

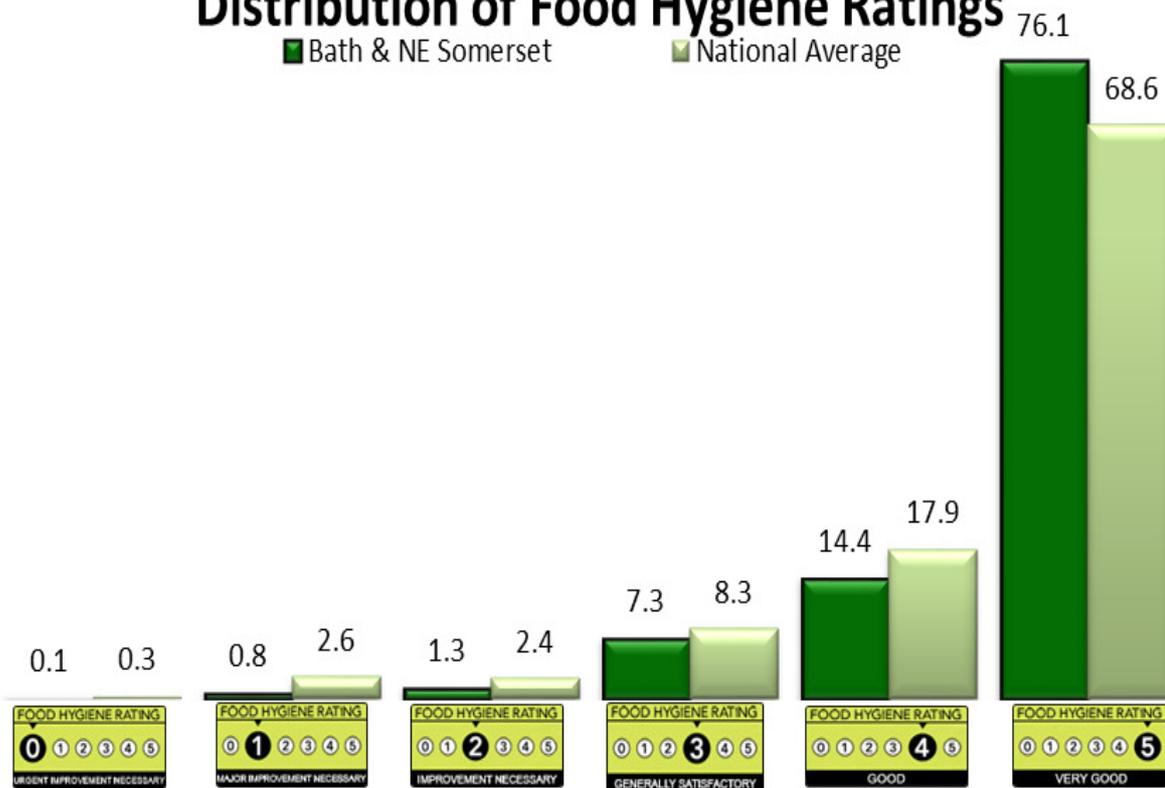
Public Protection Service

Food Law Enforcement Delivery Plan 2018/2020

Distribution of Food Hygiene Ratings

■ Bath & NE Somerset

■ National Average



Bath and North East Somerset Council

Food Law Enforcement Service Plan 2018/20

This is to confirm that Cllr Bob Goodman has duly approved the 2018/20 Service Plan in relation to Food Law Enforcement.

Signed : 

Name (Print) :.....Cllr Bob Goodman.....

Date : 5th September 2018

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FOOD LAW ENFORCEMENT SERVICE DELIVERY PLAN 2016/2017

This plan details the direction, planned activity and intended achievements of Bath and North East Somerset Council in relation to Food Law Enforcement between April 2018 and March 2020. It is based on current Food Standards Agency enforcement planning guidance contained in the Food Law Code of Practice 2017 <https://www.food.gov.uk/enforcement/codes-of-practice> and associated guidance

SERVICE PURPOSE and AIMS

These are outlined in the Public Protection Service Plan;
http://www.bathnes.gov.uk/sites/default/files/sitedocuments/Your-Council/pphi_service_plan_final_2016.pdf

Public Protection

Aims to make a difference to people's lives by promoting a healthier, fairer and safer environment in local homes, communities and workplaces and we support and promote a thriving economy and growth across B&NES.

B&NES Strategic Priorities

1. A strong economy and growth
2. A focus on prevention
3. A new relationship with customers and communities
4. An efficient business

The Operational Plan recognises the need to continue to deliver high-quality statutory services, e.g. Food Safety and Standards, Investigation of infectious disease, Health and Safety, Licensing and Environmental Monitoring including air quality management. The plan also seeks to put the needs of our most vulnerable adults, children and families first and details local priorities including transport improvements, leisure centres and economic growth – ensuring Bath and North East Somerset remains a great place to live and work. The plan outlines the key challenges facing the authority

- The need to find new ways of working and prioritise the services we deliver in order to make the necessary savings while protecting our most vulnerable.
- Finding better ways to work with residents, partners, voluntary organisations and parishes to help manage demand into the future, particularly for social care.
- To become self-funding through increased commercial activity, winning more Government grants, and by growing and investing in our local economy (more homes, offices and jobs).

Public Health Priorities (Health and Wellbeing Board Themes)

Theme 1 Helping people to stay healthy

- Helping children to be a healthy weight
- Improved support for families with complex needs
- Reduced rates of alcohol misuse
- Create healthy and sustainable places

Theme 2 Improving the quality of people's lives

- Improved support for people with long term conditions
- Promoting mental wellbeing and supporting recovery

- Enhanced quality of life for people with dementia
- Improved services for older people Theme 3 Tackling health inequality by creating fairer life chances
- Improve skills, and employment
- Reduce the health and wellbeing consequences of domestic abuse
- Take on loneliness

The purpose of the Food Team is –

To protect and promote the health, safety and wellbeing of the living, working and visiting community within the area.

Our food related aims are:

- To help protect residents, workers and visitors to Bath and North East Somerset from the risk of food poisoning and food related illness.
- To help to ensure the production of clean and wholesome food within Bath and North East Somerset. This will be achieved by supporting businesses to achieve compliance with the law using an enforcement mix which incorporates a staged approach to enforcement, using local and national intelligence to determine the appropriate combination of interventions, education, complaint investigation and sampling.
- To support businesses and the local economy by promoting our business support packages to support compliance, protect public health and produce an income stream to help sustain the service
- To ensure and promote public confidence in food safety.
- To investigate the cases and outbreaks of infectious disease, ensure as far as possible the safety of those affected, assist in the prevention of the spread of infectious diseases in the community, and where possible and appropriate, prosecute those responsible.
- To work in conjunction with the Public Health team to promote healthy eating.
- To apply the law consistently and effectively. On a prioritised basis, proactively inspect food premises for compliance with food standards legislation providing advice and guidance as required or requested.
- To sample food products for fitness, adulteration and labelling compliance.
- To support all food businesses, especially start-up businesses, and local producers in achieving compliance with the law.
- To administer the approval of food manufacturers thereby enabling them to trade across the European Union.
- To promote animal health and welfare by the inspection of premises, auditing of records and the provision of advice and guidance.
- To monitor hygiene at primary food producers. (Farms)
- To monitor the manufacturing, mixing and use of animal feed stuffs.

Our Priorities

To align with the Council's Vision and Priorities, our work programme, enforcement approach and operational ethic all focus upon our customers and prioritise: businesses serving vulnerable groups, and supporting local businesses to succeed and achieve compliance

The work-plan contained in Appendix 4 demonstrates the emphasis placed on business support, especially through our staged enforcement approach, and priority given to businesses serving vulnerable groups.

Background information – Profile of Bath and North East Somerset

There were 187,751 residents of Bath and North East Somerset in 2016; this is lower than the GP registered population of 203,623.

Bath is the largest urban area in B&NES. At the time of the 2001 Census, it was the 9th largest SW town or city, with population of around 90,000.

	Population (000s)	Area (sq km)	Persons per sq km
B&NES	178.3	346	515
Former Avon Area	1,055.9	1,327	796
South West Region	5,178.0	23,837	217
England	51,092.0	160,281	392

ONS Mid Year Estimates 2007 / ONS Census 2001 Urban area Data

Economic activity currently stands at 77.3%

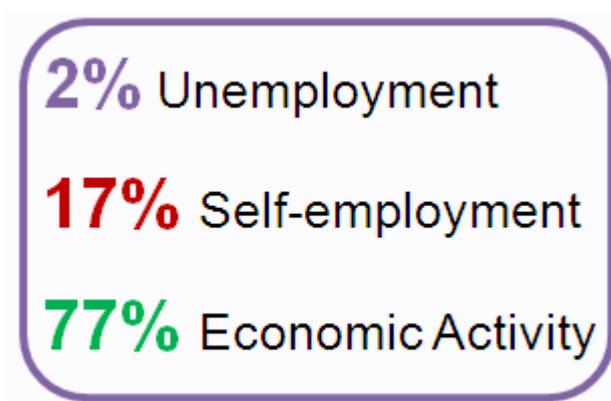
B&NES has an unemployment rate of just 2%, less than half the national average

According to the 2011 Census in B&NES 2.7% of households with dependent children had no adult in employment; this is significantly lower than the South West and England.

Local skills levels are high, with over 45% educated to NVQ4+ level

The majority of economic inactivity comes from the very high numbers of students in the authority

Accessibility of work/transport issues remain a priority issue in B&NES



Obesity is a major factor in the development of many diseases and the recent increase in the population is striking and alarming.

- Over half of adults (55.7%) in B&NES are estimated to be overweight or obese, although this is significantly lower than regional and national figures.
- Rates of recorded obesity are rising in adults in B&NES, but are lower than national rates.

- 23.8% of Reception aged children (4 to 5 years old) in B&NES's schools are an unhealthy weight, i.e. either overweight or very overweight/obese. 8.8% of Reception aged children in B&NES are very overweight/obese.
- 27.7% of Year 6 aged children (10 to 11 years old) in B&NES's schools are an unhealthy weight, i.e. either overweight or very overweight/obese. 13.8% of Year 6 aged children in B&NES are very overweight/obese
- Trends in childhood unhealthy weight - including overweight and very overweight/obese - have been relatively static since the national measurement programme began in 2006/07, i.e. there has been no long-term significant upward or downward shift. This accords with national findings that demonstrate prevalence rates of overweight and very overweight/obesity may have stabilised between 2004 and 2013.
- The proportion of Year 6 aged young people in England classified as very overweight/obese appears to be increasing. Age is a significant factor in the levels of very overweight/obesity among children in B&NES, i.e. increasing with age.
- Deprivation is a significant factor in the level of very overweight/obesity among Year 6 aged children in B&NES, which is even more marked for Year 6 boys.
- There is a gender gap opening up nationally and locally among Year 6 aged boys, who are more likely to be classified as obese compared to their female peers.

Further Information defining the profile of Bath and North East Somerset:

Population

<http://www.bathnes.gov.uk/services/your-council-and-democracy/local-research-and-statistics/wiki/population>

Economy

<http://www.bathnes.gov.uk/services/your-council-and-democracy/local-research-and-statistics/wiki/employment-and-economic>

Socio-economic inequality

<http://www.bathnes.gov.uk/services/your-council-and-democracy/local-research-and-statistics/wiki/socio-economic-inequality>

Healthy Weight

<http://www.bathnes.gov.uk/services/your-council-and-democracy/local-research-and-statistics/wiki/obesity>

Organisational Structure

There is a cabinet of councillors appointed by the Council. This cabinet is responsible for making all the executive decisions required at member level. These decisions may be made collectively or individually by the cabinet Councillors. Executive decisions are those that are concerned with implementing major policies agreed by the Council and setting new service policies. The Council also appoints a councillor to be the Leader of the Council.

The cabinet comprises the leader and 8 cabinet members

The cabinet office member with responsibility for Development and Neighbourhoods which includes Public Protection Services is Cllr Bob Goodman:

The Council has delegated responsibility for the operational management of Food Law Enforcement to the Group Manager for Public Protection and Health Improvement via the Divisional Director – Environmental Services, together with a wide range of other duties and responsibilities including that of “Proper Officer” for Infectious disease control purposes (this role is held jointly with the Director of Public Health. The Group Manager is supported in this by the Education and Enforcement Team Manager. Day to day responsibility for Food Standards/Animal Health matters and the enforcement of Food Hygiene and related matters are the responsibility of the Education and Enforcement Team Leaders. Arrangements for specialist services in support of the function are provided by the appointed Public Analyst, and by the Regional Public Health England Laboratory based in Porton Down Wiltshire. The function of “Medical Advisor “ to the Council to support the “ Proper Officer “ function is delegated to the “Consultants in Communicable Disease Control” appointed by the Public Health England South West Northern Hub Health Protection Unit.

