

# Crawley Borough Council

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## Report to Licensing Committee

7<sup>th</sup> September 2011

### Approval of the Food Safety and Port Health Service Plan 2011 – 2012

#### 1. Summary

- 1.1 The Food Standards Agency is an independent food safety watchdog set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food.
- 1.2 One of their functions is to monitor the performance of Local Authorities' enforcement of Food Safety. To do this, they use a "framework agreement".
- 1.3 One requirement of the framework agreement is to produce a Food Service Plan, which must be "drawn to the attention of Members".
- 1.4 A major revision to the Code of Practice for Food Hygiene inspections was undertaken by the Food Standards Agency in 2008 to ensure it meets the requirements of the Compliance Code for Statutory Regulators. This plan sets out how the Food Safety Service will use these changes to promote food hygiene compliance in Crawley and how this will complement the Crawley Scores on the Doors Scheme.

#### 2. Recommendations

- 2.1 **To approve the contents of the Food Safety and Port Health Service Plan 2011-2012.**

**ANGELA TANNER**  
**Head of Planning and Environmental Services**

### **3. Background**

- 3.1 The Food Standards Agency is an independent food safety watchdog. It was set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food.
- 3.2 One of the Agency's functions is to monitor the performance of Local Authorities' enforcement of Food Safety. To do this, they use a "framework agreement".
- 3.3 One requirement of the framework agreement is to produce a Food Service Plan, which must be "drawn to the attention of Members". The framework agreement does not prescribe how this will be done.
- 3.4 It has been agreed that the process used for Crawley Borough Council will mean that the Food Service Plan will first be considered by the Portfolio Holder and then the final draft will be presented to the Licensing Committee. This should enable us to meet this requirement effectively.

### **4. The Food Service Plan**

- 4.1 The required layout and contents of a Food Service Plan are described by the Food Standards Agency.
- 4.2 Crawley Borough Council's Plan has been produced to meet the Food Standards Agency's requirements. A copy has been placed in the Members' room. It is also available on the Document Management System (DMS) and is available on request from Legal and Democratic Services.
- 4.3 The Plan looks back over the previous year (i.e. 01/04/2010 – 31/03/2011) then forward to the coming year (i.e. 01/04/2011 – 31/03/2012)
- 4.4 Having reviewed the process, it has become evident that it is not practicable to achieve approval of the Plan in April, when the collation of statistical data for the Food Standards Agency commences and other information, such as last years' figures for resources are not available until the end of May. Following the election this year, this Licensing Committee presents the first opportunity to present this report.

### **5. Staffing, Financial and Legal Implications/Powers**

- 5.1 None in respect of the Plan, which solely collates existing information and plans.

### **6. Other Implications**

- 6.1 This plan sets out the way Crawley Borough Council will achieve the requirements the Food Standards Agency's measure (and former National Indicator 184) Food Establishments in the Area that are Broadly Compliant

with Food Law. Commentary is also provided on NI 182 business satisfaction with regulatory services for 2010- 2011.

## **7. Links to the Community Strategy and Corporate Plan**

7.1 The proposals contained in this report relate to the following key areas of the Community Strategy

|                    |   |                        |   |
|--------------------|---|------------------------|---|
| Local Economy      | y | Health and Social Care | y |
| Affordable Housing |   | Community Safety       |   |
| Lifelong Learning  |   | Local Environment      |   |

The following key principles are applicable:-

|   |   |
|---|---|
| (i) Working together                            | y |
| (ii) Dignity, respect and opportunities for all | y |
| (iii) Leaving no-one behind                     |   |
| (iv) Making it last                             | y |

This report achieves the following aims as set out in the Corporate Plan

|  |   |  |   |
|--|---|--|---|
| Providing high quality services              | y | Giving exemplary customer service and satisfaction | y |
| Being financially efficient and well managed | y | Developing motivated, positive and empowered staff |   |

## **8. Reasons for the Recommendation**

8.1 By noting the contents of the report, the requirements of the Food Standards Agency can be met.

## **9. Background Papers**

None to compile this report: other references are within the Plan itself.

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# Crawley Borough Council

## Food Safety and Port Health Service Plan

2011-2012



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## Introduction

This Service Plan meets the requirements of the Food Standards Agency (FSA) document "Framework Agreement on Local Authority Law Enforcement". The Food Standards Agency is an independent food safety watchdog set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food. Their functions include setting standards for local government and auditing authorities against those standards.

In June 2004, the Framework Agreement was amended to ensure that all local authorities carry out the tasks required by the various requirements of imported food legislation.

Food legislation is enforced by both District/Borough Councils (Environmental Health) and County Councils (Trading Standards). However, the work undertaken by the Crawley Borough Council with regard to the Imported Food Office covers both Environmental Health and Trading Standards legislation as Gatwick Airport is a point of entry into the EU.

Each local authority is required to develop a plan which specifies the arrangements to be put in place and operated for the enforcement of food hygiene, food standards and/or feeding stuffs legislation which includes imported food controls. The Food Standards Agency regards this as important to ensure national priorities and standards are addressed and delivered locally. The main format of this report is defined by the FSA. However, the FSA also encourages local authorities to include in their plans locally defined objectives. Crawley Borough Council's Food Safety Service<sup>1</sup> has looked to balance enforcement action with education and encourage low risk local food businesses to become "self-auditing" as far as possible.

This plan set out the risk based food inspection plan to be completed by officers from the Food and Occupational Health Team for the period 2011-2012 and includes other activities concerning food enforcement issues. Reference is made to the work carried out by the team outside planned work namely food complaints, request for advice and infectious disease control. Such complaints include unfit food and poorly run food businesses.

In addition to any audits carried out by the FSA, Crawley Borough Council will continue to participate with other local authorities in West Sussex as regards inter-authority audits. A Best Value Review was also carried out on the Environmental Health Service in 2005. The subsequent improvement plan produced has been completed.

This Food Service Plan has key links to the Public Health Strategy, Community Strategy and Corporate Strategy. Food safety is a key element in connection with numerous cross-cutting issues of importance regarding Crawley and Gatwick. It also links to the Sussex Chief Environmental Health Officers strategy for improving public health 'spanning the gap'.

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<sup>1</sup> The term Food Safety Service encompasses all of the food safety functions carried out by the officers within the Food, Licensing and Occupational Health team. This includes Infectious Disease control.



Furthermore, the Food Safety Plan makes a significant contribution to the Crawley Borough Council inputs into the West Sussex Local Area Agreement by ensuring:

- Better skills for a better future
- Better health for all

This will be achieved through enhancing the following outcomes through planned interventions and the continuation of existing statutory functions in 2011 -2012 in the following areas:

- Improving workforce skills (Outcome 4)
- Promoting health (Outcome 11)
- Retaining businesses and enabling them to grow (Outcome 16)

A risk based approach to enforcement is taken concerning food safety having regard to the needs of local businesses and public interest. This is reflected in the Environmental Health Enforcement Policy and its commitment to adhere to the Home Office Enforcement Concordat.

This service plan has also been written to embrace and comply with the Statutory Regulators Code of Compliance.

The 2011 – 2012 plan will also pick up the new themes of the 2008 – 2011 revised West Sussex Local Area Agreement.

## **1. Purpose**

To safeguard the public from infectious disease, food borne illnesses and prevent food poisoning & increase healthy eating options in Crawley.

### **1.1 Methods**

To work with local food businesses to educate and enable them to comply with food safety law.

To work with partner agencies to improve public health concerning diet as far as is practicable through promotional activities and accreditation schemes such as Eat Out Eat Well.

To enforce food law to ensure all food and drink produced, imported, prepared or sold within the Borough Crawley is in all respects safe and wholesome to eat;

Food is handled, prepared and produced hygienically including premises requiring specific approval;

The risk of contracting food poisoning or a food borne infection/injury are reduced and where possible eliminated;

Food premises meet (at a minimum) the legal required standards in terms of structure, management and practices;

Enabling food businesses access to support, advice and information in order to encourage them to be self-regulating, self-auditing and aspiring to best practice;

Complaints and concerns are dealt with fairly and promptly and that information is made available to the trade and other customers;

Imported food is safe and complies with EU and UK food safety requirements.

Organising food hygiene training/courses and encouraging food businesses to participate.

Partnership working with the Director of Public Health for West Sussex in the delivery of the West Sussex Health Improvement Plan in connection with Health Inequalities surrounding food and nutrition.

National local promotional campaigns such as Food Safety Week and Junior Citizen.

To respond to food alerts received from the Food Standards Agency (100% response to be in accordance with Code of Practice and our own procedures).

To facilitate the import and export of food through London Gatwick Airport.

To deliver all of our services to a high standard.

To follow LACoRS guidance (now known as Local Government Regulators LGR).

To inform and advise our customers both trade and members of the public.

To enforce imported food conditions at the Cargo Transit Sheds at Gatwick Airport and the Enhanced Remote Transit Sheds (ERTS) located within Crawley's boundaries.

To work with in land authorities with ERTS within their borders to ensure imported food subject to control measures is dealt with effectively and efficiently.

## **Measures**

We will measure our success through undertaking the following interventions and activities:

- Completion of food hygiene interventions in accordance with the Food Standards Agency Code of Practice as follows:

1. Achieve 100% of high risk food inspections in premises rated A, B and undertake planned targeted interventions in premises rated C and D (as defined by the FSA Code of Practice).
  2. To achieve alternative enforcement strategy interventions in 90% of Food Businesses through the use of self auditing questionnaires in premises rated E.
  3. To achieve a minimum of visiting 10% of premises rated E chosen if questionnaires are not returned or selected based on additional perceived risk due previous poor history.
- Participation in all national annual food sampling programmes as organised by Local Government Regulation (LGR) and local food sampling programmes.
  - A response time of 3 working days to respond to all complaints and a resolution time of no more than 120 working days from receipt depending on the nature of the problems.
  - The investigation of cases of food poisoning/food borne infection and implementation of necessary measures to control their spread and to prevent a recurrence. We will consult with the appropriate agencies, including the Consultant in Communicable Disease Control (CCDC) and act as a member of an infection control team as required. We will respond immediately to serious cases and continue to develop our emergency response procedure.
  - Publication of the results of Food Safety Inspections and encourage food businesses to perform to a high standard through the Crawley Scores on the Doors food hygiene rating scheme.
  - Promotion of the Eat Out Eat Well Nutrition Award scheme on the Scores on the Doors web page.

## 1.2 Links to Corporate Objectives and Plans

The Food Safety Service Plan is a key document within the Public Health Strategy and operates within Crawley's Community Strategy and Corporate Policy<sup>2</sup>. It is integrated into the key themes from the strategy that the Council has chosen to focus on, including:-

Our Communities: Safe healthy, cohesive and enjoyable

Working for better health and health care. (Priority 2).

Our Economy: Thriving, vibrant and prosperous.

- Developing a sustainable local economy where a diverse range of local, regional and national interests flourish (Priority 7).

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<sup>2</sup> See Appendix A to show the integration of the various strategies.

Our Council: Of which we can be proud.

- Delivering value for money services (Priority 10).
- Peak performing people (Priority 11)
- Creating a culture of efficiency and the habit of success (Priority 12).

