

Crawley Borough Council

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**Report to Licensing Committee**

**12<sup>th</sup> November 2012**

**Approval of the Food Safety and Port Health Service Plan  
2012 -2013**

**1. Summary**

- 1.1 The Food Standards Agency were created 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 review of the manner the Food Standards Agency undertake to ensure the official controls required by the EU are discharged on their behalf by local authorities in the UK is currently being undertaken. The results of this work are not yet available thus it is not possible to update members at the present time. This review may lead to substantial changes the way local authorities are engaged to carry out work on behalf of the Agency.

**2. Recommendations**

**To approve the contents of the Food Service Plan.**

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

### **3. Background**

- 3.1 The Food Standards Agency is a non ministerial agency working on behalf of the UK Government. It was set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food. All work relating to food nutrition was removed from the Agencies remit in 2011 having been passed back to the Department of Health.
- 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". An electronic return known as LAEMS is also required of local authorities in regard to food controls and imported food respectively. These returns are required on an annual basis.
- 3.3 The framework agreement requires local authorities 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 being the committee most appropriate in terms of the Council's constitution.

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

- 4.1 The 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 fiscal year then forward to the coming year.
- 4.4 The committee schedule and fact that some figures are not available until after April prevent the Plan being synchronised with the fiscal year with the effect approval is normally sought in June or September. 2011 – 2012 has seen a wholesale restructure of the Environmental Health Service and this has therefore regrettably delayed the process until November.

### **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 plans sets out how Crawley Borough Council will help the Director of Public Health to meet their requirements to protect and improve Public Health. This is more acute as of 2012 – 2013 as the Director of Public Health is now employed by West Sussex County Council due to changes brought about by the Health and Social Care Act. It should be noted that while the

responsibility for the strategic delivery rest with West Sussex County Council  
 Crawley Borough Council is Food Enforcement Authority for the purposes of  
 Food Hygiene as is therefore responsible for delivery at the operational level.

## 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	y

## 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

2012-2013



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## **(i). 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>i</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 for the period 2012-2013 and includes other activities concerning food enforcement issues. Reference is made to the programmed and reactive work e.g. food complaints, requests 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. An audit was undertaken of the Food Service at Crawley Borough Council with the last three years and the service was found to be satisfactory.

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 called 'spanning the gap'.

The Food Safety Plan makes a significant contribution to 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 2012 -2013 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. The overall aim of the service is to provide compliance assistance as far is possible.

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

The 2012 – 2013 plan will also assist in meeting the needs of the Joint Strategic Needs Assessment.

## **1. Purpose**

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

To assist local food business in complying with their legal obligations and encourage them to prosper.

### **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 Gatwick Airport and the Enhanced Remote Transit Sheds (ERTS) located within Crawley's boundaries.

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

### **1.1(a) 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 outbreak 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 national food hygiene rating scheme.
  - Promotion of the Eat Out Eat Well Nutrition Award scheme.

## **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>1</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>1</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.

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. 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.

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>2</sup>.

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

The food service is provided by the Environmental Health Service. The Environmental Health Service comprises a generic team of officer who cover all environmental health issues including, pollution, health and safety and licensing enforcement.

The Town Centre Manager is also based with the service to enhance synergies between compliance, support and growth to encourage economic development.

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

- Sussex Food Study Group: Iain Pocknell
- Sussex Food Liaison Group: Tony Baldock

West Sussex Control of Infection Committee: Phil Harris

- Water Quality Liaison Meeting: Tony Baldock
- Association of Port Health Authorities (APHA): Tony Baldock & Iain Pocknell

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

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 of 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 during the corporate appraisal process. A training needs analysis exercise is carried out and a training plan produced for each officer respectively. Crawley Borough Council also supports and actively participates in the Better Regulatory Delivery Office on line training program known as the Regulatory Development Needs Assessment. This tool assist regulatory officers to remain competent and adopt consistent practice.