An organisational chart is shown at **Appendix 1**.

Scope of the Food Law Enforcement Service

- *With respect to food businesses, the Service is involved with the following activities:-*
 - The maintenance of an up-to-date register of all food businesses within the authority.
 - The use of local intelligence and the inspection programme to identify new food businesses, change of use, or change of ownership
 - The inspection of food premises on a risk based rolling programme within the planned period, including alternative interventions and investigative visits relating to service requests in line with the “Food Law, Code of Practice”. Priority is placed on high risk businesses, new businesses, and businesses serving vulnerable groups.
 - The administration of the national Food Hygiene Rating System.
 - The Identification of premises processing, handling and storing meat products and preparations, dairy, fish and/or egg products and action to ensure they are approved as appropriate.
 - Advice, support and training in relation to allergens
 - The provision of consultancy services through the “New Business Start Up” and “Gain and Retain 5”
 - To operate as Primary Authority
 - To offer support to businesses through On-line and face-to-face Training, the sale of Blank “Food Safety Management “systems,

Bath & North East Somerset Council

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Home » Services » Environment » Food Safety

Food Safety

Whether you are a consumer who is interested in how Food Hygiene ratings work or a business owner looking for specific advice, we can help answer any questions you may have about food safety.

If you are unsure of what you are looking for, you can click on one of the links below for a tailored selection of links that you may find useful.

Login/Register

Environment

Food Safety

A shopping basket survey of chocolate that 'may contain nuts'

Advice for New Businesses

Advice, Guidance and Service Requests

Allergen Information

Catering at Events

Christmas Events 2017 Ratings

Cleaning Product Advice

Eat Out Eat Well

Fitness to Work

Food Business - Food Safety Inspections

Food Business Registration

I am a consumer interested in Food Safety or looking to make a complaint

I am a member of the public planning to set up a new Food Business

I am a food business operator looking for advice

We also offer a number of commercial services for businesses seeking advice on setting up or expanding their operations:

New Business Start-Up Service

Food Business Registration

Food Hygiene Rating Re-scoring

Primary Authority Arrangements

Allergen Awareness & Training

'Gain & Retain 5' Service

Below you can find advice on a wide variety of topics that will also outline what is legally required of food businesses. If you can't find an answer to any questions you have, you can phone Public Protection at 01225

Council Leader's Blog

Services in Your Area

Post code
Post Code / Street N
Search

Find local information where you live

Events Listings

January 2018

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Add an event View all events Council meetings

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- Safety Advisory Group for Events
- Safety at Sport Grounds
- Damp and disrepair

Documents

Food Safety Handbook

With respect to the safety of food, the Service provides the following activities:-

- The investigation and resolution of all serious food product complaints.
- The receipt and response to all food alerts.
- The investigation of all food suspected of being contaminated and action where necessary.
- The general surveillance associated with the movement of unfit food into and out of the area, including meat from animals, which have been illegally slaughtered.
- The investigation of all cases and outbreaks of food and water related illness.
- The selective sampling surveys to ensure food is safe to eat

With respect to food standards and animal health the Service provides the following activities:

- The investigation of complaints.
- The inspection of prioritised premises for compliance with food standards and animal health and welfare legislation
- The investigation of notifiable animal diseases and zoonosis.
- The provision of business advice as required.
- The sampling of food and animal feeds for adulteration and compliance with labelling requirements.
- Advice on Allergen labelling and the Food Information Regulations

With respect to food safety and healthy eating promotion the Service provides the following activities:

- The effective and timely provision of advice and assistance to businesses and consumers on food related issues. This is delivered through offering business support products to businesses, and the use of general and targeted promotional literature, officer contact, and promotional/educational events.
- To organise the Council's contribution to the annual food safety campaigns sponsored by the Food Standards Agency.
- Provision of Health Promotion expertise to re-enforce the statutory functions of public protection and support other directorates in delivering a health improvement agenda.

- Production and maintenance of an accessible websiteliterature and resources on Health Promotion Issues.
- Deliver "Mission Possible" – A food safety project for year 5 and 6 primary children. Target 10 local schools, circa 200 pupils.
- Deliver Child-minder food safety training 3 times in the year.
- Raise awareness and improve legal compliance in relation to food allergens and food sensitivities.

In respect of enforcement, the Service takes the following approach:-

To take consistent and fair enforcement action in line with the staged approach contained within the Public Protection's Enforcement Policy

[Enforcement policy hyperlink](#)

Demands on the Food Law Enforcement Service.

The Public Protection team maintains a database in respect of Food Safety and Standards. The database includes a total of food premises + 420 farms for which the Council is the Enforcing Authority. A breakdown of these premises according to the Code of Practice business category is shown in Table 1.

The number and types of feed premises and their risk rating for food standards are shown at Table 2.

Table 1- Food premises profile

Total number of food businesses	
Category	Number
Restaurant/cafe/canteen	428
Restaurants and caterers (other)	321
Pub or club	182
Caring establishment	177
Smaller retailers	168
School/college	136
Hotel/guest house	126
Take-away	120
Retailers (others)	113
Mobile food unit	99
Manufacturers and packers	72
Supermarket/hypermarket	45
Distributors/transporters	28
Importers/exporters (EU)	4
Primary producers	3
TOTAL	2022

Total number of Approved Premises	Nature of Business
7	Dairy producer: 5 Cold store: 2

**Table 2 -
Stuffs premises profile**

Feeding

Premises type	High risk	Medium risk
Compound feed manufacturer	2	
Pet food manufacturer		6
Surplus food supplier		21
Transporters		3
Co-product producers		2
Mixers		14

There are currently 2022 registered food businesses in Bath and NE Somerset Council (an increase of 5.89% over 2015/16, which in turn was a 3.69% over 2014/15). Of these 7 are approved premises under E.U. 583 approved to trade unrestricted across the European Union and to which the regulation falls to the Local Authority

There are five hospitals in the area, four of which come under the responsibility of local NHS Healthcare Trusts and one which is privately run. Each of these hospitals is regarded as High Risk food premises; a consequence of their vulnerable clients and the catering methods.

In a normal year a range of events are held throughout the year which features a large number and variety of mobile caterers the majority of which originate from outside the authority. To ensure visitors are served with safe food all mobile caterers receive an inspection by the Food Safety Team or the Home Authority for the mobile is contacted to confirm the business is registered and fully compliant with the law.

The Service also investigates complaints regarding food standards and food hygiene, and investigates cases and outbreaks of food related illness as notified by medical practitioners and Public Health England's Regional Microbiology Network (PHE RMN) – Local Microbiological Laboratories resulting from their testing activities.

Service Delivery Points

Public Protection recognises that as a front line service, providing our customers with easy access is an important part of the Service's customer centred strategy. The number of Service Requests made of the food team in 2017/18 were 667 compared with 750 in 2016/17

All first time contacts are received by business support staff or by the Council's Call Centre – Council Connect based at the Public Protection Offices at Lewis House Manvers Street, Bath, BA1 1JG, in addition the Consumer Direct Call Centre refer a number of complaints through to the team. They are recorded on the Service Request Database and forwarded to a named officer as appropriate. The office is open to receive telephone calls between 08:30 – 17:00 Monday to Friday (16:30 on Fridays).

Service requests received 2015/16	
Reception type	Number
Electronic Mail	375
Telephone	298
Letter	28

Service requests received 2017/18	
Reception type	Number
Telephone	257
Electronic Mail	242
Online submission	104

Enforcement Policy

The primary function of the Food Service within B&NES is to safeguard public health. It aims to achieve this through staged, fair, consistent and practical enforcement of Food Safety legislation. These principles are embedded in the Regulators Compliance Code. The full text can be found at <https://www.gov.uk/government/publications/regulators-code> In line with the Compliance Code, Public Protection Services has developed an enforcement policy, which gives a clear statement of enforcement action and the appeals procedure. The Enforcement Policy is published on the Bath & North East Somerset Website, [Enforcement policy hyperlink](#)

Enforcement Model

The staged enforcement approach recognises that most “Food Businesses Operators” wish to comply with the law without unnecessary difficulty or complication and for this reason an educational approach to routine interventions and addressing non-compliance proves both effective and efficient. In response to financial pressures on the Local Authority and a further move towards a business support operating model , on 9th October 2017 a number of commercial products were launched Amongst these are two consultancy offers. “The New Business Start Up” package provides support to new businesses, for a modest fee, and aims to support business to achieve compliance and a good FHRS score from the outset. It also promotes diversity and competition amongst food businesses contributing to the local economy. For businesses wishing to expand, grow or diversify, the service offers the “Gain and Retain 5” package of support. However, for those businesses that are found to have declining standards, in addition to statutory notices, an office based “business support remediation” intervention is used as an additional intermediate informal stage preceding litigation. Owners and managers of a poor business are invited in to a B&NES office to draw up an action plan to combat non-compliance, re-orientate management, promote investment and institute proper controls, and thereby avoid costly prosecution.



Service Delivery

These projections may be subject to change because of “Regulating Our Future” a fundamental review of food enforcement currently being conducted by the Food Standards Agency to examine how effect regulation may be achieve, reducing the burden on the industry and accommodation the effects of BREXIT.

Annual Work-plan

The annual Work-plans for 2017/18 and 2018/19 are shown as Appendices 3 & 4.

Food Premises Inspections

Public Protection’s food premises database is maintained on a computer software package named “IDOX UNIFORM”. For 2018/2019 the number of programmed food hygiene inspections due are shown in Appendix 3

In addition to the above and based on the figures from preceding years; in 2018/19 we anticipate around 300 new business premises will need to be rated . These “Unrated” premises which are newly opened are not part of the rolling food hygiene inspection programme until they have been inspected and risk rated. Many new businesses open with a willingness to engage with regulators and for the local independent businesses in this category the “New Business Start-Up” (Hyperlink [Food safety BANES](#)) commercial option may prove attractive. Others are less willing to engage with the Council and open without prior registration. Local knowledge, vigilance and intelligence gathering by the food team is essential in order to identify such businesses. All new food businesses are offered 10 minutes free advice from officers and the opportunity to sign-up for 2 hour of consultancy through the “New Business Start-Up” option. Ensuring hygiene standards are satisfactory from the outset, may avoid more costly remedial interventions at a later date.

Priority of intervention

Approved premises and premises within the A, B, and non-compliant C (High risk) categories include food premises such as food manufacturers, restaurants, take-ways, cafes, public houses serving meals, nursing and residential care homes, schools, bakeries, butchers, supermarkets, hospitals, nurseries and mobile caterers. These will be classed as high risk and will be scheduled for physical inspection during the coming year. New businesses will be also prioritised and inspected unless the nature of the business is inherently low risk.

The Food Safety team has set a target of 100% for its high risk food safety interventions programme this year, either as full inspections, focused partial inspections or alternative interventions. The food safety inspection work-plan for 2018/2020 is shown as Appendix 4. This work-plan also demonstrates the emphasis placed on business support, especially through our staged enforcement approach, and priority given to new businesses, and businesses serving vulnerable groups.

In 2017/18 113 food premises required a follow up visit to check on works necessary to achieve compliance with food legislation. A reduction of 21% on the 142 re-visits required in 2016/17. It is predictable that business led demand for revisits will continue to be strong this year as awareness of the national Food Hygiene Rating System continues to grow and attract attention in the media and social networks.. It is clear that the introduction of a very visible food hygiene rating window sticker and awareness of the FHRS Website has created business competition and motivated drive in business to improve.

Compliant C, D and E risk rated premises, include bed and breakfast hotels, grocers, guest houses, clubs, garages selling food and other retail outlets such as sweet shops and newsagents, will be considered “Low Risk” and subject to a range of alternative forms of enforcement determined and driven by intelligence gathering. Many of these businesses have received physical inspection in the past and have proven to be of low risk, therefore office interventions such as telephone surveys or verifying business details may negate the need for physical inspections if no significant factors have changed. Self-certification, postal questionnaires, telephone questionnaires and sampling visits might be appropriate to address any of the other businesses on the categorised as low risk. These are effective interventions from a Public Health point of view but they do not allow the award of a food hygiene rating. To get a “Food Hygiene Rating Score” (FHRS) an officer has to cross the threshold of the business.