The Food and Port Health Service will strive to achieve these Council priorities by:-

- Working efficiently to continue to make the best possible use of resources.
- Working in partnership with other organisations.
- Using systems thinking methodology.
- Working to achieve the Council's principles for sustainability.
- Being aware of cross-cutting issues and actively seeking to improve communication within the Council.
- Ensuring our activities are effective and well targeted to provide fairness to commerce and protection to the public and those at work by taking proportionate action at all times.

## **2 Background**

### **2.1 Profile of Crawley Borough Council**

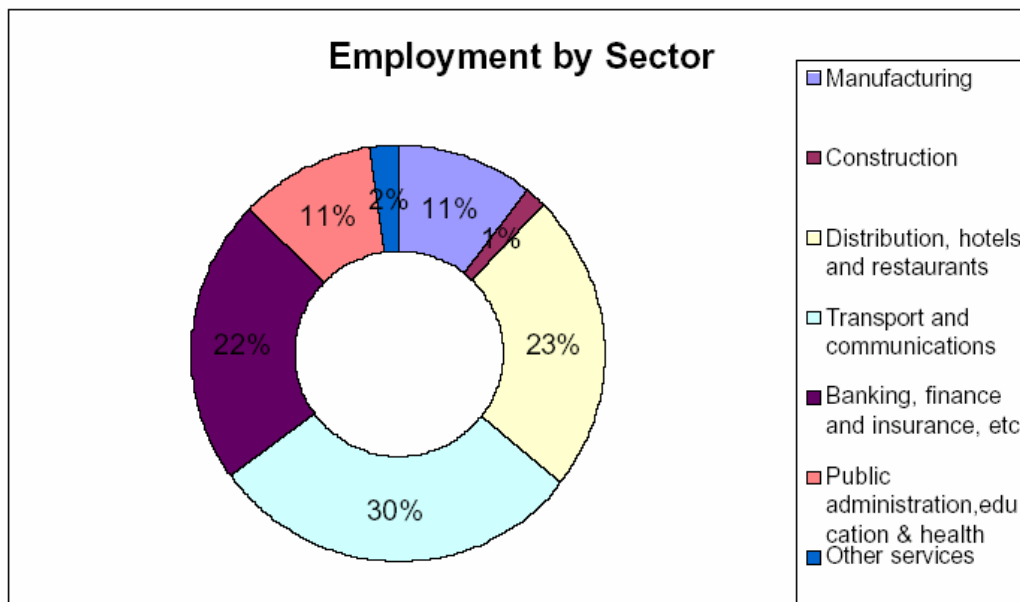
Crawley is situated in West Sussex, halfway between London and Brighton. The town has over 100,000 residents. Whilst only covering a small part of West Sussex, Crawley has a high number of large and small to medium enterprises, which are located within close proximity to Gatwick Airport.

Generally, there is a youthful disposition to the population, thus vulnerable groups tend to be children, rather than the elderly.

Food premises broadly comprise the following:

- Larger restaurants and food retailers in the town centre,
- A town centre market, held on Wednesdays, Fridays and Saturdays,
- Smaller restaurants and food retailers in the neighbourhood parades,
- Food manufacturers in the outlying industrial estates,
- Food venues at the Airport,
- Large hotels serving the Airport: despite being home to Gatwick airport, there are relatively few small hotels and B&B in the area, as Crawley is not generally considered a holiday destination in itself,
- A monthly farmers market situated in Queens Square.
- Numerous home caterers.

The graph below illustrates the breakdown of employment within the Town by sector. The food industry plays an important part in Crawley's economy and 23% of the population are employed within this sector.



Source: Annual Business Inquiry

We are aware that many local people are employed as food handlers and it is noted that Crawley has the highest number of adults with very low literacy skills in Sussex. In addition, Crawley has a diverse range of cultures and spoken languages, as can be seen in Table 3. Crawley has a larger ethnic minority population than average as regards England and the South East Region. The largest ethnic groups are Asian/Asian British Indian and Asian/Asian British Pakistani groups. This requires consideration when carrying out inspections, education and enforcement, in accordance with the Council's commitment to equal opportunities for all.

| Cultural Group                                | England     | South East Region | Crawley |
|---|-------------|-------------------|---------|
| All people (number)                           | 49,138, 831 | 8,000,645         | 99, 744 |
| <i>Percentage of people in ethnic groups:</i> |             |                   |         |
| White: British                                | 86.99       | 91.30             | 84.50   |
| White: Irish                                  | 1.27        | 1.03              | 1.31    |
| White: Other White                            | 2.66        | 2.77              | 2.72    |
| Mixed: White and Black Caribbean              | 0.47        | 0.30              | 0.34    |
| Mixed: White and Black African                | 0.16        | 0.12              | 0.23    |
| Mixed: White and Asian                        | 0.37        | 0.37              | 0.46    |
| Mixed: Other Mixed                            | 0.31        | 0.28              | 0.34    |
| Asian or Asian British: Indian                | 2.09        | 1.12              | 4.40    |

|   |      |      |      |
|---|------|------|------|
| Asian or Asian British: Pakistani                 | 1.44 | 0.73 | 3.00 |
| Asian or Asian British: Bangladeshi               | 0.56 | 0.19 | 0.15 |
| Asian or Asian British: Other Asian               | 0.48 | 0.29 | 0.77 |
| Black or Black British: Caribbean                 | 1.14 | 0.34 | 0.30 |
| Black or Black British: African                   | 0.97 | 0.31 | 0.73 |
| Black or Black British: Other Black               | 0.19 | 0.06 | 0.08 |
| Chinese or other ethnic group: Chinese            | 0.45 | 0.41 | 0.31 |
| Chinese or other ethnic group: Other ethnic group | 0.44 | 0.37 | 0.34 |

Table 3 Ethnic Breakdown in Crawley (Census 2001, Crown copyright)

This service has access to Language Line for the purposes of translation at all times.

## 2.2 Organisational Structure

### Council Structure

Crawley Borough Council operates a cabinet system: the incumbent Portfolio holder for the Food Service is Councillor Ken Trussell. Policies are created using Policy Development Forums involving stakeholders. Decisions about how services are delivered are considered by the Licensing Committee and approved on an annual basis.

The Council employs approximately 800 people in four Directorates comprising of fourteen Divisions. The Chief Executive of Crawley Borough Council is Lee Harris.

The Council's Vision is for *"a town in which people take pride: prosperous and safe where value for money services contribute to a high quality of life and environment, with opportunities for all."*

The Council's Directorates are divided as follows:

#### Chief Executive's Directorate (Lee Harris)

- Policy and Performance
- Legal and Democratic Services
- Communications

#### Directorate of Environment & Housing (Peter Browning)

- Planning Services
- Environmental Services, which includes the food service.
- Housing

#### Directorate of Community Services (Phil Rogers)

- Amenity Services

- Arts
- Community Services

### **Directorate of Resources (David Covill)**

- Finance
- Information Communications Technology
- Property Services & Procurement
- Customer Services
- Human Resources

The details concerning the approved structure are contained in the Council's Constitution<sup>4</sup>.

### **Organisation Arrangements for the Food Safety Service**

The food service is provided by officers within the Food, Licensing and Occupational Health Team. This team covers food related issues, including infectious disease control and Imported Food control at London Gatwick Airport. The Food Team cover all commercial type environmental health issues including health and safety and licensing enforcement.

The Town Centre Manager function has also been reviewed in 2011 and this post is now housed within the team of officers dealing with interventions in commercial premises to enhance synergies and encourage economic development.

A diagram showing the integration between the Food Team, Licensing and Occupational Health Team can be found in Appendix B.

Officers attend and participate in a number of key groups as outlined below:

- Sussex Food Study Group: Paul Baskerville.
- Sussex Food Liaison Group: Tony Baldock

West Sussex Control of Infection Committee: Tony Baldock/Paul Baskerville

- Water Quality Liaison Meeting: Paul Baskerville (organised by Sutton and East Surrey Water).
- Association of Port Health Authorities (APHA): Tony Baldock & Iain Pocknell

Chartered Institute of Environmental Health Port Health Special Interest Group: Beverley Edmondson

- The Food, Licensing and Occupational Health Team have a team meeting every 3 weeks. A separate meeting is held for the Imported Food Office Team to deal with imported food and port health related matters. These are held monthly on Tuesdays

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<sup>4</sup> See Intranet documents.

and Wednesdays respectively. These include training sessions on procedures and legislation.

- Airport Duty Officers meetings. These are held every other month. These meetings are also supplemented by Duty Officer case study based training to ensure all staff engaged in Imported Food Control, remain suitably competent. All airport duty officers are qualified competent EHO's who have undergone Official Fish Inspector training.

Attendance and participation in external groups is monitored and reviewed, using feedback in the regular team meetings.

### **Training and Qualifications**

Proof of suitable qualification is required prior to the appointment staff to any post concerning Food Hygiene enforcement. Ongoing training for all officers is collated and monitored, in line with the FSA Code of Practice. This information is reviewed by the Environmental Health Manager (Port Health, Food, Licensing, Workplace Safety & Wellbeing), during the corporate appraisal process. A training needs analysis exercise is carried out and a training plan produced for each officer respectively<sup>5</sup>.

### **Use of Specialist Services.**

The Council uses 4 approved laboratories for food or infectious disease related matters as detailed below (in accordance with the procedure, as attached as Appendix C).

Food Examiner: Mrs C Reynolds, Health Protection Agency, Royal Sussex County Hospital Eastern Road Brighton BN2 5BE

Public Analysts: (1) Hampshire Scientific Services, Hyde Park Road, Southsea, PO5 4LL

(2) Eurofins Scientific Ltd. Jeremy Wotton, 445 New Cross Road. London, SE14 6TA

(3) Kent Scientific Services Ltd. 8 Abbey Wood Road Kings Hill West Malling ME19 4YT

(4) Staffordshire County Council  
County Laboratory & Scientific Services  
Martin Street  
Stafford  
ST16 2LG

### **Vacant Posts and Use of Contractors**

Where possible vacant posts are filled using temporary contracts. Contractors have historically been used to allow time for specialist officers to work on specific projects such as Imported Food Surveillance and Sampling initiatives.



Contracts are awarded in accord with the Council's procurement policies and procedures. Once appointed, the contractor's work is monitored by the Environmental Health Manager through auditing completed visit reports. Revisits are also arranged to 5% of the premises inspected to check the quality accuracy of the work undertaken. This is undertaken by a Senior Environmental Health Officer. Any major variations in premises scores (before and after the contractor's inspection) are investigated with the contractor or the appointed contract manager.

### **2.3 Scope of the Food Service**

The following activities form the core of Crawley Borough Council's Food Safety Service:

Inspection of food premises under the Food Safety Act 1990, Food Hygiene England Regulations 2006, EU Directives 178/2002, 852/2004, 853/2004, 854/2004 The Trade in Animals and Related Products Regulations 2011, Official Feed and Food Control Regulations 2006.

Initial inspection of food businesses subsequent to registration with Crawley Borough Council

Consultation with Development Control concerning planning applications for new food premises.

Inspection, investigation (including sampling), detention and seizure of suspect food stuffs. Officers are also required to consider imported foods when carrying out food hygiene inspections in catering and retail premises.

Inspection, investigation (including sampling), detention and seizure of suspect imported food stuffs in Cargo Transit Sheds at Gatwick Airport and Enhanced Remote Transit Sheds within the boundaries of Crawley.

