health and safety in food businesses. This is seen as vital for public health and consumer confidence and is also vital for business success. The Authority aims to undertake 100% of the food hygiene inspection programme. The inspection resource is directed in particular towards inspection of the highest risk food premises; Categories A, B and C, manufacturers and product-specific approved premises. As mentioned, there are a number of overdue food standards and health and safety inspections. Food standards and category A, B1 and B2 health and safety inspections will be undertaken during food hygiene inspections if they are also due or overdue for inspection. In addition, resources will be directed towards undertaking high risk food standards inspections and categories A and B1 (the highest risk) health and safety inspections which are due but the food hygiene inspection is not due.

Imported food is inspected during routine inspections to ensure its safety, proper import and legality.

The numbers of inspections and revisits that are planned for 2006/07 and resource requirements are detailed in Appendix A.

The Food Safety Service also plans to undertake promotional/project work as follows:

- 200 persons will be trained in basic food hygiene
- Approximately 40 Safer Food Better Business (SFBB) workshops will be carried out
- 400 business operators will be signed up to Safer Food Better Business (SFBB) and receive 1 to 1 training
- Provision of leaflets and advice
- Participate in Food Safety Week to promote good food hygiene
- Leaflets and publicity for BBQ Safety Week
- Leaflets and publicity for Safe Food at Christmas
- To provide advice to schools and care homes on control measures for viral gastrointestinal outbreaks if required
- Continue to contribute to the 'Responsible Licensees Scheme'
- Liaison with various bodies (eg other local authorities, FSA, LACORS, HPA, CIEH, Water Authorities)
- If resources allow, undertake a project of health and safety inspections and enforcement relating to a HELA priority or other pertinent issue
- Mailshot to retailers & caterers on the labelling of allergens following implementation of EU Regulations
- If resources allow, provide a seminar to importers or dissemination of guidance on legal compliance and good practice

This promotional/project work is included in Appendix A under the heading 'Education, Training and Advice' and 'Licensing'.

3.2 Food and Feedingstuffs Complaints

An estimate of the number of complaints in relation to food, food hygiene, food standards, health and safety and other complaints in food premises and accident investigations that the Food Safety Service will deal with is detailed in Appendix A. Within this, complaints about imported food are investigated to ensure its safety, proper import and legality. Every complaint is assessed according to risk as specified in policies/procedures in the Quality Manual, and the complaints are then categorised and investigated in accordance with the categorisation. This enables the Food Safety Service to deal with the volume of complaints received, and to direct the available resource to those complaints that pose the greatest risks to the public.

3.3 Home Authority Principle

The authority's planned activities and an estimation of the resources required for the Home Authority and Originating Authority role, which includes importers, is included in Appendix A under the heading 'Education, Training and Advice'. The authority aims to act in accordance with LACORS Home Authority and HELA Lead Authority Principles. The Food Safety Section is not a Lead Authority for any premises, but will act in accordance with the HELA Lead Authority Principle in investigations and inspections.

3.4 Advice to Business

The authority's aim is to provide advice to businesses during inspections and visits, during complaint and accident investigations, with food sampling results, during training courses and when businesses contact us for advice. The authority endeavors to provide advice to businesses to assist them comply with their legal requirements and to advise them of good practice. The Food Safety Section also participates in the Safer Businesses, Safer Streets project to promote healthy eating and good food hygiene and health and safety in licensed premises e.g.pubs. The authority's activities in relation to advice to businesses are detailed in Appendix A under the heading 'Education, Training and Advice'.

3.5 Food and Feedingstuffs Inspection and Sampling

The authority's sampling policy and programme for food, animal feedingstuffs and water is detailed in the Quality Manual, and the aim is to check compliance with food hygiene, food standards, water and animal feedingstuffs legislation, to deal with issues raised by consumers and to deal with concerns identified by the Food Safety Service. The authority aims to participate with others in any EU coordinated sampling programmes, national HPA/LACORS sampling programmes, London-wide coordinated sampling projects, and the NE London Food Liaison Group sampling programme. The authority also has its own sampling programme which focuses in particular on planned sampling of food produced/originating in the Borough from Home Authority premises, Originating Authority premises, product-specific approved premises and importers, but also includes other food premises in the borough. 'Reactive' sampling will also be undertaken, where required, in relation to complaints received, conditions found during food inspections and visits, referrals from other local authorities and in relation to suspected food poisoning cases and outbreaks.

