

Brighton & Hove City Council
Official Feed and Food Controls Service Plan 2012/2013

1. Service Aims and Objectives

1.1 Aims and Objectives

- 1.1.1 The food service function of Brighton & Hove City Council is enforced by Environmental Health & Licensing and Trading Standards staff within Regulatory Services of Planning and Public Protection.
- 1.1.2 Environmental Health & Licensing staff are primarily concerned with protecting and improving public health and the environment across the City. Within this service food safety officers work to ensure that food prepared and sold from local establishments is safe. This is achieved by carrying out a programme of interventions at food businesses, sampling and responding to service requests. Wherever practicable links are formed with the business community and all relevant professional groups with the objective of increasing and promoting food safety awareness.
- 1.1.3 The overall objective of the service is to provide a comprehensive food safety service to benefit consumers and the business community, with a considered balance between enforcement, investigation, advice and education.
- 1.1.4 Trading Standards officers aim to provide a comprehensive range of enforcement and advisory services to the community within a statutory framework. Its goal is to contribute, in conjunction with other agencies, to the development of a safe, fair and equitable trading environment for all consumers, by means of advice, information, education and enforcement.

The core aims being to ensure: -

- Accurate and informative labelling of food; and
- That compositional standards of food are maintained

The objectives being: -

- To carry out risk-based and intelligence led activities
- To undertake screen testing and food sampling to reflect identified areas of concern.
- To respond appropriately to food complaints and initiate proportionate action.
- Respond to trader requests in a timely manner
- To educate the public on compositional and labelling issues to improve eating habits

1.2 Links to Corporate Objectives and Plans

1.2.1 The City Council's Corporate Plan for 2011-2015 has five priorities:

- Tackling inequalities
- Creating a more sustainable city
- Engaging people who live and work in the city
- Responsible and empowering employer
- A Council the city deserves

1.2.2 The service has strong links with these priorities. In particular the outcome to 'reduce health inequalities and long standing public health issues' as part of the priority of tackling inequalities which states that 'we will continue with high profile enforcement of food and health and safety rules, maintaining our excellent record of environmental health improvements.'

1.2.3 The service reduces inequality by funding training and coaching to small and medium businesses that may otherwise struggle to comply with legal requirements. Where English is not the first language, interpretation and translation services are provided.

1.2.4 The Official Feed and Food Control Service Plan is part of the corporate annual planning and development process.

1.2.5 The service has a published Enforcement Policy. This policy is a cornerstone for fair and open enforcement.

1.2.6 The service continually monitors business opinion through satisfaction surveys. This fits in with the priority of engaging people who work in the city. The findings help to ensure that the service meets the requirements of local businesses, residents and visitors and provides a service the city deserves.

1.2.7 The food service also has links with National Indicators:

NI 53 Prevalence of breastfeeding at 6 – 8 weeks from birth

See 3.7.1 of this plan.

NI 55 Obesity among primary school age children in Reception Year See 3.7.1 & 3.8

NI 56 Obesity among primary school age children in Year 6 See 3.7.1 & 3.8

NI 120 All-age all cause mortality rate – The whole service.

NI 122 Mortality from all cancers at ages under 75 – See 3.7.1 & 3.8

2. Background

2.1 Profile of the Local Authority

- 2.1.1 Brighton & Hove is a unitary authority on the south coast of England. It is approximately 50 miles from London. Bounded by the English Channel to the south and the South Downs to the north, it covers an eight-mile stretch of seafront and extends inland for approximately five miles.
- 2.1.2 Demographic information is available from online Brighton & Hove Local Information Service <http://www.bhlis.org/> .