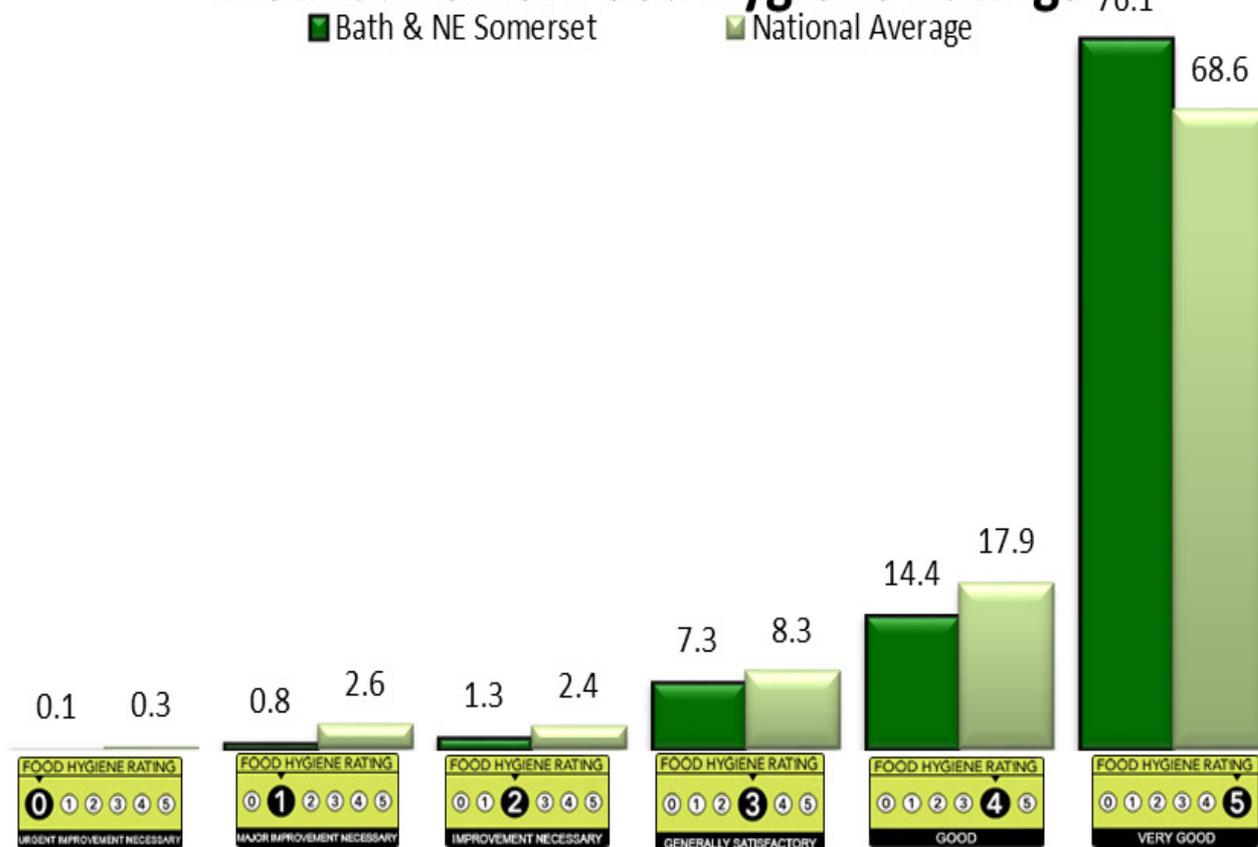
“Food Hygiene Rating Scheme”

Environmental Health and Food Safety Officers use 8 separate criteria to assess the risk rating of a food business, the FHRS uses 3 of these to derive the Food Hygiene rating for display.

Ratings are published on the B&NES website www.bathnes.gov.uk/foodhygienerating and the Food Standards Agency’s website (Hyperlink <http://ratings.food.gov.uk/>)

At time of publication (ref date = 2nd July 2018) the Food Hygiene Ratings profile of B&NES Council was

Distribution of Food Hygiene Ratings



FHRS rating	Number	%
0	1	0.1
1	11	0.8
2	19	1.3
3	104	7.3
4	207	14.4
5	1091	76.1

Businesses who are dissatisfied with their “Food Hygiene Rating Score” (FHRS) have always had a right of appeal and a right to request a rescoring visit. The FHRS scheme still accommodates this free of charge but builds in a lengthy period of time before a rescore can take place (free of charge). The new Code of Practice allows rescoring to be fast-tracked and for a charge to be levied. Businesses wanting a better score or wanting to be included in the scheme when they are not an inspection priority for us can now apply and pay £175 for a “Rescoring Visit” ([Hyperlink http://www.bathnes.gov.uk/services/environment/food-safety/food-hygiene-rating-re-scoring](http://www.bathnes.gov.uk/services/environment/food-safety/food-hygiene-rating-re-scoring))

Partial inspections

These are appropriate intervention for high risk business if the officer wishes to focus upon specific aspects of the business having checked that our existing knowledge and satisfaction with other business activities are confirmed by brief review. Focus on partial inspection are unlikely to save sufficient time to increase the number of visits an officer can achieve but would allow time to concentrate on factors within the business which must be addressed. Partial Inspections may be used by officers to check that previously compliant businesses are maintaining their standards and can remain in or low priority list

Service requests

Service requests are prioritised as important and urgent and passed without delay to the Food Team Duty Officer:

Service requests received 2017/18	
Service request type	Number
Hygiene Advice	176
Hygiene	145
Food related illness	96
New premises advice	76
Miscellaneous Food Complaint	36
Freedom of Information Act	34
Primary Authority activity	18
Special Events	17
Extraneous matter (foreign body)	16
Food hygiene rating activity	11
Hygiene-conditions of premises/equipment	10
Allergy advice	5
Hygiene - handling procedures	5
Smoke Free enquiry	4
Hygiene - other	4
Accumulations	3
Registration	3
Out of condition	2
Land Charge (Food Team)	1
Odour/Fumes	1
Out of date	1
Food alerts	1
Eat Out Eat Well activity	1
Composition	1

Commercial Activity

On 9th October 2017 the Food safety team launched a number of commercial activities aimed at complementing our enforcement activity and raising income. All are accessible from the newly designed web site:

<http://www.bathnes.gov.uk/services/environment/food-safety>

The products offered are:
 New Business Start Up
 Gain and Retain 5
 Re-scoring FHRS
 Primary Authority Partnerships
 On-line and Face-to-Face Training
 Supply of “Safer Food Better Business” Packs and Diary Refills

The process flows for delivery of these are contained in Appendix 7

Vulnerable Groups

It is a priority that food safety in primary schools and residential homes is delivered to the highest possible standard. In the past this was delivered through a partnership with B&NES catering services and Sirona, which offered ease and consistency in achieving this aim. However the Authority has witnessed a change, with many of the Primary Schools now opting to become academies and so ending their relationship with B&NES catering services. The team will strive to form new partnerships with provider organisations and the establishments themselves who cater for the young and elderly.

Food Safety Officers have worked with Early Years to introduce food safety workshops into the induction training for new child-minders. This enables the food team to engage with up to 20 child-minders per induction session which take place in various locations across the Authority about 3 times a year. The sessions have been so successful that Early Years have decided to designate a whole session specifically to the food team rather than sharing a session.

Food Standards Inspection Programme

To align with the Council’s Strategic Priorities our work programme, enforcement approach and operational ethic all focus upon our customers and prioritise: businesses serving vulnerable groups, and supporting local businesses to succeed and achieve compliance

All premises identified as having a food standards elements are individually risk assessed using Local Government Regulation, formally “LACORS” (Local Authority Co-ordinating Body on Regulatory Services), guidelines and are identified as being either High, Medium or Low risk. The numbers below are based on this current system. Low risk premises are not considered a priority.

The programmed work for 2018/19 is as follows:

Food Standards visits due in 2018/19 and the inspection targets	
Risk	Due 2018/19
High	28
Medium	569
Low	1004

.Feeding Stuffs Premises Inspection Programme

All premises identified as having an animal feeding stuff element are individually risk assessed using the LACORS guidelines and are graded as either High, Medium or Low risk. The numbers below are based on this current system. Unfortunately our current risking scheme does not take into account earned recognition status which is for farms and businesses that are farm assurance scheme members or have a previous history of very high compliance. These businesses will not need to be visited as frequently as currently undertaken. There are 253 feed registered premises currently and a 5 year plan is in place to ensure all farms are registered accurately and we will visit a selection of these unregistered premises as part of our work. There has been a change in the allocation of funding this year and the FSA are only providing funding for 9 feed visits in 2018/9 and for 7 food hygiene visits at primary production premises. There are 14 other livestock farms that are due a feed visit and this work will be undertaken at the same time as any animal health visit, if one is due.

The programmed work for 2018/2019 is as follows:

Animal Feeding Stuff visits funded by the FSA in 2018/19	
Risk	Due
High	1
Medium	8
Low	-

Food Complaints (Foreign Bodies and Microbiological)

The food safety team operates a complaints procedure which was developed with the intention of directing resources to those complaints which, after an initial assessment of the complaint, pose a significant Public Health Risk, e.g. glass fragments/metal swarf in food and suspected food poisoning associated with consumption of food. On the other hand where it is clear there are no public health concerns, e.g. the presence of psocids in flour, struvite crystals in tinned salmon, salt crystals in soy sauce, cod worms etc, which are naturally associated with the food product, then no investigation is required and customers are provided with relevant advice and information.

Where a food complaint is considered to be of low health significance such as in the case of an innocuous foreign object, or where it is immediately obvious that a foreign object may have found its way into the food after sale and where there is no prospect of proving the case, the customer is advised that formal action is unlikely to succeed and that they may receive a quicker and more effective response by returning the item to the shop where it was purchased.

In 2017/18 the Food Safety Team investigated 152 food complaints.

In addition, the Food Safety Team have dealt with 612 other requests for service relating to food premises, which included complaints concerning food preparation, cleanliness food handlers etc

Food Complaints (Food Standards issues)

Last year the Trading Standards Team received 12 Food Standards complaints (excluding requests for guidance from businesses). We can expect to receive approximately the same amount, which require investigation in accordance with our quality procedures. It is unknown how

many will result in enforcement action. 2 feeding stuffs complaints were investigated in 2017/18 and it is anticipated to receive the same approximate amount this year.

Primary Authority

The Primary Authority Scheme has been operation since April 2009. It allows an enforcement authority to enter a legal partnership with a business, charity or other organisation. The Authority scrutinise the processes and procedures applied by the company to achieve its legal obligations in respect of the laws regulated by Local Authorities and offers assured advice which must be taken into account by other LAs, reducing duplication of effort and ensuring consistency. Such a business can nominate a local authority to be its Primary Authority. This does not need to be the local authority in which it is based. A nominated authority does not need to accept the role.

The role of the Primary Authority is to be the principal source of advice and guidance to the business. In addition it, to an extent, co-ordinates and oversees enforcement action (including inspections) carried out by other Authorities. This is in part carried out via the Regulatory Delivery secure website.

B&NES is currently primary authority for the “Jamie’s Italian” Group, Super Nutrients and Buckley and Beale. B&NES remains receptive to requests to consider a Primary Authority Partnership. Such arrangements generate income proportionate to the work activity and pay dividends in supporting expertise and staff development, but setting up such partnerships has a significant impact upon staffing resources and introduces a contractual obligation to deliver a service which may compete with other high priority areas for resources.

Super Nutrients

Nutrisure, trading as Super Nutrients is one of the UK and Europe’s leading importers and wholesalers of super food ingredients and is also one of the fastest growing new Companies in the South West. They supply a wide variety of businesses within the health food sector including major high street chains. Their own brand Naturya has quickly become a market leader in the superfood industry. They source product from around the world and have customers throughout the EU and beyond. Through the Primary Authority scheme we provide support in Food Safety and Trading Standards. Because of the unusual nature of the product range we deal with many requests for advice, most of which require additional research and liaison with other agencies.

Jamie Oliver Restaurant Group

The Jamie Oliver Restaurant Group is a growing enterprise employing over 3500 people and has around 30 restaurants in the UK made up of the brands including Fifteen, Barbecoa, Jamie’s Italian, Jamie’s Italian Trattoria and Jamie’s Diner and more than 20 franchised restaurant s overseas. Whilst the Food Safety and Standards advice we provide through the Primary Authority Scheme relates to restaurants in England and Wales only the Company use this advice to inform the policies in all their restaurants around the globe to achieve consistently high standards. As the group bears the name of a celebrity it attracts a great deal of media attention some negative and generates a large number of requests for advice ranging from liaison with other Local Authorities to novel cooking methods.

Buckley and Beale

Are a small company that import high end products from around the world, in particular the USA for sale in stores such as Marks and Spencer, Fortnum and Mason and Harrods. The work is for food standards and mainly concerns labelling or composition issues.

Advice to Businesses

The Food Team receive enquiries from food business proprietors, both potential and existing, to provide information on food safety/standards matters. Last year (2015/16 the Food Safety Team undertook 234 advice activities and the Trading Standards Team 41. In addition 6 new businesses were advised on feeding stuffs.