Microbiological food examination is performed by the Health Protection Agency, and chemical food and animal feedingstuffs analysis is performed by the Public Analyst Service at Eurofins Scientific.

A review of the Food Sampling Programme performance for 2005/06 and the outcomes to date (still awaiting some results) is contained in Appendix D.

The sampling surveys being considered at present for the sampling programme for 2006/07 are:

- mycotoxins in muesli
- Cross-contamination in butcher's premises handling raw meat & ready to eat foods
- Environmental swabbing of cook-chill producers for Listeria
- Listeria in ready to eat foods at retail
- Shopping basket survey:
 - halloumi & feta cheese (micro)
 - dried fish (micro)
 - colours in Indian confectionery
 - ready to eat fermented meat products (micro)
 - pork protein in Halal/Kosher chicken
 - cooked sliced meats (micro)
 - egg fried rice (micro)
 - sandwiches made to order (micro)
- Pathogens in raw chicken at retail
- Salmonella in fresh herbs
- Salmonella in raw eggs from caterers
- Hygiene study of mobile food vendors
- Micro quality of dips & sauces at takeaways
- Salt content of pizzas
- Quality of & presence of polyaromatic hydrocarbons in deep fat frying oils
- Malachite green in farmed fish
- Imported foods (micro & chemical)
- Home authority & approved premises (micro & chemical)

3.6 Control and Investigation of Outbreaks and Food Related Infectious Diseases

The authority will aim to investigate every suspected and confirmed case of food poisoning and food related infectious disease notified to the authority. The authority will also investigate all suspected outbreaks of infectious disease in relation to food premises. We aim to respond to 100% of outbreaks within 24 hours of notification. An estimation of the number of cases, outbreaks and resources required are specified in Appendix A.

3.7 Food Safety Incidents

The authority will respond to all Food Alerts issued by the Food Standards Agency and act in accordance with the Food Alert, Food Standards Agency Code of Practice and the procedure in the Quality Manual. The authority will also act in accordance with the Code of Practice and the procedure in the Quality Manual when dealing with food incidents. The estimated demand and resources required of the Food Safety Service are outlined in Appendix A.

3.8 Liaison with other Organisations

The activities and estimated resource requirements of the Authority with respect to liaison with other organisations are detailed in the section headed 'Liaison' in Appendix A.

3.9 Food and Feedingstuffs Safety and Standards Promotion

The authority's planned food safety promotional activities and resource requirements are detailed in Appendix A under the heading 'Education, Training and Advice'.

4. RESOURCES

4.1 Financial Allocation

The budget for the Food Safety Service is detailed in the 'Trading Standards & Licensing Service Plan for 2006/07'

4.2 Staffing Allocation

The organisational structure of the Food Safety Service is outlined in 2.2 above. The staff resource expressed in terms of qualifications, experience and competencies is detailed in a table in Appendix C that is held by the Group Manager (Food Safety).

4.3 Staff Development Plan

The broad training needs of officers in the Food Safety Service are included in the Training and Development Plan which is provided in the Licensing & Trading Standards Service Plan. The detailed Training and Development Plan for the Food Safety Service is held by the Group Manager (Food Safety). In addition to external courses, the authority provides 5-10 days of CPD training each year to assist in meeting the training needs of officers and the FSA Code of Practice requirement for ongoing training. There will also be a number of ad-hoc internal training sessions and cascade training throughout the year. The CPD training event was undertaken in 2005/06 and the minimum of 10 hours food safety training was exceeded by the CPD event, in-house training sessions and external ad-hoc courses for all of the Food Safety Section staff.

5. QUALITY ASSESSMENT

5.1 Quality Assessment

The Food Safety Service's policies and procedures are detailed in a Quality Manual.

During 2005/06, Environmental Health & Regulation retained its ISO 9001 accreditation.

The Food Safety Team achieved an average level of customer satisfaction of 86% which is a 13% improvement on the 73% achieved during 2004/5 and 16% above the level of customer satisfaction for 2005-06 target set in the Environmental Health & Regulation Improvement Plan 2005-2008.