Resident Population by Ethnic Group 2007 Estimated

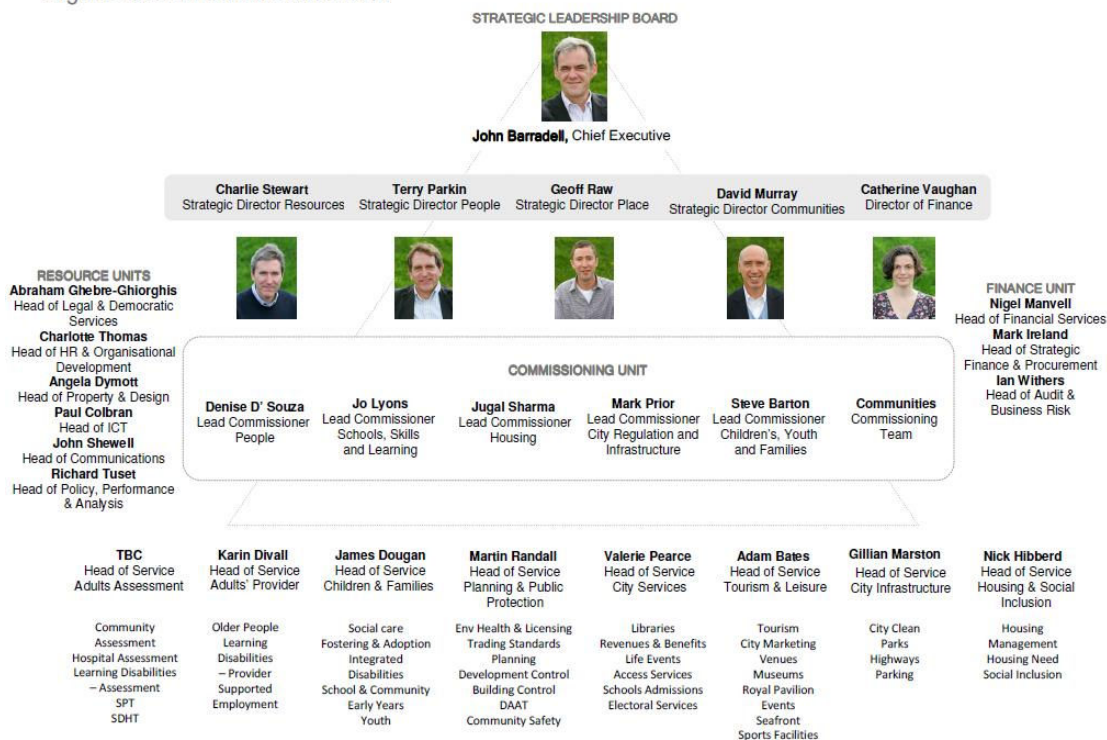
| | |
|------------------------|---------|
| Total | 253,500 |
| White British | 212,600 |
| White Irish | 3,600 |
| White Other | 14,000 |
| Mixed White Other | 5,800 |
| Asian or Asian British | 8,100 |
| Black or Black British | 4,400 |
| Chinese | 5,000 |

- 2.1.3 Tourism plays a major part in the local economy. Figures from the VisitBrighton Strategic Partnership 2010 estimate that 15% to 20% of jobs in the city are tourism related and eight million visitors bring £400 million into the local economy. The city boasts 4293 bedrooms, offering a bed stock of approximately 10,000. There is a large variety of hotels, food retailers and over 400 restaurants serving cuisine from around the world. The VisitBrighton Visitor Survey 2007 identified that 70% of visitors put going to a restaurant or place to eat as one of the most popular activities to do in Brighton & Hove.

2.2 Organisational Structure

- 2.2.1 Brighton & Hove City Council intends to pass a resolution in April 2012 to change its governance arrangements from a Leader & Cabinet model to a committee system, to take effect from 17 May. If the resolution is passed, the committee with delegated responsibility for food safety and standards is likely to be the Environment & Sustainability Committee.
- 2.2.2 From November 2010 Brighton & Hove City Council changed the way it works, rather than having directors responsible for specific services the Chief Executive and Strategic Directors lead a commissioning team looking at needs across the city, with eight teams delivering frontline services. The food service reports to the Head of Service Planning & Public Protection.

Brighton & Hove City Council
Organisational Structure 2010-2011



2.2.3 A formal arrangement is in place with the Health Protection Agency's Food Water & Environment laboratory based at Porton Down for the analysis of samples that require microbiological examination.

2.2.4 The Public Analyst contract was awarded to Worcestershire Scientific Services in May 2009 and will last for four years, the aim being to reduce cost, duplication and improve service delivery. The current allocation of costs for sampling analysis is £9,500. The focus of the contract remains composition and labelling plus some chemical contamination.