Food Allergies

Following the tragic death of Chloe Gilbert in March 2017 a robust food enforcement approach has been adopted in respect of the recent legislation. This approach will be delivered consistently by all food offices and has 6 areas of activity

1. Investigate and apply appropriately staged enforcement to all allegations of allergic response to food and cases of non-compliance discovered during routine interventions including legal notices and potential prosecution
2. A 754 allergen newsletter-mailshot to selected businesses to highlight the legal requirements on them
3. Follow up survey of all those businesses with a low confidence in management score to check on compliance
4. Create a webpage containing allergen information and include a link to this website in all correspondence to food businesses
5. Revise the allergen compliance checks performed during every Food Hygiene Inspection.
6. Labelling and constituent sampling surveys by Trading Standards Officers

Food and Feeding Stuff Inspection and Sampling

a) The Authority routinely submits samples to the Public and Agricultural Analyst as a consequence of sampling programmes and complaints. During 2017/8 67 samples were submitted for analysis (approximately half of these were swabs used to ascertain levels of contamination in the workplace)..

There are no programmed sampling surveys for 2018/19 as the FSA funding has been withdrawn. However samples will be taken focusing on allergen issues at restaurants, pubs and takeaways. We may also sample some “superfood” type products with health and nutrition claims.

No feed samples are programmed for 2018/19.

b) For food safety, the Authority submits samples, as a result of complaints, to either the PHE RMN (Public Health England Regional Microbiological Network) or to the Public Analyst. Last year 8 food samples were submitted to the HPA RMN for microbiological analysis. Most of these food samples were submitted for analysis as a result of complaints of food-borne illness.

Control and Investigation of Outbreaks and Food Related Infectious Disease

The Authority recognises the importance of notifications of food related illness as a potential means of identifying instances where food which is contaminated has been consumed, enabling appropriate action to be taken. However, it is acknowledged that in practice, the delay between the onset of illness and notification to the Authority is a significant factor that undermines the significance and effectiveness of investigation. Nevertheless the Service will investigate incidents and outbreaks of food related illness where it is likely to lead to a meaningful conclusion, with some public health benefit.

Notifications of food related illness		
YEAR	Total Notified Cases	Full Investigation Required
2007/08	181	33
2008/09	295	89
2009/10	305	63
2010/11	311	56
2011/12	330	66
2012/13	358	63
2013/14	297	27
2014/15	300	38
2015/16	333	38
2016/17	291	48
2017/18	302	43

Infectious disease notifications

Between 01/04/2017 and 31/03/2018

<u>Disease type</u>	<u>Number</u>
Campylobacter	215
Cryptosporidium	13
Dysentery Bacillary (Shigella)	4
E.COLI 0157	1
Escherichia Coli Enteritis	1
Giardia	44
Psittacosis	2
Salmonella	22
Total number of notifications	302

B&NES maintains a close liaison with the Public Health England (PHE). Where an outbreak situation develops the “Outbreak Control Plan” developed jointly by the Authority and the Health Authority is put into action and overseen by the Area Consultant in Communicable Disease Control (CCDC). The team offer support and guidance to the families affected to ensure there is no further spread into the community or within the family home. Where the infection poses a significant risk, detailed investigations are undertaken in association with the PHE to identify any possible sources of infection and where necessary ensure those infected do not pose a risk to others.

The Priorities in Infectious Disease Control:

1. To protect any likely victims by contacting them without delay to warn them of potential harm and empower them to avoid the worst effects.
2. To prevent spread locally and nationally by investigating the likely source mitigating it and tracing its dissemination.
3. To secure evidence and prosecute where possible.

The tables below gives details of food related illness notifications in recent years in terms of total numbers and broken down into types of infection

Food Safety Incidents

The Authority recognises its role in responding appropriately to Food Alerts issued by the Food Standards Agency and those incidents in B&NES that require action in line with the authorities enforcement responsibilities are notified in an appropriate manner. The team have a dedicated mailbox to receive Food Alerts and other emergency communications from the Food Standards Agency.

A documented procedure is in place, which relates specifically to Food Alerts and last year B&NES received 19 of these, 3 of which required action to be taken.

Liaison with other organisations

The Public Protection Team has arrangements in place to ensure action taken in the B&NES area is consistent with those of neighbouring Local Authorities and that the Team is up to date on current information and initiatives, including:-

- a) Liaising with and assisting the Food Standards Agency, DEFRA and other government departments.
- b) Attending Food Standards Agency briefings and update seminars.
- c) Attending Chartered Institute of Environmental Health approved training courses
- d) Attending professional and core competency training events, seminars and other relevant professional meetings.
- e) Participation in Trading Standards South West (TSSW) and South West Regulators Forum (SWERF) organised training.
- f) Inter-authority audits and drafting of new joint procedures with those Authorities
- g) Regular liaison and partnership working with representatives from the Health Protection Agency and the office of the Director of Public Health

Formal and informal arrangements with other key service providers within the authority including the Licensing team, Planning and BC Services, in relation to change of use of premises and structural alterations; and Ofsted and the Care Quality Commission (CQC) for information exchange relating to Residential Care Homes, Nursing Homes, Nurseries and Child-minders; Catering Services in relation to food safety issues in premises under their control. All of these help to maintain an effective up-to-date database and add to the intelligence used in setting priorities and informing activities.

The Service also acts as an advisor to other Services within the Council on all matters relating to food safety.

Reducing the Risk of Escherichia coli Infections

In March 2009 the Report of the Public Inquiry into the 2005 outbreak of E.coli 0157 food poisoning in South Wales was published (known as the Pennington Report).

157 children were ill and one child died as a result of this outbreak which was linked to a butcher supplying meat for school meals. Criticism and recommendations regarding food safety practices, food hygiene inspections, procurement and other key issues were contained in the report. Some points were aimed at the business but others required action by the Food Standards Agency and Local Authorities.

The subsequent inquest into the tragic death of Mason Jones led to further guidance for all businesses dealing with raw and cooked foods on the same premises being issued. For many businesses in this sector the new guidance will require considerable adjustment of practices and expense. This E.coli guidance is being constantly updated making advice to businesses more demanding and inspections more complex.

Food Safety and Standards Promotion

B&NES view awareness raising, transparency of enforcement activity, the provision of information and guidance to customers, be they local business or member of the public, as a priority. The resource of the Food Team is of course finite and although there is ambition to complete the series of projects listed in **Appendix 4** this aspiration may be compromised by the conflicting demands of the prioritised programme of inspections and the reactive workload,. Equally some of the projects have temporal criteria and may fit with periods of lower reactive demand allowing them to leapfrog projects of potentially greater importance.

Resources

Staff Development

Training needs are identified in a number of ways. B&NES recognise the need to support professional officers achieve their continuous professional development (CPD) quota. It is also important in the annual appraisals to understand the personal development requirements of individual officers. To identify the needs of the service a training matrix has been developed (Appendix 7), these 3 factors together with the training which is put on locally and nationally in response to emerging issues forms the basis for a programme of training for the team in the coming year.

Regular documented 1-1s are held with all staff. Each officer receives training in food related matters of at least 10 hours per year, in order to fulfil the Continuous Professional Development (CPD) requirement set out in the Code of Practice. Additional CPD may be required to fulfil professional competencies (20 or 30 hrs pa) internal training and updates are also provided as and when required. All such training is monitored and logged in individual Staff records. The revised Food Law Code of Practice requires Enforcing Authority to have a system in place to certify the competence of their Officers and that the Authorisation of those Officers is linked to competence.

Professional Development

Public Protection services have a history of supporting students who are in the early stages of their career. In 2017/18 PP was able to offer an internship partly funded by PHE for an Environmental Health Graduate, who was able to contribute to the Food Teams output as well as gain work experience and build their Professional Portfolio in all aspects of Environmental Health. .As the post not only benefits the new officer, it also makes a notable contribution to team output. No such funding will be available for 2018/19 so the service will revert to offering year long part-time work experience to support a graduate EHO through their Professional Portfolio

Quality assessment

TSSW has a three year inter-authority audit programme incorporating all of the enforcement authorities in the South West of England. A full audit of B&NES food standards and safety system following the FSA protocols was completed in January 2012,

FSA auditors visited B&NES in May 2013 to follow up a Standards audit from 2007. The action plan from this was signed off after completion of the Inter Authority Audit Action Plan

An internal Audit of the Food Safety Service, and subsequent improvements was performed in 2015

Monitoring

Monitoring of the work plan outlined in Appendix 4 and team performance is carried out on a monthly basis and reported back to the team meetings and individual 1-1 interviews.

Consistency

Consistency of enforcement is achieved through:

- Training, which is reviewed through the PDR and 1;1 processes with the aid of the training matrix .(Appendix 7) which highlights the team’s training requirements
- Regular monthly team meetings, where judgements and new guidance is fully discussed.
- Staged enforcement, the integrated team approach to escalating enforcement actions means senior and principal EHO’s become involved in cases as they reach higher levels of enforcement action; for instance, outbreaks, service of notice, business support meetings, and court proceedings. All of these require review of preceding actions which promotes and ensures greater consistency of approach.

Equalities

BANES Council as attained “Level Three, Achieving Council” status with regard to equalities, and Public Protection services are at the forefront of this initiative.

Food Hygiene & Standards Enforcement

	(FTE)	Admin (FTE)
EHO/Food Hygiene Enforcement (FTE)	4.1	0.50
Food Standards Enforcement	1	0.50
Management (Safety and Standards)	0.05	0.1

There are 5 Environmental Health Officers (3.5 full time equivalent FTE) who are Environmental Health Officers Registration Board registered, and 0.6 FTE working towards registration.

There are 4 Trading Standards Officers (3.3 FTE) all of whom are appropriately qualified to carry out Food Standards Inspections providing the 1 FTE resources expended.

Public Protection Services has 1.5 FTE administrators dedicated to the Health & Safety, Food Safety and Trading Standards teams. Approximately 1.0 FTE is expended on food related issues.

The Team Manager -Safety and Standards is accountable to the Group Manager of Building Control and Public Protection for the implementation of the Food Law Enforcement Service Plan.

For the purpose of the Food Law Code of Practice:

Kelvin Pearce Team Leader Health, Safety and Food 012250396348
kelvin_pearce@bathnes.gov.uk is designated lead officer for Food Safety.

Stuart Brown - Team Leader for Trading Standards 01225 396752 stuart_brown@bathnes.gov.uk
is designated lead officer for Food Standards

Feeding Stuffs Enforcement

The Animal Feeding Stuffs service is currently provided by a group consisting of 1 appropriately trained Officer from The Trading Standards Service who provide the 0.2 FTE resource requirements of the inspectional/sampling programme

Review against the Service Plan

Twice yearly the Public Protection Management Team will meet to discuss its overall business planning strategy and review the delivery plans (annual and half year review). Details of the planned regulatory programme for food safety are contained in the Food Team Work Plan **Appendix 3**. A redacted **Appendix 2** describes the team's proactive and reactive outputs of 2017/18

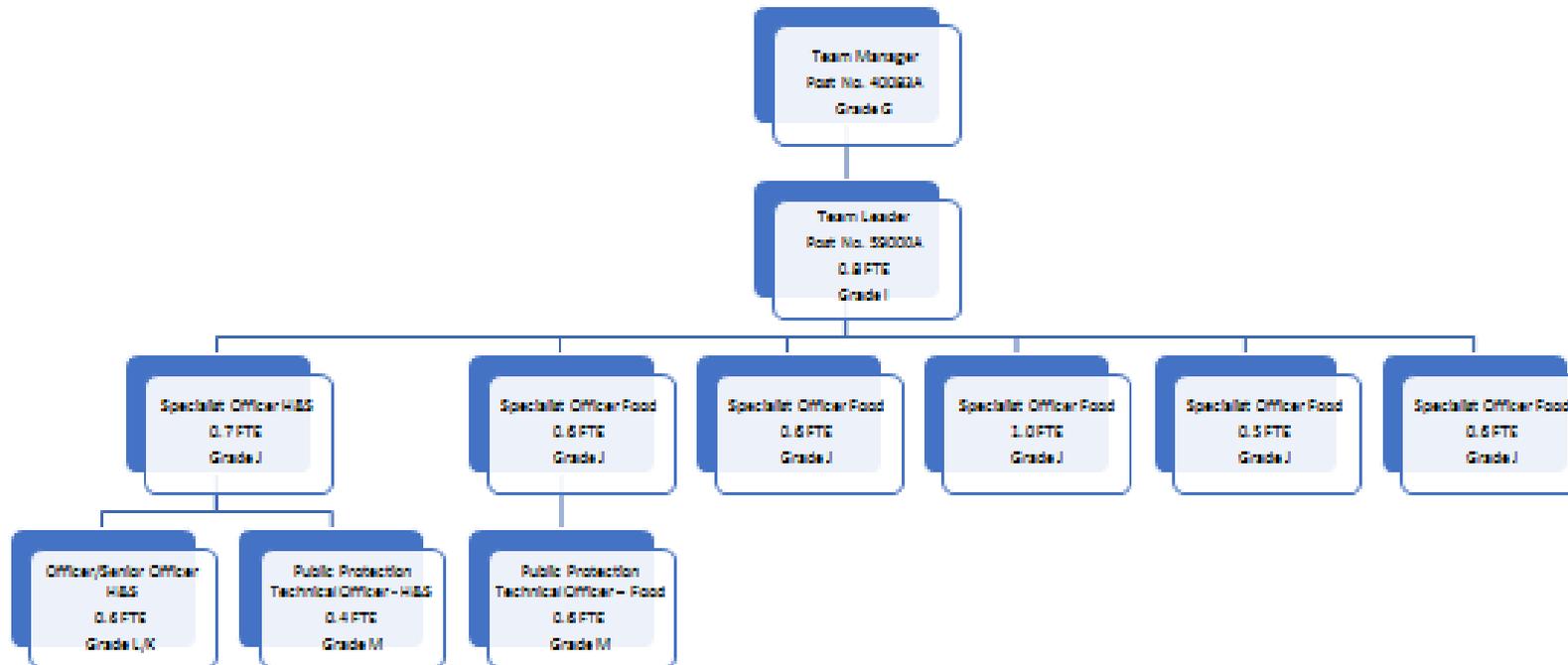
Areas of Improvement and Challenges

Objectives for 2018/20:-

- Pursue the programme of work outlined in appendix 4 with particular emphasis on reducing the overdue low risk programme of inspections and increasing commercial activity
- Work with colleagues from neighbouring authorities involved in the devolution process – with particular reference to the Better Business for All initiative
- Strengthen our joined our response to Infectious Disease Control with Public Health England and Public Health partners
- Address any competency shortfall highlighted in training matrix