The Food Safety Team dealt with 1,440 service requests during 2005/6, which is almost 4% of the total service requests for Environmental Health & Regulation.

Monthly performance monitoring has seen the Food Team achieve a first response to service requests within 24 hours average of 90% between April 2005 and March 2006 that is on the target set for 2005/6 in the Environmental Health & Regulation Improvement Plan 2005-2008.

A service wide benchmarking exercise was undertaken in 2005. The results are currently being collated. However, the key findings are that the Service ranks high in performance and volume of service requests received and high for customer satisfaction. The Service ranks high for cost but when the support costs are excluded the cost is average.

REVIEW

6.1 Review against the Service Plan

The performance of the Food Safety Service against the service plan will be monitored at least 6-monthly by the Service Management Team, and during monthly 1:1 meetings of the various personnel having responsibilities in the plan; namely the Head of Food, Licensing & Trading Standards overall, the Group Manager, Team Leaders, and the Food Safety Section team members.

The performance against the Food Safety Service Plan will also be monitored quarterly as explained in paragraph 1.2.

A review of the 2005/06 Service Plan:

The Food Safety Section performed extremely well against the Food Safety Service Plan 2005/06 performance targets (performance indicators) and the demand for service (expectation of demand for complaints etc. based on the previous year's trend).

In summary, the Food Safety Section was on target with the performance targets and the demand for service, or exceeded them, for the following areas of work:

- Food hygiene inspections (100% - target was 100%) (Performance Indicator)
- Food standards inspections (244 which is 71% - target was 64%) plus 53 new/previously un-rated premises
- Health & safety inspections in food premises (100% of category A and B1 inspections in food premises) – target was 100% (197 in total for all categories which is 28% of the total due – the target was 26%.
- Food Samples (156 out of 150 planned for food standards and 229 out of 200 for food hygiene and 26 environmental swabs/cleaning cloths out of an estimated 50-100).
- Food Incidents reported to the Food Standards Agency (2 out of an estimated 0-5)
- Detention/Seizure Notice service – 3 out of an estimated 4, and 4 voluntary surrender notices
- Food complaints received (59 out of an estimated demand of 65)
- Successfully undertook the Food Link Campaign (13 to 17 June 2005) concerning hand hygiene in five schools
- Advisory letters concerning precautions to be taken in viral gastroenteritis outbreaks were mailed to schools, residential/nursing homes, nurseries/playgroups and day centres.
- Press releases and leaflets for public distribution were issued in relation to food safety for BBQ week and Christmas food/turkeys
- Liaison - attended meetings as required and stated in the service plan throughout the year
- Animal Feedingstuffs complaints (1 out of an estimated 0-3)
- Prosecutions (5 successful prosecutions and 2 Formal Cautions out of an estimated 5-10 prosecutions, and there are 10 investigations in progress which are likely to result in formal caution or prosecution, and 3 further formal investigations which took place in 2005/06 but did not result in formal caution or prosecution)

The demand/expectation was greater than anticipated (based on the previous years' trends) for the following areas of work:

- Private water supply water samples (10 out of 0-5 planned)
- Complaints/referrals concerning Home Authority premises (88 out of an estimated 60)
- Food alerts (105 out of an estimated 80 for the year)
- Complaints/requests for service relating to water supply (35 out of an estimated 30)
- Infectious Disease investigations (327 out of an estimated 300 for the year)
- Outbreaks of gastroenteritis (30 out of an estimated 20-25) – 100% of outbreaks were responded to within 24 hours, however the vast majority were viral gastroenteritis and not food related
- Consulted and responded to 229 Applications for new premises licences and variation of premises licences in accordance with the Licensing Act 2003
- Planning application consultations (113 out of an estimated 100)
- Public water supply samples (25 water samples including domestic and food premises use out of an estimated 20 public water samples for the year)

The Food Safety Section did not meet the performance targets for the following areas of work:

- Project on health and safety inspections and enforcement relating to one of the HELA priorities or other pertinent issue
- Undertake an enforcement project for the risks of tobacco smoke to be assessed in risk assessments and controlled in liquor licensed premises in the NRA area
- Revisits (79 revisits out of an estimated 200)

The demand/expectation was less than anticipated (based on the previous years' trends) for the following areas of work:

- No Emergency Prohibition Notices were served (0-2 were estimated), however there were 3 Voluntary Closures of food businesses
- Licensing complaints (37 out of an estimated 60 for the year)
- Accident notification investigations (158 out of an estimated 200)
- During Performance Inspections (14 out of an estimated 20)
- Animal Feedingstuffs samples (0 out of 5 planned)
- Health and Safety complaints (71 out of an estimated 80)
- Notice service (6 out of an estimated 10-20 food safety improvement notices, and 4 out of an estimated 5-15 health and safety improvement notices and prohibition notices)
- Butcher, PEL, NCL and other licence consultations (67 out of estimated 131)
- 169 persons trained in foundation food hygiene out of 250 estimated and no Hazard Analysis training sessions were carried out due to the introduction of Safer Foods Better Business training
- Liquor licence consultations (14 out of an estimated 20 for the year)
- Complaints relating to food premises (418 out of an estimated 550 for the year) plus 76 nuisance complaints

There were also areas of activity that arose during 2005/06 that were therefore not planned as mentioned in section 2.4 above. This resulted in:

- Joint enforcement visits with police and other Council Services to food/regulated entertainment licensed premises
- Food incidents relating to imported products; aflatoxins in peanut butter, malachite green in frozen catfish
- Enforcement visits and press releases to premises relating to several food alerts of food containing the prohibited Sudan food dye

Improvement Plan in 2005/06 Food Safety Service Plan

There were some areas of work that were identified as in need of improvement in 2005/06. However, year-by-year the number of overdue food standard and health & safety inspections decreases. Consequently, the number of inspections needing to be completed reduces which will affect the percentage figure for those due considerably. The performance is detailed below:

Areas for Improvement in 2005/06	Performance in 2005/06
Continue to inspect overdue and un-rated food standards inspections	<p>There was a decrease in performance in the food standards inspection programme¹ (244 inspections [71%] in 2005/06 compared to 487 inspections [78%] in 2004/5).</p> <p>As of 1/4/06 there were estimated 217 un-rated food premises for food standards compared to 411 as of 1/4/05. During 2005/6 53 previously uninspected/unrated premises were inspected compared to 98 during 2004/5.</p>
Continue to inspect overdue and un-rated health and safety inspections in food premises	<p>There was a decrease in the health and safety inspection performance 28% (197 inspections) in 2005/6 compared to 36% (276 inspections) in 2004/5. However, 100% of category A and B1 inspections in food premises were completed.</p> <p>Also, as of 1/4/06 there were estimated 103 un-rated food premises for health and safety compared to 332 as of 1/4/05, however this figure no longer includes premises that are category C rated (the lowest risk) which are now dealt with by an alternative enforcement strategy.</p>

6.2 Identification of any Variation from the Service Plan

The vast majority of the performance targets and expected demands were met, and often exceeded.

¹ Those premises having been previously inspected and rated and therefore falling due for inspection

With respect to areas where the expected demand or performance target was not met, in some cases the demand was not as great as predicted based on the previous years' demand. Also, some work was put on hold due to more pressing demands of higher priority work.

There were a number of areas of activity where the demand did not meet the expectation such as health and safety, licensing and food related complaints, licence consultations, and service of food and health and safety prohibition and improvement notices. Less food and health and safety notices were served in 2005/6 than predicted because improvement has been achieved by other means without the need to resort to notice service. This includes the use of an informal approach on programmed inspection with revisits/follow up.

6.3 Areas of Improvement

There was a sustained maintenance of the increased performance in the majority of the areas dealt with by the Food Safety Section that had been seen in 2004/05, and it is intended that this performance be maintained. In particular there was maintenance in the increased performance in food hygiene inspections resulting in 100% of the target being met for the third consecutive year.

In relation to the variances identified from the 2005/06 Service Plan, there are some areas for improvement for 2006/07. These are:

- Continue to inspect overdue and un-rated food standards inspections
- Continue to inspect overdue and un-rated health and safety inspections in food premises

And the following areas of performance need to be maintained:

- Maintain the increase in the food hygiene inspection performance
- Maintain the increase in the health and safety category A and B1 inspection performance and high risk food standards inspection performance
- Maintain the increase in enforcement