2.2.5 An entomologist from a local natural history museum assists with insect identification where found in foodstuffs.

2.3 Scope of the Feed and Food Service

2.3.1 A specialist Food Safety Team within Environmental Health carries out the food safety function. The work of the team includes:-

- Inspecting food premises;
- The investigation of food safety complaints;
- Food poisoning investigations when linked to a premises;
- Investigating infectious disease notifications;
- Microbiological food sampling;
- Food safety training;
- Responding to requests for advice;

- Initiatives relating to working with the community and businesses;
- Taking appropriate steps to publicise and act upon national food alerts;
- Publicising the food hygiene standards of local businesses.

2.3.2 The food standards function is carried out by Trading Standards Officers in the Business Support Team. The work of the team includes the following: -

- Risk based enforcement activity
- Complaint investigation
- Food Analysis and investigation
- Service Requests from businesses
- Education programmes
- Reacting to Food Alerts

2.3.3 Food Standards work is undertaken in conjunction with work on other areas of Trading Standards law. For instance, a programmed food visit will also include giving advice about other matters such as prices, business names and weights and measures. In this way a comprehensive visit is undertaken so as to minimise any inconvenience caused to the general day-to-day running of the business.

2.3.4 Trading Standards Officers are responsible for enforcing relevant legislation in respect of imported feedstuff, whilst the Food Safety team enforce relevant legislation controlling imported food of non-animal origin and products of animal origin.

2.4 Demands on the Feed and Food Service

Food Safety

2.4.1 As at January 2012 there are 3165 food businesses registered. These premises are broken down into the following profile:-

| | |
|------|--------------------------------|
| 2 | Primary Producers |
| 43 | Manufacturers/Processors |
| 3 | Importers/Exporters |
| 30 | Distributors/Transporters |
| 646 | Retailers |
| 2441 | Restaurants and other Caterers |
| 3165 | TOTAL |

2.4.2 Three food businesses are approved under Regulation (EC) 853/2004 for specific dairy, fish and meat products processing.

2.4.3 The nature of the city causes a considerable seasonal variation in the department's workload. Some businesses only open during spring, summer or school holidays; the intervention programme has to be

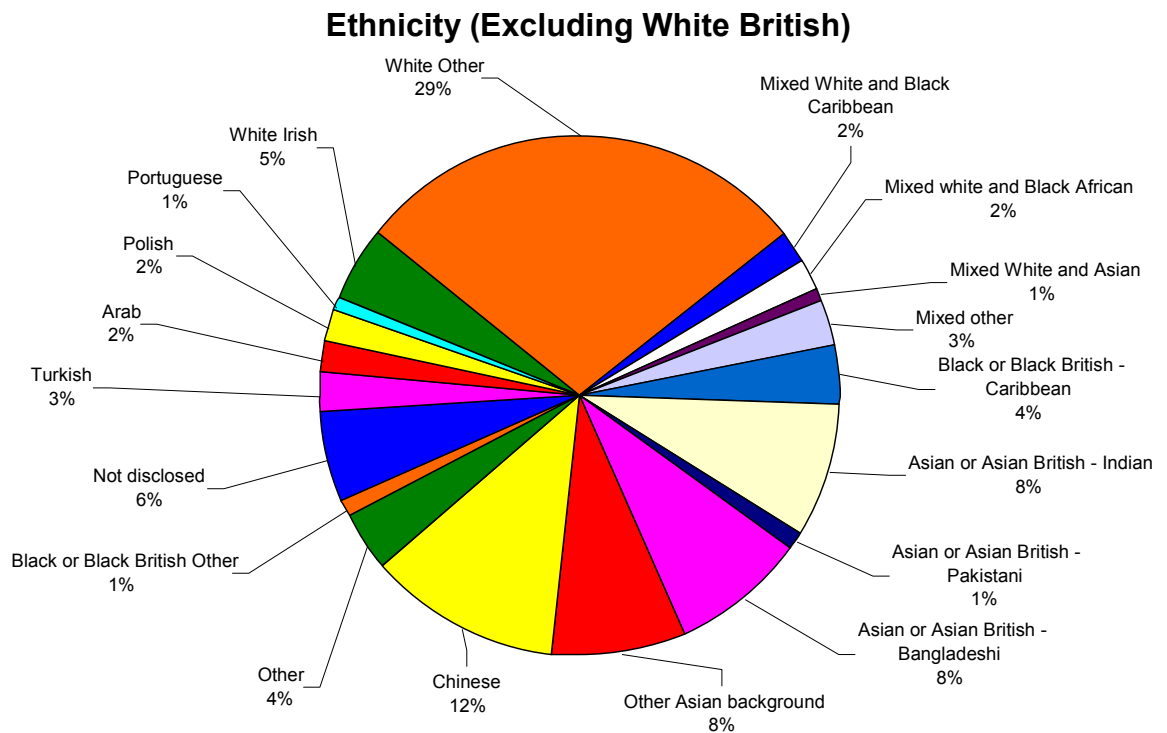
tailored to meet these service needs. There is a dramatic increase in the number of visitors in the spring and summer and this increases the volume of requests for service, enquiries and other reactive work. Outdoor events such as music events, festivals, specialist markets, farmers' markets, open-air concerts and funfairs also add to the seasonality of the workload.