Food sampling (including water used in food preparation). The Food Safety Team also takes part in national food sampling programmes (Local Government Regulators (LGR)) and to fulfil legal requirement for certain producers, such a premises approved under product specific regulations. Details of this work are given in the food sampling plan. Samples are taken in accordance with protocols set out in the Food Safety Act 1990 Code of Practice and EU sampling protocols for specific imported foods.

The Imported Food Office is required by EU Law to sample 1% of Products of Animal Origin arriving through the Border Inspection Post. Non-Animal Origin Foods are also sampled to check for compliance with EU and UK food safety standards e.g. for contaminants such as Sudan colouring and aflatoxins.

The staff located at the Imported Food Office also sample the quality of aircraft drinking water. Samples have been taken from the rising mains located on the airfield and the water bowsers (vehicles used to transport and deliver the water to the aircraft.) The quality of the supply (rising mains and bowsers) is monitored to ensure it is satisfactory. The sampling of water on board aircraft is also planned to be undertaken in 2011-2012.

Responding to complaints of unacceptable premises and practices and complaints about fitness/wholesomeness of food. Where a complaint is received concerning a food business, a visit is made as soon as possible regardless of the last programmed visit date and an investigation is undertaken. Cases concerning food quality or chemical contamination are passed immediately to West Sussex County Council for the attention of a Trading Standards Officer. This is in line with the Code of Practice which places responsibility for chemical contamination with Trading Standards Departments together with food labelling law although either service may in fact take appropriate action. Liaison arrangements exist so that no matter which service receives such a complaint in the first instance, it is expediently transferred to the service that has the best possibility of a thorough investigation. This has been facilitated through the Sussex Food Liaison/Coordination Group.

Responding to complaints about imported food.

Responding to "Food Alerts", (which are classified as either "For action" or "For Information".) Depending on the action required, this may involve assisting with trade withdrawals or visiting and advising, and in emergency situations making immediate visits with a view to surrender or seizure of the food in question.

Sending and responding to Rapid Alerts (a warning network controlled by the European Commission). This will mainly relate to imported food.

Advice and support to food businesses either during inspection on request, and where proprietors are considering starting a new food businesses.

Advice to customers on hygiene regulations, best practice, current media concerns and similar issues (this would include reactive advice and proactive work such as news releases, promotional activities, etc.)

Enforcing food safety legislation in accordance with the environmental health enforcement policy (in line with the Home Office Enforcement Concordat). This ranges from informal written warnings through to the service of improvement notices, voluntary and emergency prohibition (closure and sundry premises), etc., to prosecution in court (or a simple caution, depending on the circumstances of the offence.)

Investigating alleged food poisoning complaints or referrals of actual food poisoning from the CCDC, GP or isolating laboratory, or members of the public.

Provision or arrangement of training, as dictated by demand as part of a themed promotion/introduction in legislation.

Liaison with Gatwick Health Control. Gatwick Health Control assists in the enforcement of the International Health Regulations 2005 and Public Health (Aircraft) Regulations 1968 as amended on behalf of the Council. This arrangement is underpinned by a Service Level Agreement. This area of work concerns disinsection of aircraft (mosquito control to prevent malaria infected vectors entering the UK) and investigation of infectious diseases regarding notification sick passengers from aircraft landing at Gatwick Airport. Officers at the Imported Food Office are also involved in public health enforcement of legislation covering infectious disease and sick passenger controls. Work has also commenced to define the specific roles and responsibilities of officers at the Imported Food Office within this public health framework.

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

In addition to core work, the Food Safety Team is responsible for the investigation of non-food related infectious disease such as Legionella type infections. This team also deals with low level pollution investigations regarding noise and odours from food premises, and breaches of Licensing Conditions in respect of the Licensing Act 2003. Advice is also provided to other sections of the Council on food issues relating to matters such as external events attracting large numbers of visitors where food will be involved. Food Officers also assist in health and safety initiatives and in addition give advice on planning applications concerning food premises.

The staff situated in the Imported Food Office, have fluctuating demands on their time. Specific flights are targeted which are likely to contain food which fails to comply with the food safety requirements. Suspect food is detained, sampled and then, if unsatisfactory, the product is destroyed by way of a destruction notice where legislation permits.

Clearance of consignments of products of animal origin. Clearing such products is a time consuming operation requiring the checking of documents, identification of product and physical examination of one in four consignments. Environmental Health Officers based at Timberham House therefore also inspect and deal with complaints concerning food safety and health and safety within the airport terminals. The work of this team is also supported by a number of Environmental Health Officers who provide cover at weekends.

Clearance of consignments high risk non animal origin food stuffs. Clearing such products is a time consuming operation requiring the checking of documents, identification of product and physical examination and sampling of 50% consignments. The work of this team is also supported by a number of Environmental Health Officers who provide cover at weekends.

The Imported Food Office staff undertake their own administration which involves updating the legislation compendiums. European Union (EU) Law in the form of Directives, Regulations and Decisions is subjected to large number of changes based on perceived risk on a regular basis. Constant updating is therefore required to keep the compendiums up to date in order to decide whether consignments of food can be allowed to enter the EU for free circulation.

A new Border Inspection Post has now been constructed at London Gatwick Airport to replace the ageing non compliant facilities. This has provided the airport operators with one of the most modern and fully EU compliant Border Inspection Posts in the UK.

## **2.5 Enforcement Policies**

Crawley Borough Council adopted the enforcement concordat in December 2001. The Food Safety Plan has also been audited against the Department for Business Enterprise and Regulatory Reform 'Regulators' Compliance Code in January 2008 and found to be satisfactory and compliant.

The Environmental Health Services has a generic enforcement policy. A specific policy for Imported Food enforcement has also been produced. This was adopted by

the Executive in March 2008. This is consistent with the Regulators Compliance Code.

To promote best practice and ensure consistent decisions are taken with regard to public interest and likely outcome of any legal proceedings an “enforcement review” is held involving the Case Officer, Line Manager, Head of Planning and Environment Service and Solicitor to the Council where the merits of any proposed formal action is being considered. All legal proceedings within the Environmental Services Division are subjected to this process in line with the local procedure.

This process requires the Case Officers to produce a case file for the Head of Service in accordance with the Criminal Investigations and Procedures Act 1996. The said officer is also required to present the facts of the case in person. The matter then receives an objective review. Details of the decision are recorded by the Head of Service. This is within the parameters of her delegated powers as set out in the Constitution.

The Council has a formal complaints procedure, whereby any customer aggrieved by our processes or decisions can have their grievance investigated. This is independent of the service being investigated.

There are also opportunities for “informal” complaints to be raised via our customer survey forms.

### 3 Service Delivery

The FSA prescribe a minimum inspection frequency for food premises. The Council’s policy is in line with the guidance e.g. to complete 100% of its planned interventions within the 28 days of the due date

#### Premises Profile in Crawley

The table below shows the FSA categories for inspection frequencies. There have been recent changes in the method of using risk ratings, which is reflected below.

| Risk Rating | Points Range | Minimum Frequency of Inspection             |
|-------------|--------------|---|
| A           | ≥92          | At least every 6 months                     |
| B           | ≥72          | At least every year                         |
| C           | ≥42          | At least every 18 months                    |
| D           | ≥31          | At least every 2 years                      |
| E           | Below 31.    | “Alternative Strategies” can be considered* |

\*The strategies used will depend on the competent officers’ assessment of the needs of the individual

It is only possible to estimate the number of programmed, risk based inspections, as new businesses may open and others close during the period of the year. However, at 1<sup>st</sup> April 2011, we are able to estimate that 313 premises will need to be inspected 2011-2012 (fiscal year).

Table 2 illustrates the number of premises in Crawley and Gatwick, according to their risk rating, broken into the categories provided by the FSA on current registration details due for inspection in the next 12 months..

| <b>Risk Rating</b> | <b>Points Range</b> | <b>Due for Inspection</b> |
|--------------------|---------------------|---------------------------|
| <b>A</b>           | ≥92                 | 3 (6 interventions)       |
| <b>B</b>           | ≥72                 | 24                        |
| <b>C</b>           | ≥42                 | 200                       |
| <b>D</b>           | ≥31                 | 44                        |
| <b>E</b>           | Below 31.           | 42                        |

Risk based inspections (Primary Visits) comprise only part of the interventions used to ensure food safety as a range of follow up actions are also used (Secondary Visits). An instant carbonised report is left at the time of all inspection visits. If any works are required to comply with the law or improve food hygiene, a letter confirming the actions to be completed is also sent as soon as possible.

In addition to programmed inspections, the Food Safety Team investigates complaints made by members of the public or other businesses. Performance concerning complaints is reported in COVALENT with other Environmental Health type complaints.

The Imported Food Office aims to clear products of animal origin within 2 hours of presentation of documents and the consignment at the Border Inspection Post.

### **Operation Times**

The Food Safety Team is part of the Environmental Health Service located at the Town Hall.

There is also an office at Timberham House (London Gatwick Airport), which provides staff for the Imported Food Service. Current opening hours are 8.00am to 5.00pm Monday to Friday and 10.00am to 4.00pm on Saturdays, Sundays and Bank Holidays. The office is open 365 days a year.

The Town Hall is open Monday to Thursday 8:45am 5.20pm, Friday 8:45am 4.20pm. However, a flexitime system is worked and officers are able to work from 7:00am to 8.00pm. An informal arrangement exists amongst the Food Safety staff to ensure cover is provided at all times during office hours. Cover is provided at Timberham House through a Duty Officer rota.

The emergency response for out of hour's problems, such as serious cases of food poisoning operates by way of a cascade system initialised by an out of hours call service.

### **3.1 Food Premises Inspections**

The Environmental Health database management system (UNiform) is used by a number local authorities including CBC. It contains details of the food premises

registered in Crawley and Gatwick. It is also used to generate the risk based inspection programme and record key details regarding inspections and actions. This information is used to complete FSA returns. The UNIFORM computer software although being highly useful requires a high level of technical input from a system administrator. Significant changes have been made to the manner in which FSA returns are submitted in the last 2 years as a result of the introduction of the LAEMS system. All food safety returns to the FSA are now made by way of an electronically generated return.

The inspection programme is driven by the risk rating assigned to premises as defined in the FSA Code of Practice. This highlights the premises which are due to be inspected according to the perceived risk due to the type of food produced and level of compliance with the law. New premises also require initial visits subsequent to registration.

The allocation of the premises to individual team members is determined by its location in the borough. The borough is split into six areas, four being made up of geographic blocks containing approximately equal numbers of businesses with North and South Terminals of Gatwick Airport forming the fifth and sixth respectively.

Periodic checks are made of progress against the planned inspection programme during monthly meetings. Crawley Borough Council is also required to submit an annual return to the FSA. Environmental Services also has a local performance indicator which mirrors the FSA indicator.

The council's own policy is to complete 100% of the planned interventions. The change to the Code of Practice issued by the Food Standards Agency 2008 and updated guidance in 2011 now allows the Council to base the interventions programme on outcomes as opposed to planned inspections as has historically been the case. As a result of this change it is proposed that additional interventions will be made concerning food premises with 1 star or less as per the rating given by the Council's Scores on the Doors food hygiene award scheme.

The budget concerning food safety enforcement is now separate from imported food and other functions. The budgets for these areas are shown in Section 5.1 below. Staffing arrangements are detailed in table 5.2.