## **Use of Specialist Services.**

The Council uses 4 approved laboratories for food or infectious disease related matters as detailed below.

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 Practitioner. Any major variations in premises scores (before and after the contractor's inspection) are investigated with the contractor or the appointed contract manager.

### **2.2 Scope of the Food Service and Port Health Service**

- a) The following activities form the core of Crawley Borough Council's Food Safety Service:
- b) 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.
- c) Initial inspection of new food businesses subsequent to registration with Crawley Borough Council

- d) Consultation with Development Control concerning planning applications for new food premises.
- e) 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.
- f) Inspection, investigation (including sampling), detention and seizure of suspect imported food stuffs at Gatwick Airport and Enhanced Remote Transit Sheds within the boundaries of Crawley.
- g) Food sampling (including water used in food preparation). The Council also takes part in national food sampling programmes (Local Government Regulators (LGR)) and to fulfil legal requirement for certain producers, such as 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.
- h) 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.
- i) The quality of aircraft drinking water is also monitored on a regular basis. 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 2012-2013.
- j) Where a complaint is received concerning a food business, a visit is made as soon as possible. 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.
- k) Responding to complaints about imported food.
- l) 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.
- m) Sending and responding to Rapid Alerts (a warning network controlled by the European Commission). This will mainly relate to imported food.

- n) Advice and support to food businesses either during inspection on request, and where proprietors are considering starting a new food businesses.
- o) 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.)
- p) 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.)
- q) Investigating alleged food poisoning complaints or referrals of actual food poisoning from the CCDC, GP or isolating laboratory, or members of the public.
- r) Provision or arrangement of training, as dictated by demand as part of a themed promotion/introduction in legislation.
- s) The enforcement of the International Health Regulations 2005 and Public Health (Aircraft) Regulations 1968 as amended on behalf of the Council. 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. This work is undertaken under the supervision of the Port Medical Officer (Dr David Hagen).

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

Clearance of consignments of products of animal origin. This process concerns the checking of documents, identification of product and physical examination of one in four consignments.

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.

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.

London Gatwick Airport has one of the newest Border Inspection Posts in Europe and is maintained to very high standards.

## **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 Crowns Code for Prosecutors the Head of Service and a representative from the Legal Service are consulted whenever legal proceedings are being considered. All legal proceedings within the Environmental Services Division are subjected to this process in line with the local procedure.

The Council has a formal complaints procedure.

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

### 3.0 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 2012, we are able to estimate that 402 premises will need to be inspected 2012-2013 (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	6 (12 interventions)
<b>B</b>	≥72	23
<b>C</b>	≥42	173
<b>D</b>	≥31	63
<b>E</b>	Below 31.	137

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.

The team aim to clear products of animal origin within 2 hours of presentation of documents and the consignment at the Border Inspection Post.

### **3.1 Operation Times**

Timberham House (London Gatwick Airport), which provides a base for staff undertaking port health work opening hours,  
Monday to Friday 8.00am to 5.00pm  
Saturdays, Sundays and Bank Holidays 10.00am to 4.00pm on.

This 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 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. This also applies to sick passengers arriving in inbound aircraft.

### **3.2 Food Premises Inspections**

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

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 concerning overall food business compliance with the law.

The results of food hygiene inspections are publicly available by way of National Food Hygiene Rating Scheme. Crawley Borough Council historically published this data on the Scores on the Doors website. However, as of the result of the Food Standards Agency purchasing the brand in 2011 the decision was made to move the Council's data to the new national platform. This enable a saving of circa £3000 annually and attracted a grant of £8500 successfully obtained by the Service which has been used to back fill work and pay for additional support during the migration process.

### **3.3 Food Complaints**

All food complaints are recorded in a system used by the service known as UNiform.

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

#### **3.31 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 Better Regulatory Delivery Office (BDRO). A request has nevertheless been made by the Caravan Club whom the Council currently have an agreement covering Health and Safety to include food safety within the same.