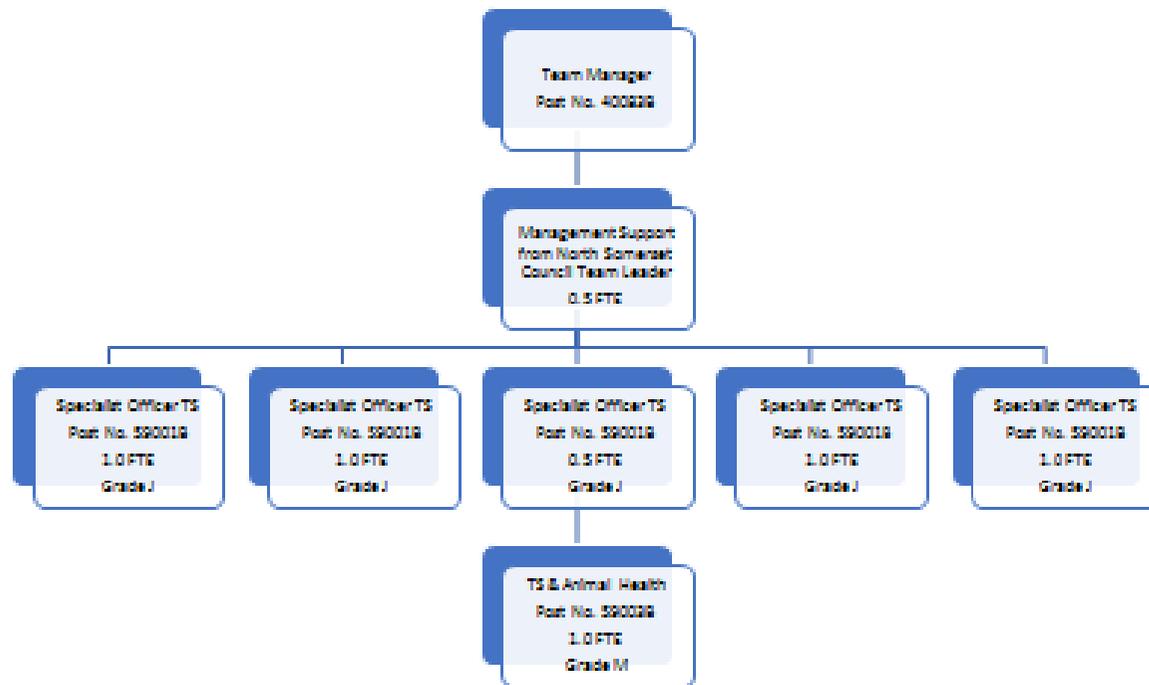
Appendix 1: Organisational Chart B&NES Building Control and Public Protection Service

Safety and Standards Health, Safety and Food – June 2018



Safety and Standards

Trading Standards and Health and Safety – 2018



Appendix 3 Food Safety Team Programmed Work 2017/2018

REACTIVE WORK													
Service Requests (estimate)	74	54	56	54	48	51	84	47	46	72	66	74	727
Service Requests (actual)	51	56	58	57	44	54	45	75	35	71	44	54	644
Involved Reactive & Project Work													
Involved (more than a phone call) ID investigations													
ID notifications	12	25	45	35	37	38	31	17	17	5	24	22	382
INVOLVED CORRECTIVE WORK													
FBOr in Business support	Young Hester, Billy Dwyer, Orislat Hester (TR)												
Notice Outstanding	Hes Fazio		Hes Kay Cl-F		Clara Orislat Braleraud		Pina Diosa		Farlean Cookland Daily Bread				
Legal cases													
Primary Authority													

Appendix 4 Food Safety Team Project Work 2016/2017

PROJECTS 2016/17	Outline & Rationale	Targets	Lead Officer/s	Council Priority – is this still current?	Public Health Priority
<p>Switch from the "Business Support Model of Enforcement" to the promotion of commercial packages supporting Businesses through start up, growth or transformation providing comprehensive advice to ambitious businesses in an appropriate and timely fashion</p> <p>–retaining the Business Support remediation process for addressing failing premises</p>	<p>Model of Enforcement</p> <p>Stage 1 Providing timely and accessible advice to New Businesses with 10 minute free telephone advice and a comprehensive web site. As getting things right from the start is more economic and efficient for everyone, then corrective action later. New businesses are offered "New Business Start Up" Building a positive relationship with businesses aides sustained compliance and promotes stage 2 business support</p> <p>Stage2 "The Gain and Retain 5" process is designed to support businesses through growth or transformation (preserving/increasing local employment)</p> <p>Stage3 - Addressing failing "0" & "1" rated premises. Any business which is zero rated or one rated under the Food Hygiene Rating Scheme should either be in "business remediation" with set targets for improvement, be subject to hygiene improvement/prohibition Notices, or be under consideration for prosecution. In the current economic climate it can be expected that more businesses will fall into this category, with the consequent drain on resources. Prosecutions being particularly expensive in officer time</p>	<p>Redesign to ensure On-line registration process is reliable, efficient and engages the business in a process which will deliver compliance in the most expedient, most appropriate and most economical way possible for the type of business concerned. New on-line registration process, new webpages, comprehensive library of support information and a new method of prioritising and processing New Registrations.</p> <p>75% of Businesses going into "Business Support Remediation" improve their FHRS score over the subsequent two inspections, achieving sustained compliance</p> <p>See comment below</p>	<p>KP</p> <p>All</p>	<p>B&NES 1 B&NES 2 B&NES 3 B&NES 4</p>	<p>T1</p>
<p>Promote the sale of commercial services</p>	<p>On 9th October 2017 the Food safety team launched a number of commercial activities aimed at complementing our enforcement activity and raising income. All are accessible from the newly designed web site:</p> <p>http://www.bathnes.gov.uk/services/environment/food-safety</p> <p>The products offered are: New Business Start Up Gain and Retain 5 Re-soring FHRS Primary Authority Partnerships On-line and Face-to-Face Training Supply of "Safer Food Better Business" Packs and Diary Refills</p> <p>Details are available on the web site The process flows for delivery of these are contained in Appendix 7</p>	<p>Savings target apportioned to team £10,000 by April 2019</p> <p>TBD regarding target figures for commercial products Note Whole team delivery and a conflict of priority with delivering programmed interventions therefore whole team targets need to be developed not individual sales, and a complex indicator for individuals which encourages proportional and appropriately prioritised activity in both commercial work, reactive work High risk and low risk establishments</p>		<p>B&NES 1 B&NES 2 B&NE.S 3 B&NES 4</p>	<p>T1</p>
<p>The risk rated Programme of Food Hygiene Inspections.</p>	<p>The team will pursue the programme of Inspections as determined by the risk ratings conducted in line the the Food Law code of Practice.</p> <p>They will prioritise A B and C rated premises</p> <p>In a departure from past practice New businesses will not be prioritised will be given 10 minute free consultation and advice before being encouraged to sign up</p>	<p>See comment above</p>		<p>B&NES 1 B&NES 2 B&NES 3 B&NES 4</p>	<p>T1</p>

	for the "New Business Start Up" package of support. (see appendix 7)																																																			
Addressing the backlog of Overdue low risk interventions	<p>Over the last 7 year a backlog of overdue low risk interventions has accumulated. Low Risk businesses being those businesses which do not deal in high risk foods or processes and businesses which in the past have proven themselves to be well managed conscientious and hygienic. Of course over time things change, performance fluctuates and businesses diversify. Intelligence of those businesses on the low risk list has become so dated as to have become a concern so in 2017.</p> <p>Elements of a strategy were drawn into an initial action plan to address the overdue inspections (that is the Risk rated proactive inspection list not the FHRS list they are two different but inter-related problems which may have significant impact on marketing, demand and income):</p> <ol style="list-style-type: none"> 1. Talk to team about the issue 2. Revise Enterprise work management desktop to prioritise Low C premises over New Business 3. Discuss new priorities with officers in PDRs and incorporate into Service Delivery Plan 4. Analyst low Risk lists Divide by premises type. 5. Develop tailored telephone survey forms for E rated premises ,with main aims - confirm existence, check status is unchanged, notify them of FHRS status, record alternative intervention and allow reprogrammed event/close premises/escalate to officer action or review/sell commercial product. Direct to website for information/training/commercial services <ul style="list-style-type: none"> • Childminders – 67 Phone check Still operational No change from self-assessment held on record (Registrations come from OFSTED via Children's Services (who also notify us about CMs when they cease trading!) Kellie registers them and sends out a SE questionnaire) • Bed & Breakfast – 27 • Home Caterers – 47 • Nursery/playgroup/after school club Count - 51 • Social Clubs and Halls -69 • Pub (Wet sales) - 15 • Other food retailer – 74 from Argos to Boots the Chemist and Cath Kitson • 350 of 552 E's 6. Schools - require special attention with movement away from catering services 7. PAs with inspection plans affecting our overdue inspections 8. Butchers - require special attention 9. Officers to assess telephone questionnaires were complexity involved (need to react to information gained and sell our paid for service)) 10. New Business Telephone Triage to assess need for visit (and sell commercial product) 11. Alternative to telephone call – send self-assessment forms and chase, officer to review completed forms and action to promote compliance, notify them of FHRS status training advice on allergens FHRS and commercial products 12. Summary emails have to direct client to website for training, SFBB, Commercial products and allergens. Notifies them that an intervention was due, that this type of intervention falls outside the scope of FHRS, 	TBD																																																		
		<p>To January 2018:</p> <p>374 inspections Data cleansing 230 Telephone surveys to date 120 15% increase in productivity or in-house team since launch of commercial products on 9th October 2017 Contract Food Inspector and contract administrator deployed</p> <p>Consultant target 88 interventions by 31st March 2018</p> <p>Audit Table submitted Jan 2018 (Updated April 2018)</p> <table border="1"> <thead> <tr> <th>Number of food hygiene interventions due in 2017/18 by risk band (including all overdue from previous years)</th> <th>Number of food hygiene interventions delivered to October 1st 2017</th> <th>Best estimate of due interventions that will be delivered at 31 March 2018</th> <th>Best estimate of overdue food hygiene interventions at 1 April 2018</th> <th>ACTUAL NUMBER OF OVERDUE INSPECTIONS AS OF 31/3/2018</th> </tr> </thead> <tbody> <tr> <td>A 6 (0 overdue from 2016/17)</td> <td>0</td> <td>6</td> <td>0</td> <td>0</td> </tr> <tr> <td>B 50 (0 overdue from 2016/17)</td> <td>12</td> <td>50</td> <td>0</td> <td>0</td> </tr> <tr> <td>C 285(inc 100 broadly compliant overdue from 2016/17)</td> <td>88</td> <td>210</td> <td>73 Broadly Compliant Cs (low risk)</td> <td>98</td> </tr> <tr> <td>D 416 (inc 234 overdue from 2016/17)</td> <td>83</td> <td>205</td> <td>211</td> <td>215</td> </tr> <tr> <td>E 483 (inc 270 overdue from 2016/17)</td> <td>2</td> <td>323</td> <td>160</td> <td>347</td> </tr> <tr> <td>Unrated 281 (inc 79 overdue from 2016/17)</td> <td>73</td> <td>219</td> <td>62</td> <td>77</td> </tr> <tr> <td>Outside the Programme 7</td> <td>0</td> <td>7</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Projected table 2018/20</p> <table border="1"> <tr> <td>Number of food hygiene interventions projected for 2018/19 by risk band (including likely overdue from this year)</td> </tr> <tr> <td>A 6 (6+0 overdue)</td> </tr> <tr> <td>B 50 (50+0 overdue)</td> </tr> <tr> <td>C 242 (154+ 98 overdue)</td> </tr> <tr> <td>D 408(193+215 overdue)</td> </tr> <tr> <td>E 392 (145+ 347 overdue)</td> </tr> <tr> <td>Unrated 296 (inc. 77 overdue)</td> </tr> <tr> <td>Outside the Programme 7</td> </tr> <tr> <td>Total 1401 (664 + 737 overdue low risk)</td> </tr> </table> <p>In 2018/19 additional resource will be directed from wider team to address the large number of (overdue) E rated premises. This is likely create demand for commercial produces</p>	Number of food hygiene interventions due in 2017/18 by risk band (including all overdue from previous years)	Number of food hygiene interventions delivered to October 1 st 2017	Best estimate of due interventions that will be delivered at 31 March 2018	Best estimate of overdue food hygiene interventions at 1 April 2018	ACTUAL NUMBER OF OVERDUE INSPECTIONS AS OF 31/3/2018	A 6 (0 overdue from 2016/17)	0	6	0	0	B 50 (0 overdue from 2016/17)	12	50	0	0	C 285 (inc 100 broadly compliant overdue from 2016/17)	88	210	73 Broadly Compliant Cs (low risk)	98	D 416 (inc 234 overdue from 2016/17)	83	205	211	215	E 483 (inc 270 overdue from 2016/17)	2	323	160	347	Unrated 281 (inc 79 overdue from 2016/17)	73	219	62	77	Outside the Programme 7	0	7	0	0	Number of food hygiene interventions projected for 2018/19 by risk band (including likely overdue from this year)	A 6 (6+0 overdue)	B 50 (50+0 overdue)	C 242 (154+ 98 overdue)	D 408(193+215 overdue)	E 392 (145+ 347 overdue)	Unrated 296 (inc. 77 overdue)	Outside the Programme 7	Total 1401 (664 + 737 overdue low risk)	KP
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Outside the Programme 7																																																				
Total 1401 (664 + 737 overdue low risk)																																																				