### **3.2 Food Complaints**

All food complaints, including complaints about imported food are recorded in the UNIFORM computer system. They are then allocated on a location basis as described above, in accordance with the current procedure.

The estimate of resources required for complaints is based on the previous years' trends. Such complaints are recorded in accordance with the FSA requirements and include the following:

- Possible Chemical Contamination
- Foreign Bodies in food.
- Food Hygiene (Premises)
- Food Labelling (including past use by date etc)
- Microbiological – mould etc
- Suspected food poisoning

### **3.3 Primary Authority Principle**

The Environmental Health Service supports and endorses the Primary Authority scheme, but has not currently formally signed any food related agreements via the Local Better Regulation Office (LBRO).

It does, however, act as an originating authority for many food businesses. Of particular interest are the flight caterers, who supply meals to flights from Gatwick. As an originating authority, Crawley has taken responsibility of ensuring that food, goods and services produced within the borough conform to legal requirements. It is difficult to accurately quantify the time spent on conferring with other local authorities and food businesses, as this information is often bound up with food complaint investigation processes.

A possibility exists that Crawley Borough Council may be required to act as a Primary Authority as a result of the Regulatory Enforcement and Sanctions Act 2008.

It is therefore possible that Crawley Borough Council will be a Primary Authority for the following local businesses.

Astrae Airlines  
Virgin Atlantic  
Pasta Reale

Crawley Borough Council is also a lead member on the Aircraft as Food Premises working group and two senior Environmental Health Officers represent the service on FSA and APHA working parties.

### **3.4 Advice to Businesses**

Advice to businesses and customers is viewed as an essential part of the food service plan and includes advice for new businesses. Those wishing to discuss their plans to set up or alter the nature of their food businesses are given free advice on layout, standards and best practice.

We also support “business breakfasts” provided by the local Chamber of Commerce, to increase awareness of our advisory role.

Food hygiene training and nutrition training courses as endorsed by the Chartered Institute of Environmental Health are provided on a cost recovery basis by Officers within the Food Service to enable local business to comply with the law and develop their enterprises accordingly.

### **3.5 Food Sampling**

We intend to take part in the national food sampling initiatives as organised by the HPA and 1 local Sussex wide project as detailed below during 2011 to 2012, subject to availability of suitable products in the Crawley area.

| Year  | 2011 |   |   |   |   |   |   |   |   |   |   |   | 2012 |   |   |   |
|---|------|---|---|---|---|---|---|---|---|---|---|---|------|---|---|---|
| Months of sampling  | J    | F | M | A | M | J | J | A | S | O | N | D | J    | F | M | A |
| <b>New studies</b>  |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| <b>Study 42.</b> Reactive response study: Salmonella contamination in bean sprouts & sprouted seeds |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| <b>Study 43.</b> Lightly cooked food  |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| <b>Study 44.</b> Reactive response study to be eggs.  |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| <b>Study 45.</b> Pennington response study 3  |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| <b>Study 46.</b> Reactive response study to be confirmed*   |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| <b>Regional/Liaison Group studies</b>   |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| Lightly Cooked chicken liver dishes and parfaits  |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |
| Smoked fish   |      |   |   |   |   |   |   |   |   |   |   |   |      |   |   |   |

In 2010 – 2011 the following food samples were taken.

| <i>Sample Type</i>               | <i>Sample Size &amp; Number</i> | <i>Laboratory and Test</i> | <i>Type of Premises</i>   | <i>Sampling Coordinating Body</i> |
|----------------------------------|---------------------------------|----------------------------|---------------------------|-----------------------------------|
| Regional fish & shellfish        | 5                               | Microbiological            | Retail                    | LACoRS                            |
| Enforcement (Continental Spices) | 7                               | Microbiological            | Supermarket               | CBC Monitoring                    |
| Enforcement (Premier Inn)        | 9                               | Microbiological            | Hotel Restaurant          | CBC Monitoring                    |
| Listeria in RTE foods            | 6                               | Microbiological            | Retail                    | LACoRS Study 41                   |
| Legionella                       | 10                              | Microbiological            | Domestic Premises         | CBC Monitoring                    |
| Wet fish                         | 5                               | Chemical                   | Border Inspection Post    | Statutory requirement             |
| Fresh Vegetables                 | 732                             | Pesticides                 | Designated Point of Entry | Statutory Requirement             |
| Fresh Vegetables                 | 2                               | Microbiological            | Designated Point of Entry | Statutory Requirement             |

EU Regulation 669/2009 has introduced a requirement for certain products not of animal origin to be subject to checks via a Common Entry Document on arrival within the European Union. Large volumes of goods are transported through London Gatwick



Airport from the Dominican Republic and also Thailand both being countries subject to the said controls. As a direct consequence a very large increase in workloads has occurred with regard to the team based within the Airport Office and suitably qualified officers have also been taken from the Town Hall to assist as needed. The requirements within this legislation are as follows with associated sampling frequencies.

Gatwick Airport is designated as a Border Inspection Post, Designated Point of Entry and Designated Point of Import thus the reason food stuffs and other controlled goods are imported through this location.

Products of animal origin received at Gatwick consisted of fish (187) Hatching Eggs (38) Meat (4) others including pet-food, hunting trophies, whey protein, bull semen.

Non animal origin consignments were 2106, of which 2072 were subject to official controls.

A large amount of fresh produce is imported through Gatwick Airport from the Dominican Republic, India and Egypt. Products from these countries have to be sampled as follows.

| <b>Dominican Republic</b> | <b>Sampling Requirement</b> | <b>Frequency</b> |
|---------------------------|-----------------------------|------------------|
| Yard Long Beans           | Pesticides                  | 50%              |
| Bitter Melons             | Pesticides                  | 50%              |
| Lauki                     | Pesticides                  | 50%              |
| Peppers                   | Pesticides                  | 50%              |
| Aubergines                | Pesticides                  | 50%              |
| <b>Thailand</b>           |                             |                  |
| Aubergines                | Pesticides                  | 10%              |
| <b>Egypt</b>              |                             |                  |
| Strawberries              | Pesticides                  | 10%              |
| <b>India</b>              |                             |                  |
| Okra                      | Pesticides                  | 10%              |
| Holy Basil                | Microbiological             | 10%              |
| Sweet Basil               | Microbiological             | 10%              |
| Peppers                   | Pesticides                  | 10%              |
| Curry Leaves              | Pesticides                  | 10%              |

In agreement with the Sussex Food Liaison group, each Local Authority will sample, if possible, from a specific major supermarket

- I. Worthing - Co-op
- II. Horsham – Waitrose
- III. Chichester – Budgens
- IV. Arun – Somerfield
- V. Adur – Tesco
- VI. Crawley – Sainsburys\***
- VII. Mid Sussex – Safeway

This ensures that all the major stores are included.

### 3.6 Control and Investigation of Outbreaks of Food Related or Other Infectious Disease

Information regarding infectious disease is received by three routes:

- Complaints from people suffering for the symptoms of an infectious disease, normally alleging food poisoning
- Notifications from laboratories initiated by a GP or hospital, for example. These will confirm that a person in the Crawley area is suffering from a “notifiable disease”. These are provided to the Council because there is a legal duty to notify certain diseases to the Local Authority, who may then investigate the cause.
- Notification from Gatwick Health Control regarding sick passengers arriving at the airport.

One-off cases may warrant investigation (if a food handler is involved) or not (an individual case returning from foreign travel, for example.)

In the case of a food poisoning outbreak (defined by Consultant in Public Health Medicine) this will be investigated ideally immediately, but in any case within 48 hours (including weekends and holidays).

Investigations will be conducted in liaison with, and under the guidance of, the Consultant in Public Health Medicine and in accordance with our procedure guide.

At the conclusion of any outbreak investigation, a full debriefing is undertaken to examine any key lessons learned.

Crawley Borough Council also has duties under the legislation relating specially to Port Health which is summarised for information below. The law is currently being reviewed to bring the International Health Regulations 2005 into force. Officers from this service have been helping the Department of Health in the planning of the changes.

#### Port Health Legal Responsibilities

**The Public Health (Aircraft) Regulations 1979** – These are the responsibility of appropriate local or port health authorities, and elements are normally delegated through the appointment of authorised officers and medical officers. Medical Officers are appointed by the local authority and are usually known as Port Medical Officers (PMOs).

**The International Health Regulations (2005)** – these are legal instruments binding on the UK but do not confer powers or responsibilities until incorporated into domestic law. They are designed to provide maximum security against the international spread of threats to public health with minimal interference with world traffic and trade. Although the WHO is responsible for the regulations, they are agreed collectively by its member states.

#### **Responsibilities of the Port Medical Officers**

The responsibilities in this section refer to the current ones contained in the Public Health (Aircraft) Regulations 1979 as amended 2007. In order to perform these

medical officers and authorised officers must be appointed by the local authority. There is currently a review of these UK regulations to incorporate the International Health Regulations 2005 (IHR) through the Health and Social Care Bill which received Royal Assent in July 2008.

The first step in the response to a public health aviation incident is the international requirement that the captain of the aircraft arriving at an international port of entry notify the public health authority when there is a suspected communicable disease on board. IATA has supplied guidelines for cabin crew and ICAO has revised the procedure which facilitates this process. The responsibility for management of such an event rests primarily with both the Health Protection Agency and the port operator (or 'competent authority'). Local plans should incorporate this and ensure a means of receiving and acting on such events.

Once notified, there is a legislated requirement that an appropriate response by the medical officer is within three hours of an aircraft being detained. For maritime incidents this is twelve hours. This may cause difficulty and local plans should reflect this.

A summary of current responsibilities is given below. I have indicated where a medical officer (as opposed to an authorised officer e.g. EHO) is required. All matters regarding human health are undertaken and are the responsibility of the Health Protection Agency although CBC still has to authorise clinicians to fulfil the role:

- Regulation 7 – Inspection of aircraft (medical officer or authorised officer) must do
- Regulation 8 – Examination, etc, of persons on aircraft (medical officer) must do if requested
- Regulation 9 – Persons leaving aircraft with infectious disease (medical officer) may do
- Regulation 10 – Notice to customs officer by authorised officer
- Regulation 11 – Supply of information, etc, by commanders (including death on board from infectious disease) to authorised officer
- Regulation 12 – Notification of infectious disease, etc, on board to authorised officer
- Regulation 13 – Deratting and disinfection of aircraft (authorised officer)
- Regulations 14-19 – Detention and release of aircraft (medical officer for some)
- Regulation 20 – Surveillance of persons from infected areas (medical officer)
- Regulation 21 – Removal of infected persons from aircraft where required by commander (medical officer must do)
- Regulation 22 – Removal of aircraft to another customs airport (authorised officer)
- Regulation 25 – Aircraft alighting elsewhere than a customs airport (authorised officer)
- Regulations 27-28 – Outgoing aircraft, examination of persons proposing to embark (medical officer)
- Regulations 32-34 – Charges and expenses of health authorities
- Regulation 36 – Aircraft unwilling to comply with regulations (authorised officer).

The provider of the service(HPA) must notify the local Health Protection Unit in a timely manner, of incidents when a commander of an aircraft, ship or train has notified port health of a suspected public health event. Under the International Health Regulations 2005 there are procedures whereby the UK National Focal Point must be notified of Public Health Emergencies of International Concern and this is done through the local Health Protection Unit who report it to the HPA Centre for Infections.