It possible that Crawley Borough Council may also be approached to become a Primary Authority for the following local businesses.

Virgin Atlantic  
Pasta Reale  
The Real Pie Company

A number of flight caterers are also based in Crawley, 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. These types of business require approval which is in effect a higher level of official control with additional resource implications.

### **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 2012 to 2013, subject to availability of suitable products in the Crawley area.

National Sampling Programme for 2012 -2013 is Pâté: comparison of ‘in-house’ produced & large-scale produced liver-based pâté. A local study looking at lightly cooked chicken parfait is also planned for Sussex.

In 2011 – 2012 the following food samples were taken.

63 Samples were taken including samples and swabs

44 were Satisfactory and 19 were either unsatisfactory or Borderline

24 of the samples taken were for LACoRS Sampling

2 of the samples taken were water for the HPA because of a legionella case

37 of the samples were in house for either complaints/following inspections/prosecutions/projects.

EU Regulation 669/2009 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, India and Thailand. As a direct consequence a very large increase in workloads has occurred over the last couple years. 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 Comprising 403 Fish, 161 Hatching eggs, 10 Meat, 11 Others

585 Products of animal origin received at Gatwick consisted of fish (403) Hatching Eggs (161) Meat (10) others (11) including (Fish food, emu oil, honey, dairy, caterpillars etc).

Non animal origin consignments were 1391, of which 1360 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	20%
Bitter Melons	Pesticides	20%
Lauki	Pesticides	20%
Peppers	Pesticides	20%
Aubergines	Pesticides	20%
<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 Sussex and Surrey Health Protection Unit concerning sick passengers arriving at Gatwick 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 the Consultant Communicable Disease Control CCDC) this will be investigated immediately or within 48 hours (including weekends and holidays) in cases of less importance.

Investigations will be conducted in liaison with, and under the guidance of, the CCDC 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 CCDC immediately on receipt of information pointing to a possible food poisoning issue and take instruction.
- 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 as required.
- Visit and carry out investigations where premises are identified in this area, ideally on the day of notification.
- 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 sending of questionnaires, when instructed by the CCDC 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 do not deal with compensation claims connected to work exclusions as this is undertaken by the Council's Finance Section.

- Investigate outbreaks or originating from the home unless advised to do so by the CCDC.

Infectious disease notifications to Crawley Borough Council are illustrated below.

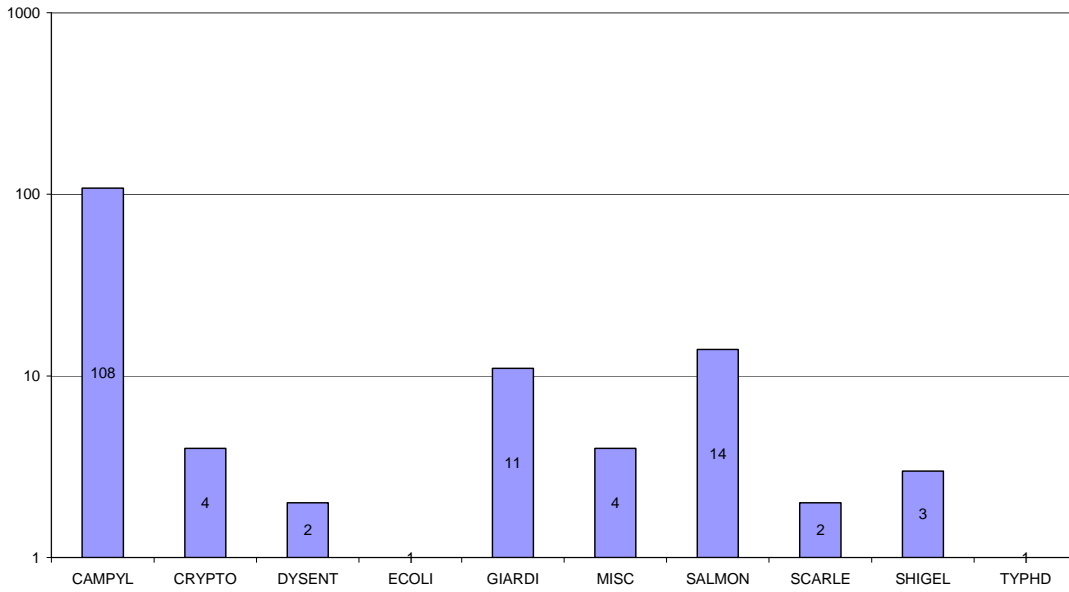
### Notifiable Diseases for April 2006 – April 2011