	<p>therefore their premise will not appear on the national or local websites (notify them of FHRs status). And refer them to rescoring application (Need to manage demand here, suggest progressive inroads into the overdue list (this will also help reduce a blip again in the future when they are all due again) Specialist advice for certain groups like advice for hall to send on to hirers and of course taking the opportunity to sell.</p> <p>A number of approaches were devised and deployed in 2017/18 to address these backlog of overdue low risk interventions:</p> <ul style="list-style-type: none"> • (as indicated above) since December 2017 all C rated premises were prioritised ;which will then show on Enterprise • A contractor has been employed on a temporary basis since January 2017 to address overdue Cs (this delay due to introduction of a general austerity measure, an assessment panel to determine whether budget can be spent on consultant services) • an administrator has been designated to carry out telephone interventions on E rated premises in a database cleansing exercise and to verify the activity and “risk” presented by these businesses. Also this allows to raise Allergen Awareness, Promote Training and it is a sales opportunity for commercial products • The Food Safety Officers were instructed to incorporate local partial inspections of C and D premises into their work schedules alongside any full inspections, for the purposes of validating the existing risk score and justifying the FHRs. Also a sales opportunity for commercial products • telephone triage of new businesses to promote sales and reduce physical inspections(2/3 can receive a self-assessment/simple administrative change in the first place) • Overtime has been offered to the food Officers to address overdue D rated Premises (and permit events activity which is an income generator) <p>For 2018/20</p> <ul style="list-style-type: none"> • Continue with the revised priorities • Introduce the new performance indicator to reinforce these new priorities • Continue systematically with partial inspection/verification visits Cs and Ds • Continue telephone surveys of E’s. Service support to do 20 E’s a week • Schools project • Butchers project • Evaluate introduction of self-assessment questionnaires for and other groups were appropriate • Continued telephone triage of new businesses to promote sales and reduce physical inspections(2/3 can receive a self-assessment/simple administrative change in the first place) • Income from commercial products can be utilised to backfill capacity to address unfunded programmed inspections <p>It took seven years to accumulate; it will take some time to address so the strategy to avoid such a circumstance recurring is.</p>				
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	<p>The Food Hygiene rating of food business is extracted from three of the seven risk rating scores applied by food officers to businesses to risk rate them in terms of public health risk and thereby prioritise them for future attention (next inspection date)</p> <p>Food Businesses often achieve a low risk rating (a good thing) because they deal in low risk foods or the standards are found to be so good they do not warrant frequent visits by enforcement officers.</p> <p>B&NES does not have sufficient officer resource to fully inspect all food businesses which become due for inspection in our programme of inspection which is based on the food Law Code Of Practice. So up until October 2017 priority was given to High Risk and New Businesses. To compensate for this, for over three years B&NES have used telephone surveys and partial inspections to address the increasingly overdue low risk list. These are effective interventions from a Public Health point of view but they do not allow the award of a food hygiene rating. To get a FHRs score an officer has to cross the threshold of the business!</p>				
The national Food Hygiene Rating Scheme(FHRS),	<p>The nFHRS is now established in B&NES and England as a whole, there is greater awareness amongst the public and in the media, The industry now values the award and it proves to be a potent motivator and tool for the enforcement officer.</p> <p>There is now demand from every sector if the food industry to which it applies and from the public (particularly through the voice of the media) for a FHRS to be issued to every food business.</p> <p>This increase in demand is also form rated businesses for instance a business rated 4-Good may wish to be rerated and upgraded before their next programmed inspection date. At the other end of the scale poorly rated premises, may wish to have improvements reflected in their published score sooner than the LA would programme another official control. For B&NES both these changes are desirable but not essential or a priority. However there is here the opportunity to examine the potential for charging for a FHRS rescoring visit which would not be an official control, but instead requested by the Food Business Operator.</p> <p>On 9th October 2019 BANES introduced a new process (see appendix 7) to allow a fast-track rescoring process for which a charge is levied</p>				
Primary Authority Relationships	Continue to provide first point of contact for the Jamie's Italian PA and support the Supernutrients PA.	<p>Realise any opportunity to engage other businesses and promote the benefit of a PA partnership with B&NES</p> <p>Actively promote this income stream</p>	<p>TR</p> <p>SMc</p> <p>All</p>	<p>B&NES 1</p> <p>B&NES 2</p> <p>B&NES 3</p> <p>B&NES 4</p>	
Allergens: Food Information Regs,	Continue promotion and awareness raising of these requirements, allied to staged enforcement	<p>Redesign of Inspection Sheet to include FIR requirements</p> <p>Incorporate discussion in emailed newsletter to raise awareness and elicit views from our businesses</p>	<p>KP</p> <p>All</p> <p>IC</p>	<p>B&NES 2</p> <p>B&NES 4</p>	T1

E.coli / Pennington	Education of food business operators regarding the cross contamination by E.coli 0157 and risks of lightly cooked foods.	<p>On-going education and enforcement during routine inspections. Particular attention given to butchers handling cooked and raw commodities and caterers following the growing trend for rare gourmet burgers and lightly cooked foods.</p> <p>Incorporate discussion in emailed newsletter to raise awareness of new FSA Guidance and elicit views from our businesses</p> <p>Officers to be alert to emerging risks e.g. salad and vegetables</p>	All	B&NES 2	T1
Approved Premises – Annual review/ confirmation of approval	<p>Approved Premises are manufactures who have been assessed against the higher hygiene requirements of European Regulation EU 853/2004 and they have received a health mark from the Council which allows them, most importantly, to trade across the EU without any future regulatory checks.</p> <p>The Food Law Code of Practice requires that Food authorities develop an “intimate” knowledge of the activities of their Approved Premises. Yet these businesses, in their dynamic way of working, may over look updating the LA about changes in structure or product which may affect their approval.</p> <p>There are currently 7 Approved Premises in B&NES and clearly they will be keen to know the implications of the proposed withdrawal of the UK from the EU</p>	<p>In 2018 introduce an annual review and renewal of approval. A logged intervention that will save officer time on inspection and improve communication with and knowledge of our Approved Premises. In addition each Approved Premises should receive one full inspection and one validation visit as a minimum each year</p> <p>This communication can also provide an update on BREXIT</p>	KP TR Senior EHOs	B&NES 1 B&NES 2 B&NES 3 B&NES 4	
“Regulating Our Future”	The Food Standards Agency are carrying out a fundamental review of Food regulation in England, Wales and Northern Ireland and is will have implications for Local Authorities and Food Enforcement Officers	To participate in the consultation process taking this review forward. Redesign our service delivery to ensure it is not only “fit for purpose” as the new model of regulation emerges but is in a position to take advantage of any opportunities the changes afford.	KP SMc WoEFLG	B&NES 4	
Sampling and ATP	To ensure current skills amongst officers in sampling techniques as a contingency for outbreak/serious food safety incident, and to fulfil our obligations to assess imported food compliance and verify the sampling and cleaning regimes of approved premises.	<p>Participate in PHA national and local Studies</p> <p>Use sampling as validation intervention in approved premises</p> <p>Sampling Plan Appendix 5</p> <p>Revisit deploying electronic sampling programme UKFSS</p>	KP LW	B&NES 2 B&NES 4	
Food Safety Service Review in anticipation of FSA Audit	<p>Review all operational procedures</p> <p>Review and complete Competency and Authorisation processes</p> <p>Core resources migration from the Council’s ‘S’ drive server to RIAMS(a managed and updated web-based environmental health resource database</p>	<p>Develop a programme of review to be expedited by Dec 2018</p> <p>All qualified officers to complete the agreed competency framework (e.g. RDNA)</p> <p>Review/update standard phases, notices, letters, legal paperwork, procedures etc and populate riams to become for the repository of this information</p>	KP All	B&NES 4	

Imported food	It is a fundamental principal of the EU that there is free movement of goods across boundaries. Consequently for food purportedly produce within the EU or imported into anywhere in the EU the only checks made on the safety or legitimacy of that food is that made by Local Authority Officers	Develop a risk based programme of sampling and labelling checks. Participate in Swercots sampling and other coordinated projects	GH	B&NES 1 B&NES 2	
E.coli on open farms	Aid duty holders of farms/animal attractions in preventing risk of E-coli 0157 and other diseases from their establishments	Visit all farms/animal attractions in area to ensure compliance with HSE guidance	SS AG	B&NES 2	
Work with new child-minders and associated focus group	Continue to adopt an Alternative enforcement strategy in line with FSA guidance for child-minders	In partnership with Early Years provide training/workshops 3 times a year alongside the child-minder ICP training covers food safety, infection control & food allergens	KT	B&NES 1 B&NES 2 B&NES 3	
Mission Possible	Use of an educational "secret agent" toolkit to raise consciousness of food safety and hand washing in key stage 2 schoolchildren.	8-10 classes per academic year Need to promote during July to encourage schools to book in advance,	FM JP	B&NES 2 B&NES 3	T1 T2
Ebola/Pandemic Flu Preparedness	Respond to Public Health Lead		KP	B&NES 2	
Enterprise/ Uniform enhancements	Investigate the use of Idox Uniform work management system to assist Priority work commercial product availability mobile working		KP AK	B&NES 4	
Events - relationship with SAGE	To maintain a role in ensuring food safety and infection control issues are addressed during the planning of events. Maintain a role in the multidisciplinary group and advise on the safety of catering operations, sanitation and water supply for such events Review service level expectations of Food safety team in respect of its contribution to the reputation and income raised by events held in BANES.	Record work conducted to accomplish this role in order to justify end of year recharges against the income raised by permissioning or licensing fees for such events	IC	B&NES 1 B&NES 2	
Graduate Intern, Recruitment & Development	To give an Environmental Health student opportunity to gain valuable experience for their learning portfolio/complete key project areas for Council	Continue development system for yearly student recruitment. Co-ordinate general work experience requests	IC	B&NES 4	