The provider will agree specific information systems with the Health Protection Agency to pass on information with the details of entrants through an electronic method and this will inform protocols.

All cases relating to passengers that are taken ill on board an aircraft are dealt with directly by the Port Medical Officer.

**Health and Social Care Act 2008** – was introduced into Parliament in November 2007. The public health protection sections provide a comprehensive set of public health measures to help prevent and control the spread of serious diseases caused by infection and contamination. The Bill received royal ascent in July 2008 and implementation will follow.

The current modus operandi as regards food poisoning is as follows:-

#### Food Poisoning

- Contact the CPHM/CCDC immediately on receipt of information pointing to a possible food poisoning issue and take instruction.
- Attempt within three working days to discuss the situation with suspected cases and contacts and give them advice regarding the need to visit their own General Practitioner.
- Liaise, where necessary, with other local authorities within three working days notification.
- Visit and carry out investigations where premises are identified in this area, ideally on the day of notification or on the next day.
- Take the samples of food and other evidence as required and arrange for their delivery to the appropriate laboratory for examination.
- Advise the proprietors on the legal position and in particular give specific instructions as to hygiene requirements of food handlers and the arrangements which are needed for exclusion from work.
- Assist with the formulation of and send out questionnaires, when instructed by the CPHM as a follow-up to the investigation.
- Contact those who have been involved with the case, at the conclusion of the investigation and inform them of the outcome.

- Take action in accordance with the Council's enforcement policy and where required produce the appropriate files and documents for legal opinion and/or decision by the Head of Service.
- Be part of any outbreak control team/or review team.

The food team are unable to:-

- Become involved in claims for compensation.
- Investigate outbreaks or originating from the home unless advised to do so by the Consultant in Public Health Medicine.

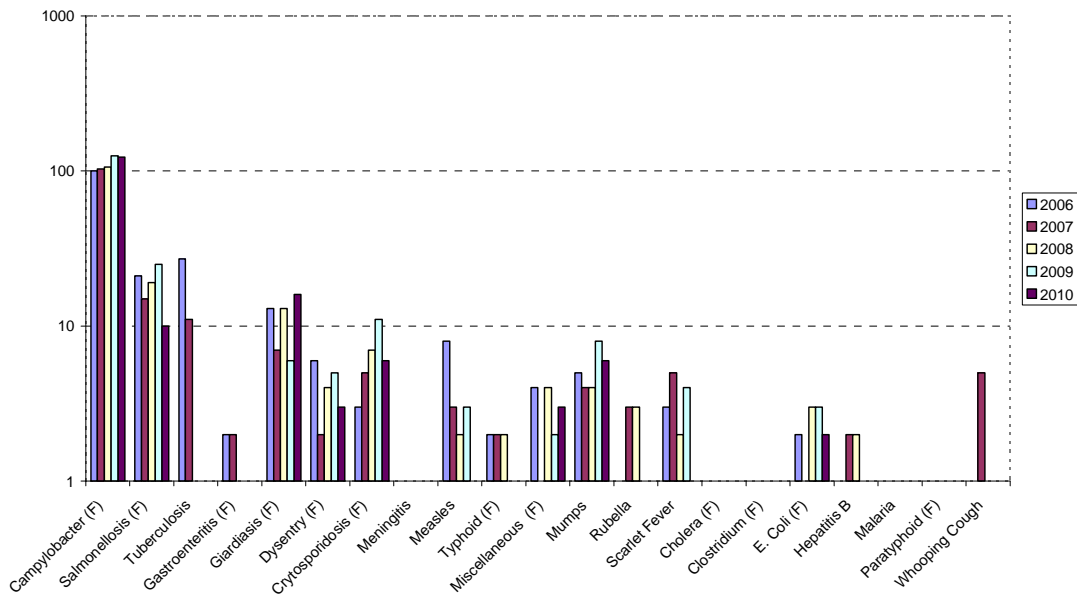
Infectious disease notifications to Crawley Borough Council are illustrated below.

### **Notifiable Diseases for April 2006 – April 2011**

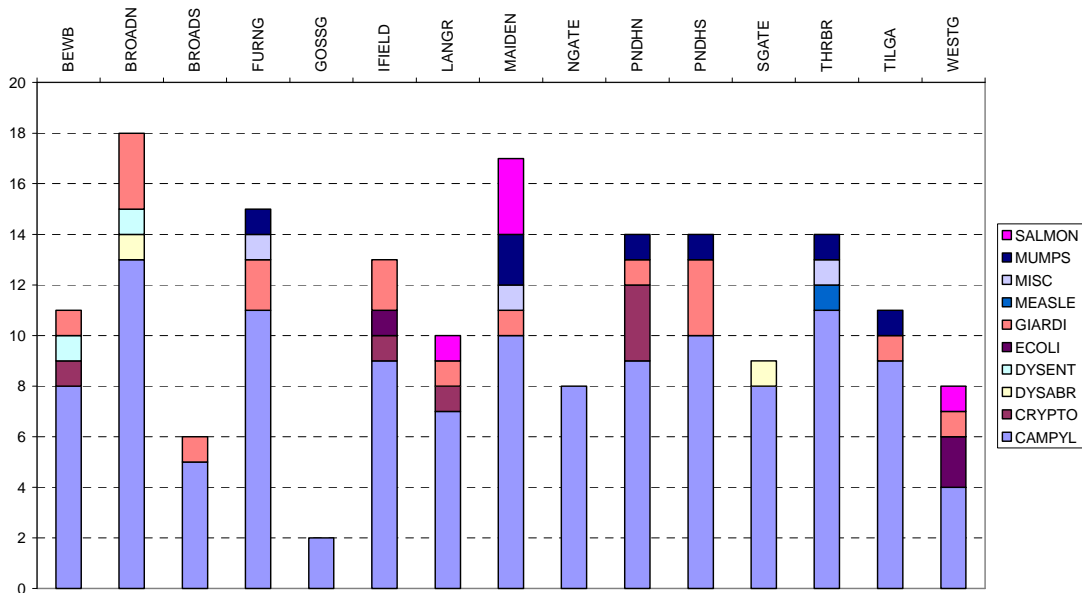
| <b>Notifiable Disease<br/>(F indicates food borne)</b> | <b>06/07</b> | <b>07/08</b> | <b>08/09</b> | <b>09/10</b> | <b>10/11</b> |
|--|--------------|--------------|--------------|--------------|--------------|
| Campylobacter (F)                                      | 100          | 103          | 106          | 125          | 123          |
| Salmonellosis (F)                                      | 21           | 15           | 19           | 25           | 10           |
| Tuberculosis   | 27           | 11           | 0            | 1            | 0            |
| Gastroenteritis (F)                                    | 2            | 2            | 0            | 0            | 0            |
| Giardiasis (F)   | 13           | 7            | 13           | 6            | 16           |
| Dysentery (F)  | 6            | 2            | 4            | 5            | 3            |
| Cryptosporidiosis (F)                                  | 3            | 5            | 7            | 11           | 6            |
| Meningitis   | 1            | 0            | 0            | 0            | 0            |
| Measles  | 8            | 3            | 2            | 3            | 1            |
| Typhoid (F)  | 2            | 2            | 2            | 0            | 1            |
| Miscellaneous (F)                                      | 4            | 1            | 4            | 2            | 3            |
| Mumps  | 5            | 4            | 4            | 8            | 6            |
| Rubella  | 1            | 3            | 3            | 1            | 0            |
| Scarlet Fever  | 3            | 5            | 2            | 4            | 0            |
| Cholera (F)  | 0            | 1            | 1            | 0            | 0            |
| Clostridium (F)  | 0            | 0            | 0            | 0            | 0            |
| E. Coli (F)  | 2            | 1            | 3            | 3            | 2            |
| Hepatitis B  | 1            | 2            | 2            | 0            | 0            |
| Malaria  | 1            | 1            | 1            | 1            | 0            |
| Paratyphoid (F)  | 0            | 1            | 0            | 0            | 0            |
| Whooping Cough   | 1            | 5            | 0            | 0            | 0            |
| <b>Total</b>   | <b>211</b>   | <b>188</b>   | <b>174</b>   | <b>195</b>   | <b>171</b>   |

Campylobacter still continues to be the major source of gastro intestinal infection in common with the UK trend.

Notifiable Infectious Disease Trends



Notifiable Disease by Wards 2010-2011



### 3.7 Food Alerts

Food Alerts are the FSA's way of letting local authorities and consumers know about problems associated with food and, in some cases, provide details of specific action to be taken.

Food Alerts are dealt with in accordance with the documented procedure which was based on guidance given in the current FSA Code of Practice. As noted above, some food alerts are specifically concerned with imported food. A system has been developed at the Imported Food Office where a list of target products is noted. The same also applies to rapid alerts sent to Port Health Authorities. The day to day inspection of imported food takes into consideration current issues related to imported foods.

### **3.8 Liaison with Other Organisations**

Formal links exist and are being improved with the public health laboratory service and Hampshire Scientific Services.

The Group Manager FLOH attends the Sussex Food Liaison Group.

A Senior Environmental Health Officer attends the local borough Control of Infection Committee which is chaired by the CCDC/CPHM.

A Senior Environmental Health Officer is the co-ordinator of training matters for the external providers.

Regular meetings are also held with Gatwick Health Control to ensure that the Council obligations under the Public Health (Aircraft Regulations) 1979 are met. Substantial legislative changes have arisen further to the revision of the International Health Regulations 2005 and changes to the manner in staffing is provided to GHC.

### **3.9 Food Safety Promotional Work**

The Food Safety Team co-ordinate their promotional activities within the team. Where training requests are received from customers, they are dealt with in a variety of ways:-

- Training in food safety is co-ordinated by Crawley Officers and includes CIEH courses. In 2011 – 2012 it is hoped that a number of food safety training initiatives will also be undertaken to assist businesses with 0-1 stars as according the Scores on the Doors scheme. At the time of writing this report 6% of food premises fall within this category. Staff time will be diverted from number driven targets concerning inspection numbers to achieve outcome driven measures in accordance with the findings of the Hampton Report. Whilst it may be problematic to charge for Safer Food Better Business seminars and training it is anticipated that a number of CIEH Foundation Food Hygiene Courses will be delivered to local businesses at cost or a small surplus which will be used to provide a free course to a local schools for pupils entering the work place.

The team also participates in campaigns, including:-

- Food Safety Week
- Promotion of hand washing through training sessions in local schools and community “healthy cooking” schemes.
- Crawley’s Junior Citizen event, in which hand washing is to be promoted to local school children.

## **4. Scores on the Doors**

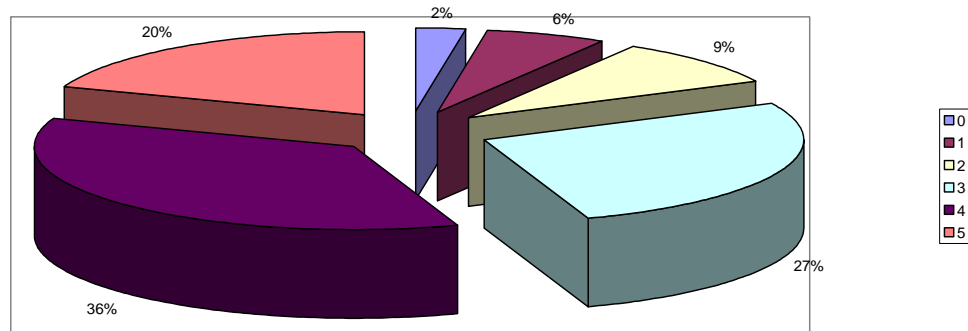
4.1 Crawley Borough Council successfully launched its own Scores on the Doors Food Hygiene Award Scheme in April 2008.