<b>Notifiable Disease (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>	<b>11/12</b>
Campylobacter (F)	100	103	106	125	123	108
Salmonellosis (F)	21	15	19	25	10	14
Tuberculosis	27	11	0	1	0	0
Gastroenteritis (F)	2	2	0	0	0	0
Giardiasis (F)	13	7	13	6	16	11
Dysentery (F)	6	2	4	5	3	2
Cryptosporidiosis (F)	3	5	7	11	6	0
Meningitis	1	0	0	0	0	0
Measles	8	3	2	3	1	0
Typhoid (F)	2	2	2	0	1	1
Miscellaneous (F)	4	1	4	2	3	4
Mumps	5	4	4	8	6	0
Rubella	1	3	3	1	0	0
Scarlet Fever	3	5	2	4	0	2
Cholera (F)	0	1	1	0	0	0
Clostridium (F)	0	0	0	0	0	0
E. Coli (F)	2	1	3	3	2	1
Hepatitis B	1	2	2	0	0	0
Malaria	1	1	1	1	0	0
Paratyphoid (F)	0	1	0	0	0	1
Whooping Cough	1	5	0	0	0	0
<b>Total</b>	<b>211</b>	<b>188</b>	<b>174</b>	<b>195</b>	<b>171</b>	<b>144</b>

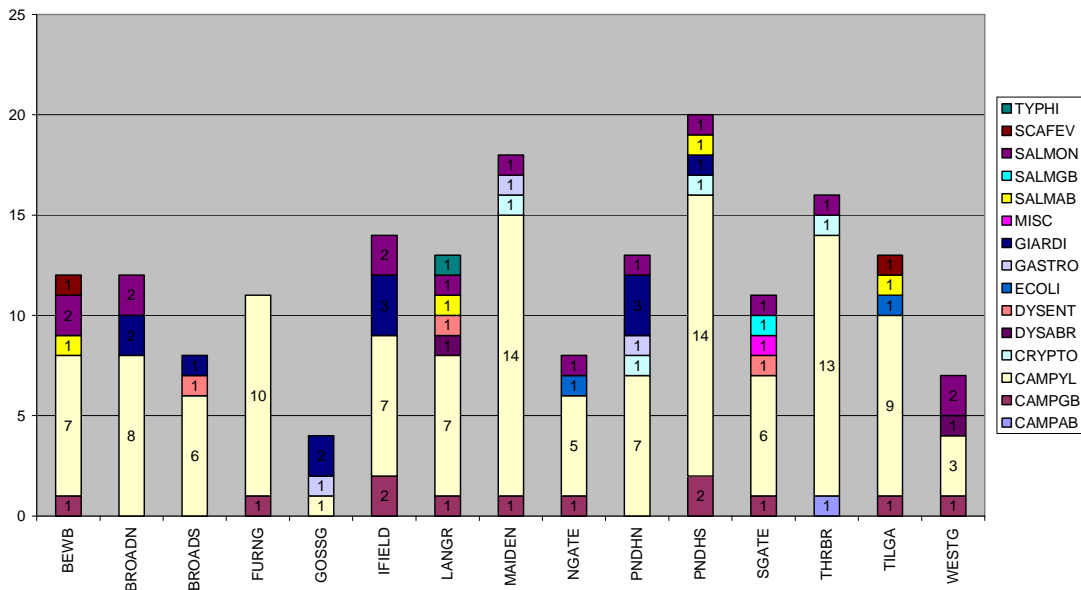
Campylobacter still continues to be the major source of gastro intestinal infection in common with the UK trend.