Nutrition and Hygiene Training Courses	Continue to act as a Royal Society of Public Health Training Centre providing the self-funding level 2 and level 3 Nutrition Training courses, and Level 2 award Allergen Training		KT KP	B&NES 2 B&NES 4	T2 T1
Private Water Supplies and PDS serving food businesses	Continue work with environmental Monitoring Officers to ensure these important areas are given priority and results communicated to the Food Team		ES LS	B&NES 2	T1
WoE FLG Partnership	The West of England Food Liaison Group to promote greater collaboration, consistency, shared competence and resource, mutual support to increase resilience, etc amongst the six local unitary authorities in respect of Food safety and Food standards enforcement. Key is to promote consistency and competency amongst the officers	Host the local Food Liaison Group Organise host and administer the programme of teleconference training for Food enforcement Officers	KP	B&NES 4	
Contribute to Communications Plan		Emailed Newsletter Reactive statement to Press stories Food Safety Week EOEW Press Releases Food Hygiene Award press releases Prosecution Press releases	KP All	B&NES 3 B&NES 4	
Equalities	To ensure all new policies/procedures are fair and do not disadvantage any groups. Writing Equality Impact Assessments will highlight areas for improvement within the delivery of the procedure/policies	Ensure all new procedures/policies are EIA assessed. Existing EIAs to be reviewed yearly	SM	B&NES 4	T3
Competency and Authorisation	Agree the format for recording and demonstrating professional competence to meet the requirements of the revised Food Law Code of Practice. Review authorisations given under the Council's constitution and scheme of delegation	All Food Officers will have to have completed the agreed competency schedule within RDNA On completion of this task adjust Authorisations accordingly	All SMc	B&NES 4	
Intelligence/Database Maintenance,	Continuously updating the food hygiene register by programmed telephone surveys of low risk establishments, being alert to the advertisement or discovery of new food businesses. This ties into Stage 1 Business Support as described above, which importantly links to other Council services	On-going. On average 300 new food businesses register in B&NES every year	AK All	B&NES 4	
Electronic Forms and Mobile devices	Development of Electronic forms used on Mobile Devices which synchronise with our core systems to deliver greater efficiency, better communication and a better service to the customer			B&NES 4	

Other Activities					
West of England Food Liaison Group					
SWERCOTS - Food and Health					
PHE Lab User Group					
PHE/EHO Infectious Disease Liaison Group					
Food Team Meetings					
PDRs,1:1s etc					

<u>B&NES Strategic Priorities</u>	<u>Public Health Priorities (Health and Wellbeing Board Themes)</u>
<ol style="list-style-type: none"> 1. A strong economy and growth 2. A focus on prevention 3. A new relationship with customers and communities 4. An efficient business 	<p>Theme 1 Helping people to stay healthy</p> <ul style="list-style-type: none"> • Helping children to be a healthy weight • Improved support for families with complex needs • Reduced rates of alcohol misuse • Create healthy and sustainable places <p>Theme 2 Improving the quality of people's lives</p> <ul style="list-style-type: none"> • Improved support for people with long term health conditions • Reduced rates of mental ill-health • Enhanced quality of life for people with dementia • Improved services for older people which support and encourage independent living and dying well <p>Theme 3 Creating fairer life chances</p> <ul style="list-style-type: none"> • Improve skills, education and employment

Appendix 5 Food Sampling Programmes – 2018/19

Proposed Food Standards Sampling Plan 2018/19

Priority A10 – Ready to eat Chips

3 samples from independent outlets.

Priority A02 – Allergens and gluten

2 samples of meals from independent restaurants/cafes.

Priority A01 – Meat country of origin labelling

2 “samples” of pre-packed food from supermarkets or chains.

As primary authority for Super Nutrients we are also hoping to sample some novel foods from their competitors to obtain information as to what is available on the market and how other companies are ensuring the safety of these novel foods.

Microbiological Sampling Programme in 2018/2019

Year	2018												2019				
Months of sampling	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	
Study 62. Environmental samples including hygiene swabs and pathogen swabs from Catering premises e.g. restaurants, public houses and café/coffee shops																	

Local Sampling based on local intelligence																	
Sous Vide – 8 samples food																	
New Approved Premises 5 dairy based samples 1 water																	
Approved Processes – Water/Food – 10 dairy																	

Appendix 6 Food Safety Officers Training Matrix 2018/2019

Food Training Matrix												
Post/Team	Training for Role	Legal Training Update	PACE (r3)	RIPA	CPIA	Equalities	Lead Auditor	Imported Food	HACCP - 3 Day FSA	Evaluation of Food Safety	In House Procedures	Emergency Prohibition
PEHO - FS & ID	Complete	10/02/2016	01/02/2011	01/02/2011	01/02/2011	24/01/2013	26/01/2004	10/12/2003	Complete	Desirable	Completed	01/02/2011
SEHO - FS & ID	Complete	10/02/2016	01/02/2011	01/02/2011	01/02/2011	24/01/2013	Complete	Complete	Required	Complete	Completed	Completed
SEHO - FS & ID	Complete	10/02/2016	01/02/2011	01/02/2011	01/02/2011	24/01/2013	28/06/2010	Required	02/11/2010	25/11/2008	Completed	Completed
SEHO - FS & ID	Complete	10/02/2016	Completed	Completed	Completed	Completed	Desirable	Required	Required	Required	Completed	Completed
SEHO - FS & ID	22/10/2001	10/02/2016	01/02/2011	01/02/2011	01/02/2011	24/01/2013	28/06/2010	31/03/2009	Required	Required	Completed	Desirable
SEHO - FS & ID	Complete	10/02/2016	31/03/2015	31/03/2015	31/03/2015	Completed	Completed	Complete	Complete	Desirable?	Completed	Required
PPO - FS & ID	Complete	10/02/2016	Completed	Completed	Completed	Completed	Desirable	Required	Required	Complete	Completed	Desirable

Post/Team	HIN - Food	Seizure & Detention - Food	Approved Premises - General Administration	Milk	Meat	Eggs	Fish	Vacuum Packaging	Food Sampling	Receipt of Food Complaints	Dealing with Complaints	Remedial Action Notices Food	Sous Vide
PEHO - FS & ID	Completed	01/02/2011	25/07/2005	Desirable	18/12/2002	Desirable	09/06/2003	Desirable	Complete	Complete	Complete	Desirable	Desirable
SEHO - FS & ID	Completed	07/07/2010	Completed	Completed	Desirable	Completed	Desirable	17/06/2009	Complete	Complete	Complete	Desirable	Desirable/Complete
SEHO - FS & ID	Completed	Completed	Completed	Completed	Completed	Desirable	Desirable	17/06/2009	Complete	Complete	Complete	Desirable	Desirable/Complete
SEHO - FS & ID	Completed	Completed	Completed	Desirable	Desirable	Desirable	Desirable	Desirable	Complete	Complete	Complete	Desirable	Desirable
SEHO - FS & ID	Completed	07/07/2010	Completed	Completed	Desirable	Desirable	Required	17/06/2009	Complete	Complete	Complete	Desirable	Desirable/Complete
SEHO - FS & ID	Required	Desirable	Completed	Desirable	Desirable	Desirable	Desirable	Completed	Desirable	Desirable	Desirable	Desirable	Desirable
PPO - FS & ID	Required	Desirable	Desirable/Complete	Desirable	Desirable	Desirable	Desirable	Desirable	Complete	Desirable	Complete	Desirable	Desirable

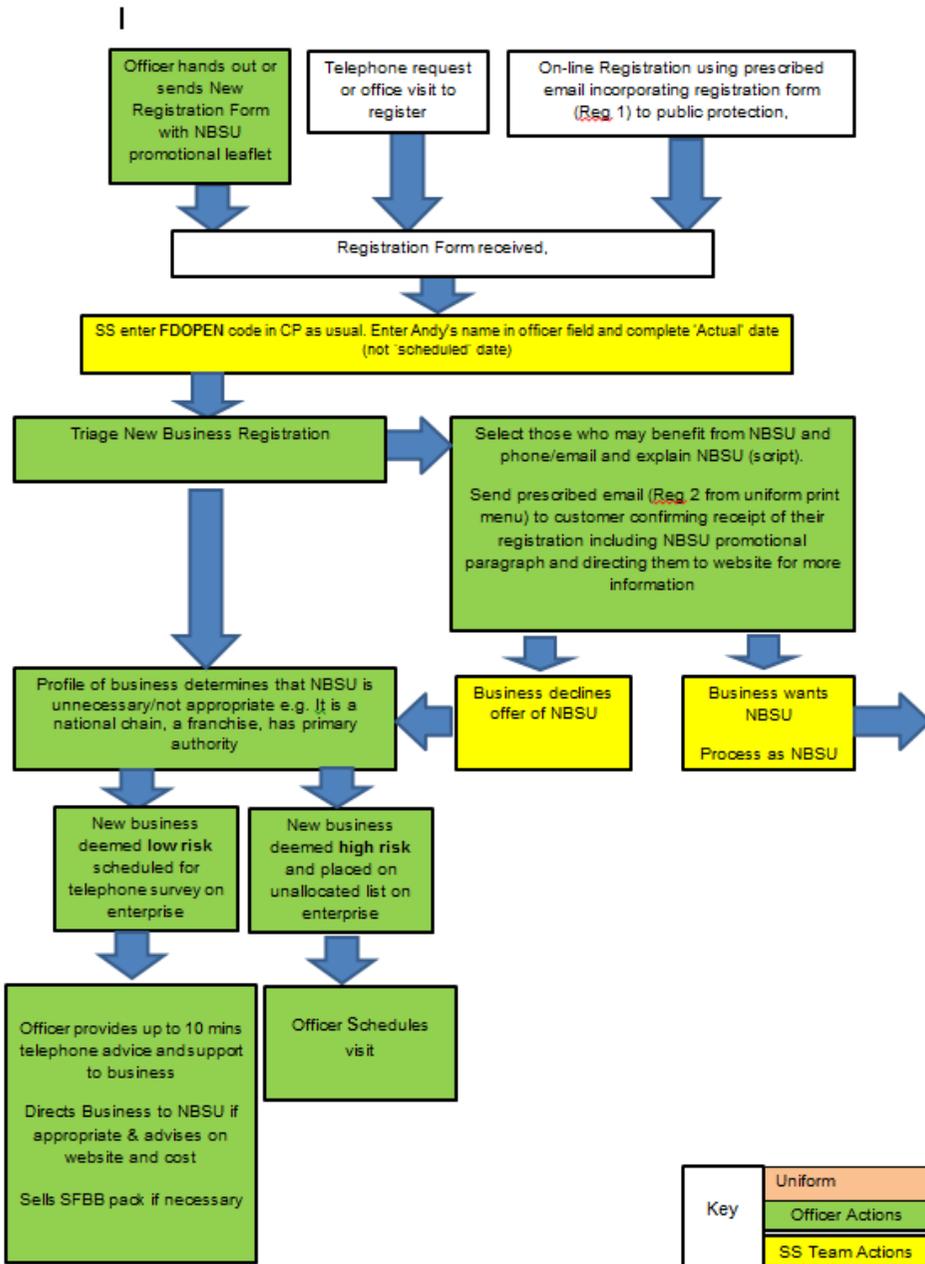
Approval & Inspection under 853/2004

Key

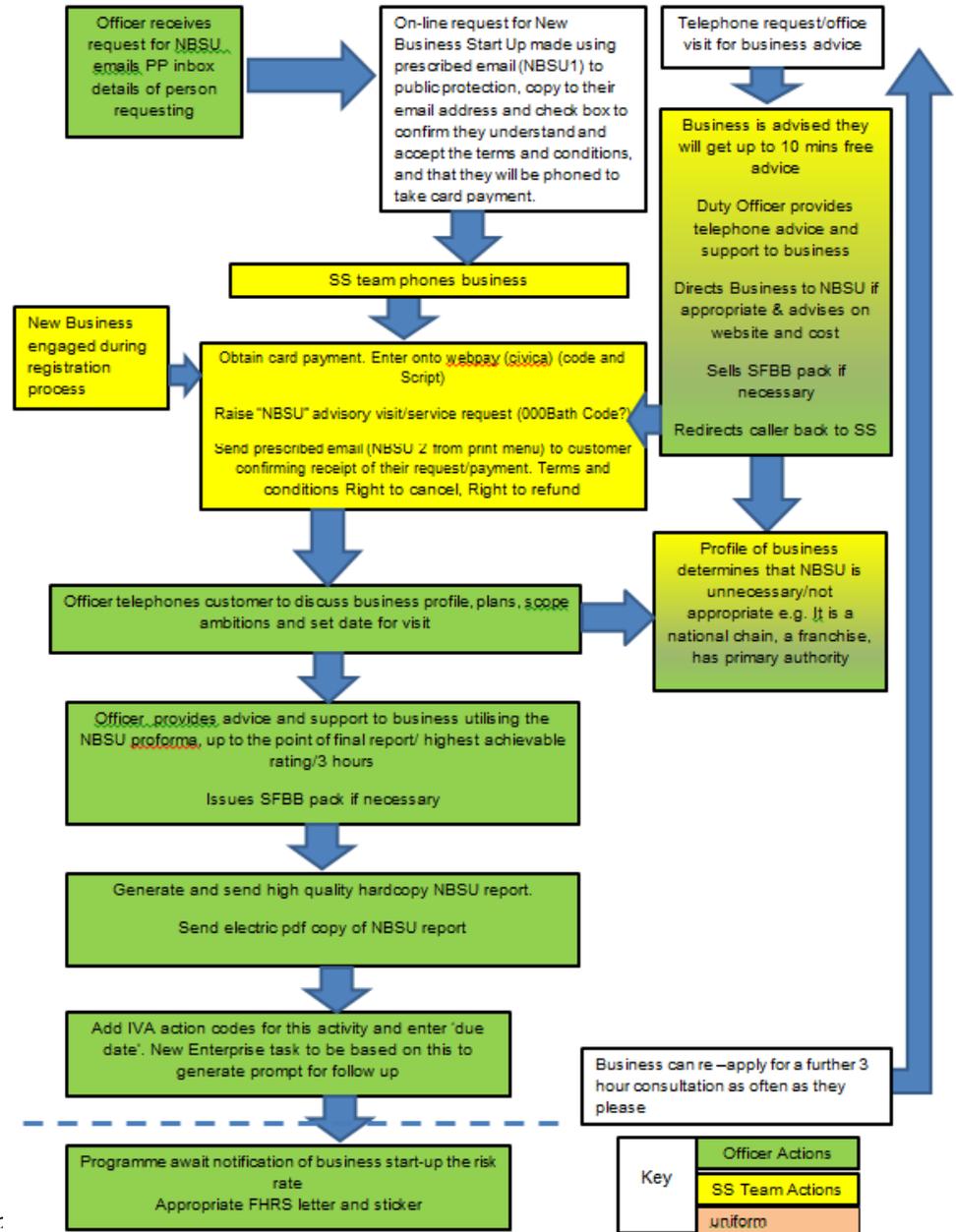
Essential/Complete
Desirable/Complete
Desirable
Required