4.2 This scheme provides the public with information concerning the standards of food hygiene within the local area and will also be very useful in identifying future interventions in failing local businesses.

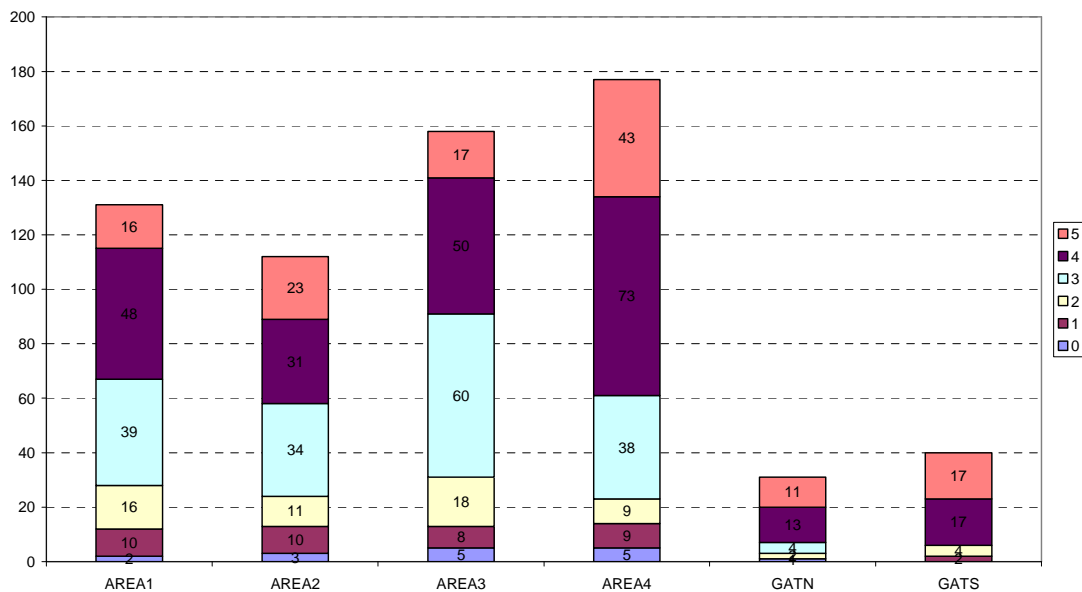
4.3 A National Scheme has now been proposed by the Food Standards Agency using six tiers in keeping with our own local scheme.

4.4 This initiative has proved a great success resulting in positive publicity for both the Council and local food business operators alike. It has also enabled the Council to exceed the FSA target of 75% of premises being broadly compliant with food law (NI184) in our first year of operation having achieved an 84% compliance rate overall. The star ratings for all premises as at the 1<sup>st</sup> April 2011 are shown below.

Star Ratings of Food Premises as at 15/08/2011



Star Ratings as at 01/04/2011 by Area



4.5 Significant changes to the official returns required by the FSA in 2009 have also shown the decision to launch such a scheme as very timely due to similarities in the data being collected.



4.6 Whilst an appeal scheme has been created for food business operators who may be unhappy with their rating only 3 appeals have been received in the first 3 years of operation all of which were successfully defended.

4.7 The match funded Workplace Wellbeing Officer has produced excellent returns capturing many synergies between the work of the Environmental Health Service and public health in general and will continue to play an important role in regards to the Wellbeing Boards hosted by West Sussex County Council.

At the time of writing we have had 15 food businesses successfully achieve acceptance into the Eat Out Eat Well food nutrition scheme. This scheme was originally aimed at workplaces with canteens to maximise the numbers of people exposed to healthy options on a daily basis. It is estimated that this has provided in excess of 1,700 people a healthy option each day. This scheme is now being pursued by other Sussex Local Authorities further to Crawley's uptake of the scheme.

The Workplace Wellbeing Officer has also delivered two CIEH nutrition training courses to fifteen local food business operators in 2011 allowing them to achieve gold standard awards. Four basic food hygiene courses have been provided to twenty plus local business also and the residual income has been used to cover a number of attendees from Crawley Voluntary Services.

## 5. Resources

### 5.1 Financial Allocation

The budget available to the Food Service is as follows:

|       |                        |       |                           |         |
|-------|------------------------|-------|---------------------------|---------|
| C1021 | PORT HEALTH INSPECTION | 10010 | PERMANENT STAFF PAY       | 100,920 |
| C1023 | ENVIRONMENT FOOD TEAM  | 10010 | PERMANENT STAFF PAY       | 124,520 |
| C1021 | PORT HEALTH INSPECTION | 20231 | HIRE OF BUILDINGS/GROUNDS | 14,580  |
| C1021 | PORT HEALTH INSPECTION | 20232 | RATES (NNDR)              | 3,240   |

### 5.2 Staffing Allocation

Officers carrying out the food safety function also carry out other duties. Only a percentage of their time is, therefore, spent on food safety. The table below shows a full time equivalent post e.g. 37 hours a week, and typical work breakdown. Figures have been rounded up and time has been divided into "Food" and "Imported Food" as required by the FSA.

| Type of Officer              | FTE's Food Safety Service based at the Town Hall | FTE's Imported Food Service London Gatwick Airport |
|------------------------------|--|--|
| Other Management             | 0.05   | 0.05   |
| Environmental Health Manager | 0.25   | 0.15   |

|                             |     |     |
|-----------------------------|-----|-----|
| Senior EHO                  | 2.5 | 1   |
| EHO                         | 0.6 | 0.6 |
| Technical Support           | 1   | 1   |
| Administrative Support      | .75 | 1   |
| Official Veterinary Surgeon | 0   | .5  |

### 5.3 Staff Development Plan 2011 - 2012

Each year, a training programme is drawn up for individual members of staff, following the staff appraisal process. Training needs are identified at this point.

A competency matrix has been developed.

There are 9 duty officers on the out of hour's rota covering the Imported Food Office. Some of these officers work within the Pollution Team and Public Health Team although they are qualified as Official Fish Inspectors but do not deal with food safety legislation on a day to day basis. The duty officer meetings held every two months deals with issues of consistency. Training requirements are also met through casework scenarios designed by staff at the Imported Food Office. Training in the form of setting scenarios has proved to be a popular and effective means of getting officers to read and interpret the legislation. A training needs analysis is completed at the first Duty Officers' meeting of the financial year.

## 6 Quality Assessment

### 6.1 Assessing the Quality of the Service

The quality of the service is rated by our customers. We carry out regular surveys, the results of which are collated. These include customer survey forms sent out systematically, following completion of investigations and forms handed at the time of commercial premises inspections. In addition, the following quality checks are carried out:

The Environmental Health Manager operates a monitoring system, which reviews

- Consistency and quality of inspections, by monitoring inspection forms
- Consistency and quality of record keeping, by review of files
- The quality of the service, as rated by our customers, by review of regular customer surveys.
- Shadow visits in which the Environmental Health Manager accompanies the officer concerned, to give feedback and check consistency of approach.
- Consistency and quality of the application of policies and procedures, by including an update session in the regular team meetings.
- The teams performance against the Council's standards of service, namely:

Inspection of 100% of food premises requiring inspection in the current FSA Code of Practice (performance measure = annual return to the FSA, quarterly review by the Environmental Health Manager, discussion on trends and exceptions to the plan).

Complaints to be responded to ideally within three working days, but not more than 10 working days. (Measure performance quarterly review by Group Manager.)

Serious complaints of food poisoning, infectious disease and dirty food premises to be responded to ideally immediately but at least within 24 hours of notification. (Measure performance: check by Group Manager as and when required.)

Food alerts and trade withdrawals to be responded to as per FSA guidance. (Measure performance: auditing by Group Manager, via vetting and confirmation of procedure.)

Completion of LACORS food sampling programme. (Measure performance: annual returns to the FSA, quarterly review by Group Manager, discussion on trends and exceptions to the plan.)

Vetting of contractor quality, if used. (Measure performance: shadowed inspections on first appointment, then each inspection paperwork vetted by Group Manager.)

## 7 Review

### 7.1 Review of the Service Against the Service Plan 2010 -2011

Crawley produced a new Corporate Plan in 2010 which is congruent with the new Community Strategy developed through the Local Strategic Partnership. The Team Service Plans provide the operational elements required to put the plan into action. The Food, Licensing and Occupational Health Team Service Plan provide some of the information that is needed for this, more specific, Food Service Plan. A diagram showing the relationship between the various plans is attached as Appendix A.

## 8. Scope of the Food Service.

Our work for the 2010 – 2011 consisted of four elements:

- **The Risk Based Inspection Programme.**

Targets and deadlines are set by Central Government and efficiencies are gained by streamlining processes. This work was given highest priority this year. We used the FSA risk scored inspection programme as the basis for our premises inspections. However, additional inspections arose through new businesses starting up and complaints about premises. The former are obliged by law to register as food businesses and are inspected at that time. The latter are subject to an inspection targeted at investigating the complaint. The table below show the number of inspections completed last year.

| Inspection frequency                                       | Min 6 months | Min 12 months | Min 18 months | Min 24 months | Min 36 months | Unrated      |
|--|--------------|---------------|---------------|---------------|---------------|--------------|
| Premises rating  | A            | B             | C             | D             | E             | New Premises |
| No of planned primary food hygiene visits at start of year | 5 (x2)       | 34            | 246           | 42            | 17            | 35           |

The Council's policy is to complete 100% of inspections of premises due an inspection, in accordance with the FSA risk rating system. A number of additional visits are also made each year due to new premises registrations. These visits are recorded using COVALENT being the corporate monitoring standard. Additional visits are measured in terms of % greater than 100.

- **Response to Reactive work.**

This produces unpredictable demands, but targets and deadlines for performance (such as type and speed of response) can be set. This work includes:

- Food complaint investigations (such as foreign objects in food.)
- Food poisoning investigations.
- Investigations into complaints of poor food safety at premises
- Food incidents (e.g. national product recalls, such as with Sudan 1.)
- Advice to businesses (e.g. new businesses)
- Clearance of consignments of imported food through Gatwick Airport.
- Formal Action arising from investigations.

This work has the next priority, but is usually has a greater degree of urgency than the risk programme and has a higher public profile. This year we met our targets in respect of reactive work

## **7.2 Food complaint investigations (such as foreign objects in food.)**

We have two key performance indicators for this type of reactive work: speed of response and quality of service experienced by the customer. In the former we have achieved well against target<sup>10</sup>. In the latter have identified that where an officer from the Environmental Health Department is the first point of contact, the majority of responses range from good to excellent.