Infectious Disease Notifications 2011 - 2012



Infectious Disease by Wards



### 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 Environmental Health Manager attends the Sussex Food Liaison Group.

A Principal Environmental Health Practitioner attends the local borough Control of Infection Committee which is chaired by the CCDC.

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

Where training requests are received from customers, they are dealt with in a variety of ways:-

Training in food safety is co-ordinated by Environmental Technical Coordinator. In 2011 – 2012 it is hoped that a number of food safety training initiatives will also be undertaken to assist businesses with 0-3 score in the National Food Hygiene Rating Scheme. At the time of writing 86% of the food premises within Crawley fall within the broadly complaint definition e.g. have a rating of 3 or above.. 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. The National Food Hygiene Rating Scheme**

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

4.2 This scheme provided 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 In 2011 the Food Standards Agency launched a parallel scheme using six tiers similar to the Scores on the Doors Brand and also bought the rights to the Scores on the Doors scheme. Advice from the Agency subsequent to this

development concerns the potential closure of the Scores on the Doors web page and the decision was taken move to the Agencies scheme as a result.

4.4 It is not possible to directly compare the National Food Hygiene Rating Scheme with the Star Ratings in the Scores on the Doors scheme due to differences ratings.

4.5 The National Food Hygiene Rating Scheme provides food business operators a right to request a revisit and reassessment after a period of 3 months. This may lead to a potential increase in work levels. Should this prove substantial the Council are entitled to approach the Food Standards Agency for support by way of a so called fighting fund.

4.6 Only a single request for a reassessment has been made to date despite the scheme having been switched in April 2012.

4.7 At the time of writing we have had 20 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.

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:

C1023	ENVIRONMENT FOOD TEAM	10010	PERMANENT STAFF PAY	173, 000
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	0.3	0.2
Principal EHP's	1.5	1
EHP's	2	1

Technical Support	1	1
Administrative Support	1	1
Official Veterinary Surgeon	0	0.5

### 5.3 Staff Development Plan 2012 - 2013

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 and improved in 2012 following the wholesale restructure of the service.

## 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.

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.

Completion of LACORS food sampling programme.

Vetting of contractor quality, if used.

## 7.0 Review

### 7.1 Review of the Service Against the Service Plan 2011 -2012

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.

## 8.0 Performance 2011 - 2012

### 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. 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.

Total Premises at 31 Mar 2012	863
Inspections and audits	312
Verification and surveillance	99
Sampling visits	12
Advice and education	0
Information/intelligence gathering	130
Total premises subject to official control	296

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.

### Reactive work.

This produces unpredictable demands, but targets and deadlines for performance (such as type and speed of response) can be set. Examples of what this work comprises of is shown below.

- 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 a greater degree of urgency than the risk based investigations programme.

Type of Complaint	Number of Complaints 2011 -2012
Food Hygiene Advice	7
Chemical Contamination	2
Foreign body in food	30
Food hygiene practices	48
Food labelling complaint	8
Food microbiology	7
Food at London Gatwick	2
Food suspected poisoning	45
Grand Total	149

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. 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.