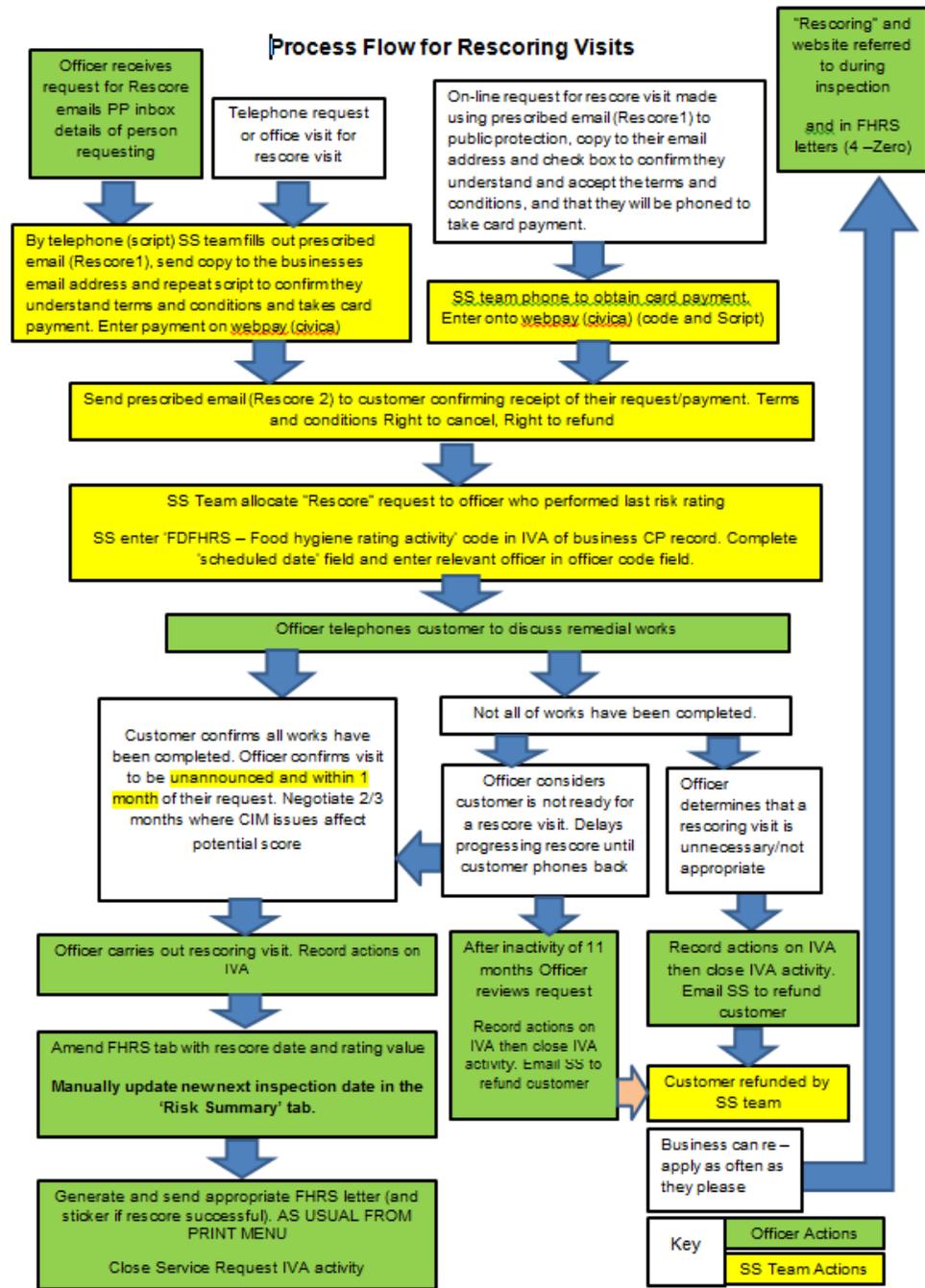
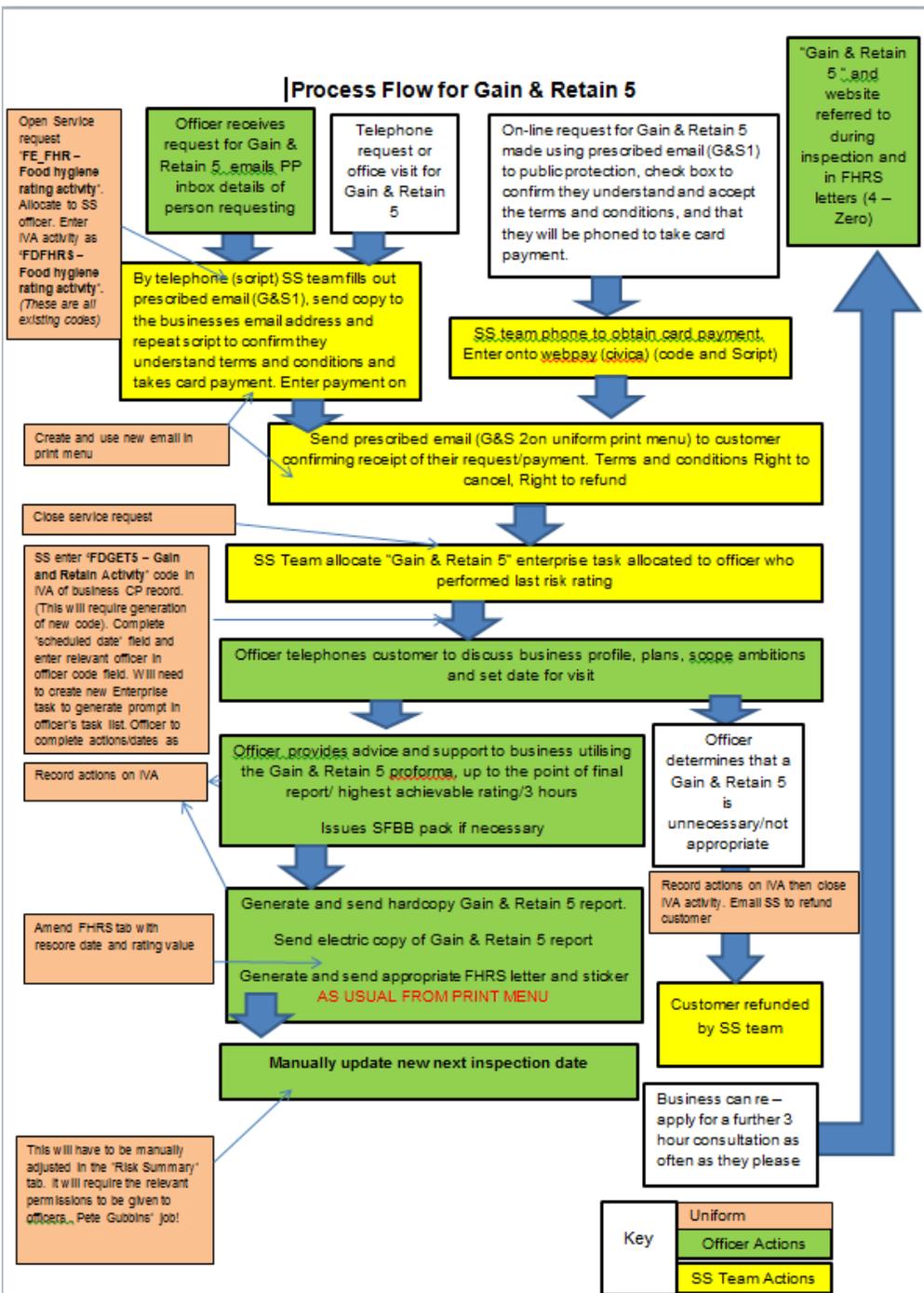
Appendix 7 Process Flow Charts for delivery of Commercial Products

Process Flow for REGISTRATION

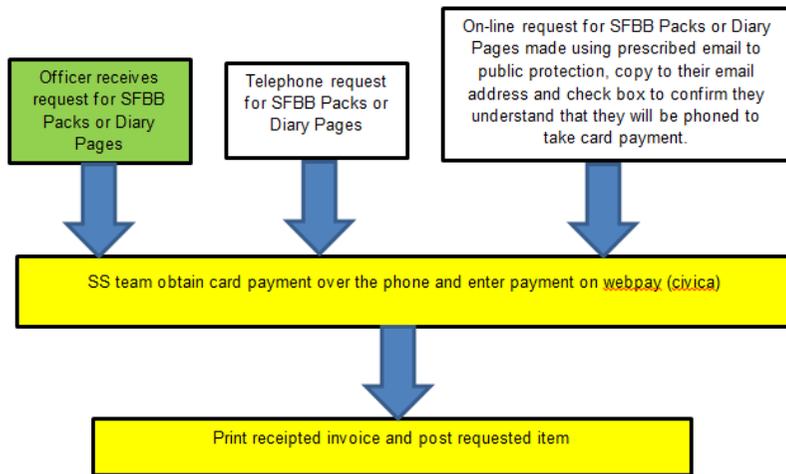


Process Flow for New Business Start Up





Process Flow for SFBB Packs or Diary Pages



Bath & North East Somerset Council Website access to commercial services

Home A - Z Services Pay for it Report it Give us feedback on What's on Customer Services Search

Home > Services > Environment > Food Safety

Food Safety

Whether you are a consumer who is interested in how Food Hygiene ratings work or a business owner looking for specific advice, we can help answer any questions you may have about food safety.

If you are unsure of what you are looking for, you can click on one of the links below for a tailored selection of links that you may find useful.

Login/Register

Environment

Food Safety

A shopping basket survey of chocolate that 'may contain nuts'

Advice for New Businesses

Advice, Guidance and Service Requests

Allergen Information

Catering at Events

Christmas Events 2017 Ratings

Cleaning Product Advice

Eat Out Eat Well

Fitness to Work

Food Business - Food Safety Inspections

Food Business Registration

Food Hygiene Rating Re-scoring

Food hygiene Rating Scheme

Food Hygiene Training

Food Hygiene Training Courses in Languages Other

Food Poisoning

Food Safety Advice in the Home

Food Safety for Consumers

Food Safety Management Systems

Gas Safety

Health and Safety for Food Businesses

Higher Risk Foods

How are the ratings worked out?

Infectious Diseases - Including Food Poisoning

Licensing, events and mobile catering

New Business Start-Up Service

New Business Support Information

Pest Control

Primary authority

Quick Reference for Existing Businesses

Report a food hygiene issue

Smoking and E-Cigarettes

Structural Requirements

Toilets

Training

Waste Management

I am a consumer interested in Food Safety or looking to make a complaint

I am a member of the public planning to set up a new Food Business

I am a food business operator looking for advice

We also offer a number of commercial services for businesses seeking advice on setting up or expanding their operations:

New Business Start-Up Service

Food Business Registration

Food Hygiene Rating Re-scoring

Primary Authority Arrangements

Allergen Awareness & Training

'Gain & Retain 5' Service

Below you can find advice on a wide variety of topics that will also outline what is legally required of food businesses. If you can't find an answer to any questions you have, you can phone Public Protection at 01225 477508 and ask to speak to our duty officer (Monday to Thursday: 9AM to 5PM, Fridays: 9AM to 4:30PM).

Food Business Registration

Food Hygiene Training

Allergen Information

Food Safety Management Systems

Higher Risk Foods

Fitness to Work

Pest Control

Waste Management

Licensing, Events and Mobile Catering

Gas Safety

Structural Requirements

Health and Safety

Cleaning Product Advice

Toilets

Smoking & E-Cigarettes

You may find our Food Law Enforcement Delivery Plan useful.

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