## **7.3 Food poisoning investigations.**

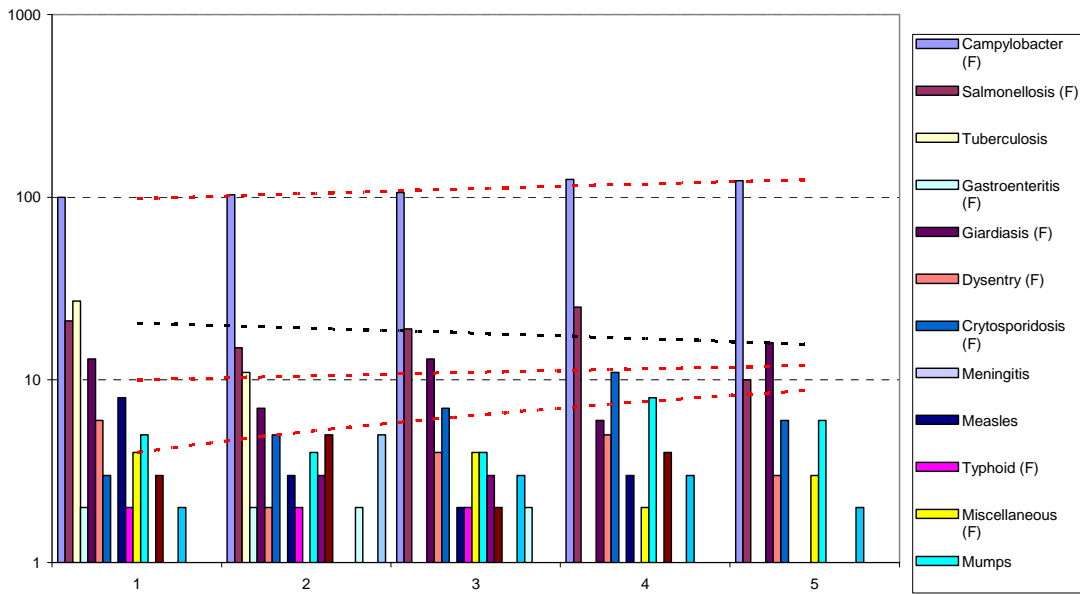
The rate of Campylobacter food poisoning fell from 125 cases to 123. This organism is the most common form of food poisoning causing gastro intestinal illness in England. It is acquired from eating contaminated food. Most raw poultry is infected with the disease. A large number of food poisoning cases occur within the home and this is one of the potential reasons that reduction has not occurred in recent years. This service assists the Food Standards Agency with this initiative through educational events such as Food Safety Week and visiting local schools and assisting with elements of the national Curriculum regarding Food. Campylobacter investigations are undertaken by way of survey on behalf of the CCDC.

Other interesting trends that were noted include Giardia poisoning increased 10/11 from 6 to 16.

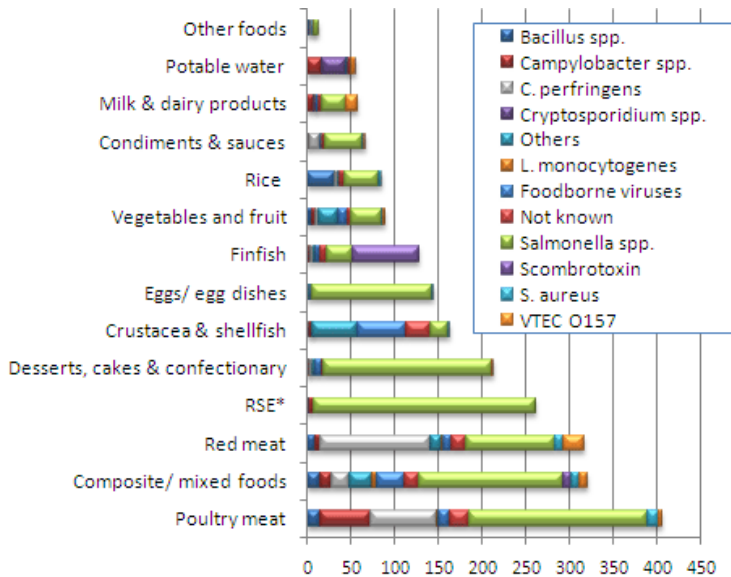
No significant change has been seen with regard to other food borne infections acquired directly from food or within the UK.

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<sup>10</sup> Full details are available through the corporate reports on performance.



The analysis of the local trend in regard to gastro intestinal disease shows an overall infection rate for Campylobacter, Giardia and Cryptosporidium. Salmonella infections are showing a slight decrease. The Campylobacter infection pattern mirrors national trends. The Food Standards Agency are currently working on interventions including washing techniques for raw poultry meat at the point of slaughter to control this organism. The reason for slight local Giardia and Cryptosporidium infection is unknown but in many instances foreign travel is implicated.



National Trends (by Food Vehicle) as published by Health Protection Agency 2010.

<sup>12</sup> Details of the procedure used to ensure the quality of the service is available on request.

## 7.4 Investigations into complaints of poor food safety at premises

Overall number of complaints received.

| Type of Complaint | Number of Complaints 2010 -2011 |
|-------------------|---------------------------------|
| FADVIC            | 15                              |
| FCHEM             | 1                               |
| FFBODY            | 14                              |
| FHYGIE            | 51                              |
| FLABEL            | 5                               |
| FMICRO            | 4                               |
| FOIEH             | 3                               |
| FSUSFP            | 33                              |
| Total             | <b>129</b>                      |

\*Entered as service request in computer complaints module.

## 7.5 Advice to businesses (e.g. new businesses)

We always offer advice and recommendations during risk based premises inspections. We also trained a number of local food business managers as detailed above.

## 7.6 Clearance of consignments of imported food through Gatwick Airport.

The consignments received at the Border Inspection Post are shown below.

| Weight of Consignment (CVED's products of animal origin) | APHA Banding for Charging Purposes | Totals 10-11 |
|--|------------------------------------|--------------|
| 1-100kg  | Band 1                             | 18           |
| 101-1000kg   | Band 2                             | 60           |
| 1001-5000kg  | Band 3                             | 136          |
| >5001kg  | Band 4                             | 25           |
| Totals   |                                    | 239          |
| (CED's non animal origin)                                | NA                                 | 2072         |
|  |                                    |              |

## 7.7 Formal Action arising from investigations or inspections.

- Where possible, acceptable standards in food premises are achieved through informal means: the inspecting officer discusses any contraventions with the proprietor, who then gives an undertaking to complete the necessary works. This process happens in hundreds of premises each year. However, it is sometimes necessary to take matters further, particularly where there is a past history where advice has been given, but sufficient improvement has not been made. This results in an Enforcement review. The Head of Service has delegated powers to recommend formal action and considers such cases by hearing the details of the matter from the

case officer, with advice from the Council's legal representative. Formal Cautions must be discussed with the Chair of the Licensing Committee. These simple cases were dealt with:

- Prosecution of AS Sussex Retail Ltd trading as Mace 61 Gales Drive Crawley: On Thursday 20 January 2011 at Crawley Magistrates Court, Mr Qaiser Shahzad personally pleaded guilty to 14 food hygiene offences plus a further 14 food hygiene offences as the managing director of AS (Sussex) Retail trading as Mace of 61 Gales Drive, Crawley. Over a period of 2 years Environmental Health Officers had continually attempted to get an improvement in the general standard of hygiene and cleaning at the premises and also to get the company to put in place and implement a food safety system for the business and ensure the staff were properly supervised and trained in food hygiene. In mitigation his legal representative advised the Magistrates that Mr Shahzad admitted he had been neglectful and had completely failed to put in place any procedures and by operating the business in this way with the resulting poor standard of hygiene had put both the public and staff at risk. Mr Shazad was fined £5,600 and ordered to pay £500 costs and a £15 victim charge plus AS (Sussex) Retail was fined £8,400 and ordered to pay £2,000 costs and a victim charge of £15. The fines totalling £14,000 and costs totalling £2,500.
- 18 Hygiene Improvement Notices.

### **7.8 Project work.**

This aims to maximise the use of time becoming available as the reactive work load fluctuates. Targets are set, often nationally (e.g. implementing new legislation, the food sampling programme, promoting food safety issues) but deadlines have greater long term flexibility. This work provides incremental and essential improvements to the service, but has the lowest priority. Several projects have involved "process" improvements and two food sampling projects were undertaken: We met the targets set in our annual food sampling plan, which included those samples forming part of other national sampling campaign by LGR.

In 2011 CBC will continue to develop the nutrition scheme based on the Surrey Eat Out Eat Well award to complement the Scores of the Doors Hygiene award launched in 2008. This scheme will involve the assessment of menus with food businesses and the level of expertise of the chef in regard to nutrition and an award of a bronze, silver or gold award will be made. All the staff who under-take food hygiene interventions will be used to assess businesses for the award and they have all received training to level 2 standard in Nutrition and Special Diets as awarded by the Chartered Institute of Environmental Health.

- CBC also facilitated 2 days input into the Thomas Bennett futures event
- Provided support for food safety and nutrition qualifications for St Wilfred's School
- Participated in Food Safety Week
- Lead the work to develop access to electronic manifests for imported food control at London Gatwick Airport
- Reformed the Association of Public Health Authorities Airports Technical Committee.

### **7.9 Management.**

This basically covers the processes required to run the team within the legislative, national and local requirements. In respect of the food service it includes:

- Developing the Staff. (e.g. Training, Monitoring)
- Monitoring the Processes (including meeting targets, keeping procedures in line with the FSA framework requirements, Budgetary control)
- Evaluating and Planning (such as creation of this service plan to meet framework requirements.)

### **7.10 Identification of any Variation from the Service Plan**

There were no major variations from the service plan in 2010-2011.

### **7.11 Improving the Service, Responding to Challenges.**

The food and port health teams are both included in the measurement of NI 182 satisfaction with regulatory services. In 2010-2011 the service had a score of 88% of businesses satisfied with the service.

### **7.12 Improving Communication.**

- Training and Promotions. We have reviewed the opportunities for increasing communication through training sessions and provision of other information. Last year we:
  - Continued to produce a newsletter about the work of the teams in Environmental Services for Elected Members. This is to be extended to the other teams in Environmental Services.
  - Completed work on the health eating part of the Sussex Working Well website.

## **8.0 The Inspection Programme.**

- Considerable changes occurred in January 2006, when the Food Hygiene legislation requirements for food businesses in respect of “Hazard Analysis of Critical Control Points” (HACCP) changed dramatically. The key issue is that food businesses are now required to provide written evidence of a system based on HACCP.
- Significant changes have been made to the data that Local Authorities are now required to collect as a result of the Hampton Review and it is no longer necessary to supply a list of planned inspections to the Food Standards Agency in April each year. We are now required to supply all the data concerning the food premises in our area and with a view to monitoring the level of compliance with food hygiene law respectively. Crawley has an overall score of 92% compliance at the time of writing.

## **9.0 Response to Reactive Work**

- Having analysed the customer response surveys, we discovered some anomalies: the results had some extremes responses. The majority were scored good to excellent in respect of our service (even in cases where the customer had not received the anticipated result e.g. compensation from the business.) However, a small number were scoring as very poor. It is evident, having reviewed these, that there have been a number of breakdowns in communication with the customer, on occasions where they may have been passed through several contacts/departments



before reaching the “right” officer. We have addressed this by liaising with the Trading Standards officers and supplying detailed lists of contact officers to administrative support and colleagues. The surveys will be monitored throughout the year to check whether this action has rectified the situation.