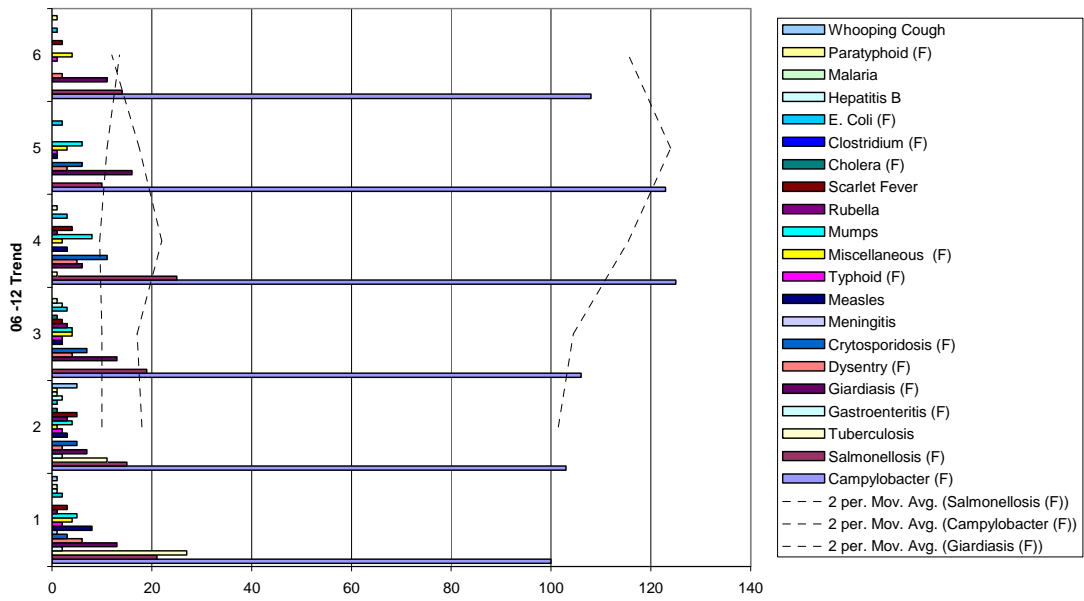
### **7.3 Food poisoning investigations.**

The rate of Campylobacter food poisoning fell from 123 cases to 108. 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 salmonella poisoning increased from 10 cases to 16.

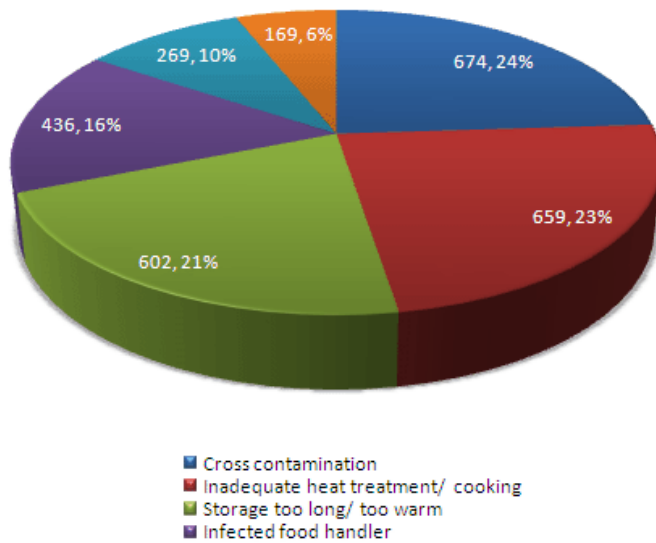
No significant change has been seen with regard to other food borne infections acquired directly from food or within the UK.