## **10.1 Food Sampling**

- We aim to meet the targets set in our annual food sampling plan, which included those samples forming part other national sampling campaign by LACORS.
- As a result of EU 669/2009 a massive increase in sampling of fruit and vegetables has occurred. As detailed above 732 samples were taken for pesticide analysis at London Gatwick Airport 2010 - 2011. 6% of the samples failed for due exceeding permissible pesticide levels in foodstuffs. For the purposes of showing the effect of such food being placed on the market the following extrapolation is useful.

### Pesticide Failures - Chilli peppers

Average number of boxes rejected per consignment: 416

Average weight (kg) rejected per consignment: 1561kg

Assuming that a purchaser buys 500g of chillies at time, then a minimum of 3122 people could be consuming contaminated food

If samples failures are considered for all product types the extrapolated figure would potentially amount too 5514 people consuming carcinogenic or tetraogenic foodstuffs.

## **10.2 Active Networking.**

- In 2009 CBC appointed a Healthy Workplace Officer who is working on joint projects with the PCT which include nutrition in the workplace. We have had considerable success in building links with the PCT. We are also looking to increase partnership working with other enforcement bodies, including Trading Standards, DEFRA, HM Customs and other local authorities. Last year, a series of contact officers were identified, with a view to carrying out joint projects in the coming year. This year we will:
- Continue to build the network to provide tangible results that contribute to the objectives of the Local Strategic partnership and corporate plan.
- Increase partnership working with other enforcement bodies, to include Trading Standards, DEFRA and State Veterinary Service.

## **11 Procedural Review.**

Last year we introduced a new document control procedure and produced a programme to review procedures in a systematic manner. The new Food Approved Codes of Practice has resulted in a review of the existing procedures relating to the

original codes. This year the procedural review will continue, with associated training for staff.

The food safety service was also audited in 2010 as a part of the Sussex Inter Authority Audit exercise. This initiative was planned to demonstrate compliance with the framework agreement issued by the Food Standards Agency. The audit found the Food Safety Service to be compliant in most respects but action is required with regard to Approved Premises. This is already being addressed by way of low cost staff training and reallocation of workloads amongst the Food Safety Team.

## **12.0 Staffing Allocation.**

No staff changes occurred in 2010 - 2011.

## **13.0 Staff Development Plan 2010 - 2011.**

Staff development will be driven by the current corporate appraisal system, which includes the production of a training plan. This will address generic training issues and identify where additional Continued Professional Development (as required by the FSA) is required. In cases where specific training needs can be identified (such as in developing a training plan for officers dealing with imported food) this is dealt with separately.

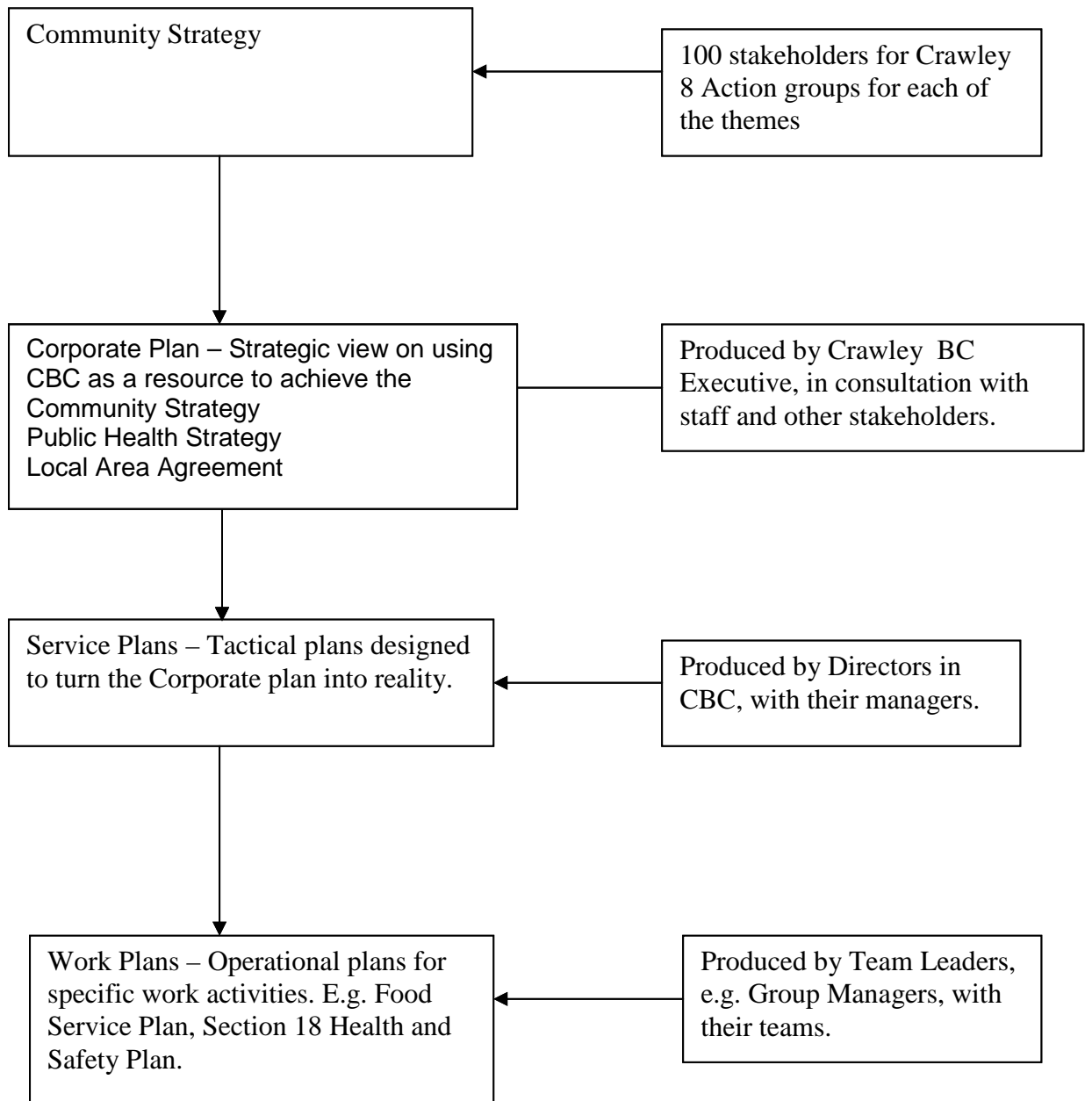
## **14.0 Quality Assessment.**

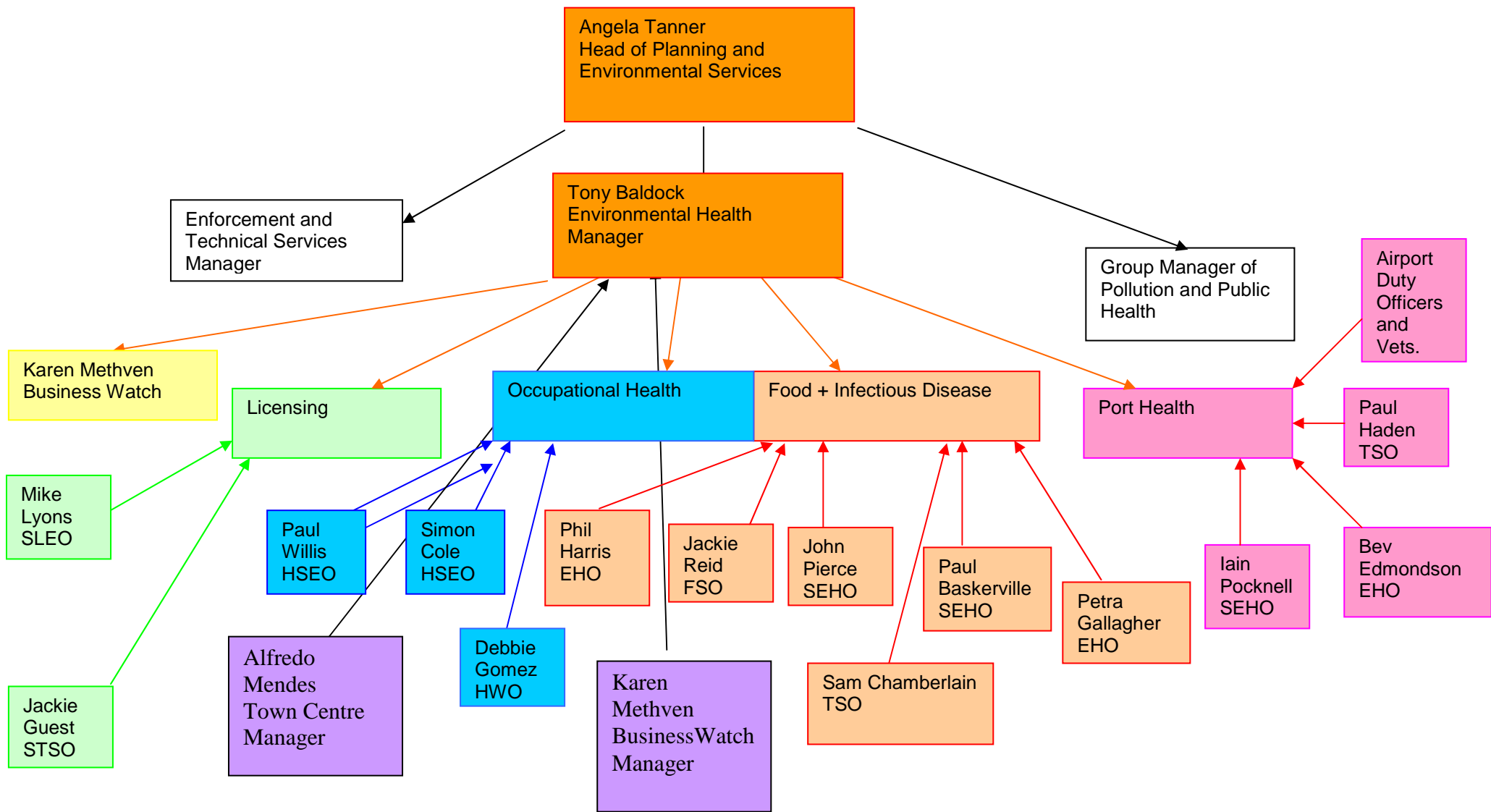
As described above, monitoring and evaluation is carried out using statistical means and by use of customer survey. Individual officers are also monitored, through reviews of inspection records and shadowed (i.e. accompanied visits.<sup>12</sup>)

The Environmental Health Manager also carries out a number of shadowed inspections to ensure staff carry out their duties in a consistent and professional manner.

## Appendix A

### Integration of Strategies and Plans





ORGANISATION OF TEAMS

## **Appendix C**

### **Details of Food Analysts**

The three laboratories used are:

Hampshire Scientific Service (Public Analyst)  
Hyde Park Road  
Southsea  
Portsmouth  
Hampshire  
PO5 4LL  
Tel. 0239 2829501

Sussex and Surrey Environmental Microbiology Service (Public Health Laboratory  
Service and Food Examiner.)  
Royal Sussex County Hospital  
Eastern Road  
Brighton  
East Sussex  
BN2 5BE  
Tel. 01273 664 622.

Eurofins Scientific Ltd (Public Analyst )  
445 New Cross Road  
London SE14 6TA  
020 8694 9330

(4) Staffordshire County Council  
County Laboratory & Scientific Services  
Martin Street  
Stafford  
ST16 2LG