Infectious Disease



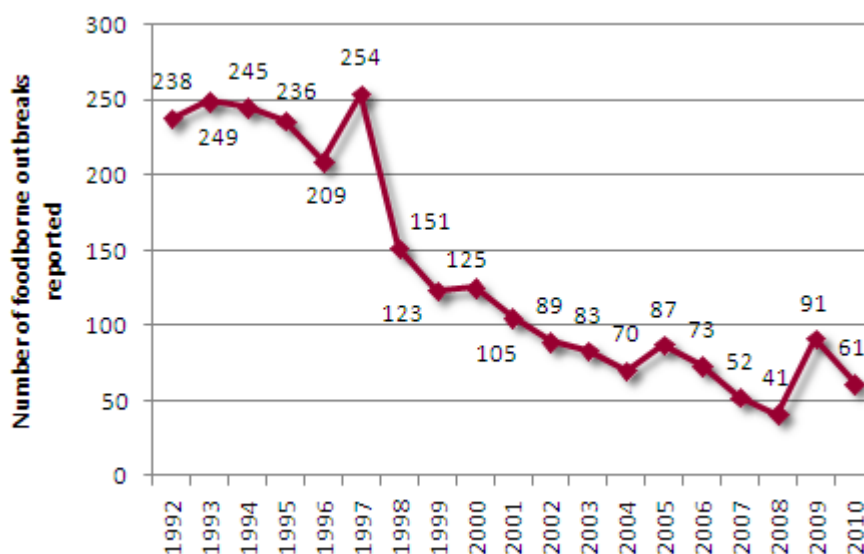
The analysis of the local trend in regard to gastro intestinal disease shows a slight drop in the infection rate for Campylobacter, Giardia and Cryptosporidium. Salmonella infections are showing a slight decrease. The Campylobacter infection pattern mirrors national trends. The Food Standards Agency 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.

Foodborne outbreak contributory factors (1992 - 2010)



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

**Graph of the above data:**



**Source HPA**

**7.4 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 including a seminar at the Hawth funded by the Food Standards Agency Grant.

**7.5 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 2011-2012
1-100kg	Band 1	7
101-1000kg	Band 2	196
1001-5000kg	Band 3	248
>5001kg	Band 4	134
Totals		585
(CED's non animal origin)	NA	1343

**7.6 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:

### **McDonald's ordered to pay £11,915 after metal bar found in milkshake**

A McDonald's Drive Thru restaurant trading at the South Terminal, Gatwick Airport, has been ordered to pay £11,915 following a successful prosecution by Crawley Borough Council.

The restaurant owners received their fine at Mid Sussex Magistrates' Court on Wednesday, May 30 2012. The owners entered a guilty plea to a charge under section 14 of the Food Safety Act 1990 after a small metal bar, which appears to have been used to secure the syrup flavouring line, was found in a customer's caramel milkshake in April 2011.

McDonald's Restaurant's Limited was fined £6,000 and ordered to pay £5,900 costs plus the standard £15 victim surcharge.

## **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. A great deal of work and progress to improve cleaning performance in food business has been achieved through environmental sampling and swabbing initiatives.

In 2012 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
- 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.

## **7.8 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.)

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

There were no major variations from the service plan in 2011-2012.

## **7.10 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.

## **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 of other national sampling campaign by LACORS.

During this period we carried out 4 POAO tests, all on fishery products. 3 were satisfactory (2 x PAH's polyaromatic hydrocarbons, 1 x Histamine). 1 for PAH's in smoked shrimps failed.

We took 580 NAO samples under the high-risk scheme. 531 passed, 49 failed (just over 9%). N.B. during that period some sampling frequencies decreased and products came off lists while other products came onto the list and frequencies were increased, so it is difficult to compare one year with the next.

### **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. This work has now progressed to working with the Director of Public Health for West Sussex and the Head of the Service has contributed to the Joint Strategic Needs Assessment accordingly. 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.**

The wholesale restructure of the Environmental Health Service has prevented a major procedural review in 2011 – 2012. This will therefore be a priority in 2012 – 2013..

## **12.0 Staffing Allocation.**

The food service is now provided by way of the overall generic Environmental Health Team..

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

Continued Professional Development (as required by the FSA) was successfully delivered for all food officers.. Enhances specific training needs were also identified for officers dealing with imported food which was furnished through Food Standards Agency and Animal Health and Veterinary Laboratory courses respectively. separately.

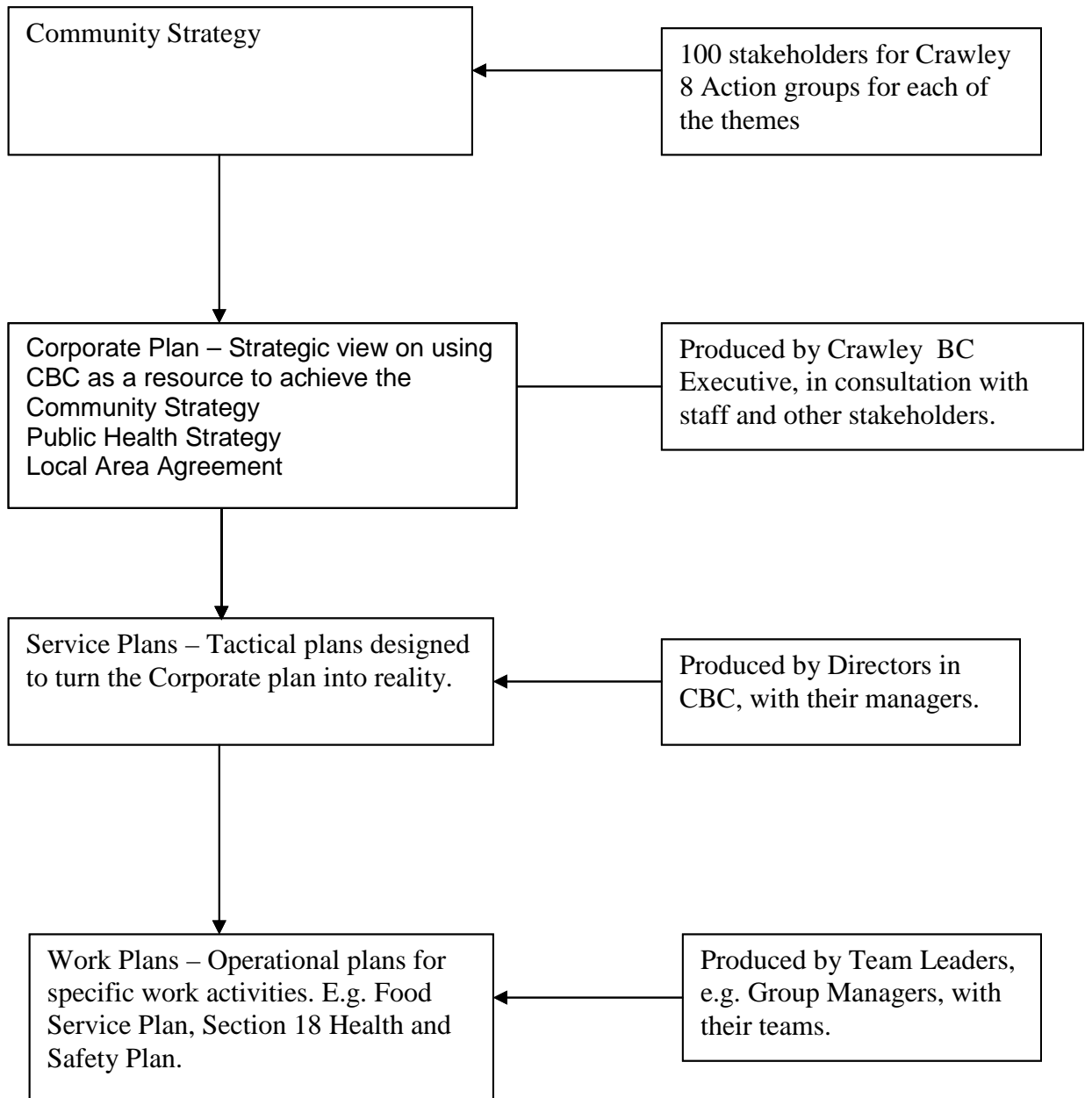
## **14.0 Quality Assessment.**

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).

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



## **Appendix B**

### **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  
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