Food Standards

2.4.4 Premises data is captured on Uniform and therefore the premises profile is the same but as the risk assessment is based on the LGR scheme the individual premises have a different inspection frequency for Food Standards. As of the 18th January 2012 2336 premises were considered to have an inspectable risk for Food Standards work. It has been noted that there is a high turnover of new premises requiring food standards advice.

Access to services

2.4.5 As part of the drive for continued improvement and dialogue with businesses all establishments are requested to complete feedback questionnaires following inspections. The questionnaires request information on the ethnic origins of the business owners. A total of 315 questionnaires were returned between April 2010 and March 2011 184, or 63%, of the total responses identified themselves as White British. The ethnic profile of the remaining 131 was as below.



Demographic Information from Post Inspection Questionnaires April 2010 to March 2011.

- 2.4.6 In addition to having a number of key food safety advice leaflets in a variety of languages, the service has the capacity to have any leaflet, letter or other document translated as required. Wherever possible, opportunities are taken to provide information about services to ethnic communities. Food safety training courses have been staged in languages other than English including Bengali, Cantonese, Thai and Turkish which have proven to be successful and popular with traders. Where necessary, interpreters accompany officers on planned interventions. Where necessary, officers can access The Big Word On-Call Language Service by telephone when carrying out visits.
- 2.4.7 Service users are able to access the service by visiting either of the two Customer Services Centres situated one in central Brighton and one in central Hove opening hours 8:45am to 4:30pm on weekdays. Remote access to council services is facilitated through 'self-help' in 25 locations across the city including all the main council offices, libraries, leisure centres and some schools. General telephone calls are fielded via a Call Contact Centre on (01273) 292161. Advice can also be accessed via the council's web site, www.brighton-hove.gov.uk, or by email to ehl.food@brighton-hove.gov.uk.
- 2.4.8 Food Standards complaints are initially received by Consumer Direct South East. There is a referral protocol regarding food issues requiring enquiries to be sent to Trading Standards within 24 hours.
- 2.4.9 The Food Safety Team operates a Food Safety Hotline where businesses and consumers can obtain immediate advice from a food safety officer, during office hours. Senior food competent Environmental Health staff provide cover for an out of hours service to respond to food safety emergencies and incidents.
- 2.4.10 New food businesses registering with the service are provided with a access to a detailed information pack and offered guidance to assist compliance with food safety legislation.

2.5 Regulation Policy

- 2.5.1 Brighton & Hove City Council has a Corporate Enforcement Policy in line with the national Compliance Code for Enforcers. This provides and overarching policy for all regulatory services. In addition the Environmental Health service has adopted a service Enforcement Policy in line with the national Compliance Code, Statutory Codes of Practice and relevant guidelines issued by Central Government departments and co-ordinating bodies. This policy is based on the seven 'Hampton Principles' of economic progress, risk assessment, advice and guidance, inspections and other visits, information requirements, compliance and enforcement actions and accountability.
- 2.5.2 The services detailed in this plan have arrangements in place to comply with the requirements of the Regulatory and Sanctions Act

2008, the main effect being measures to comply with the Primary Authorities Partnership scheme.

2.5.3 Any breaches of food law noted in businesses where Brighton & Hove City Council has an interest, either as proprietor or responsibility for structural repair, are brought to the attention of the Chief Executive without delay.

3 **Service Delivery**

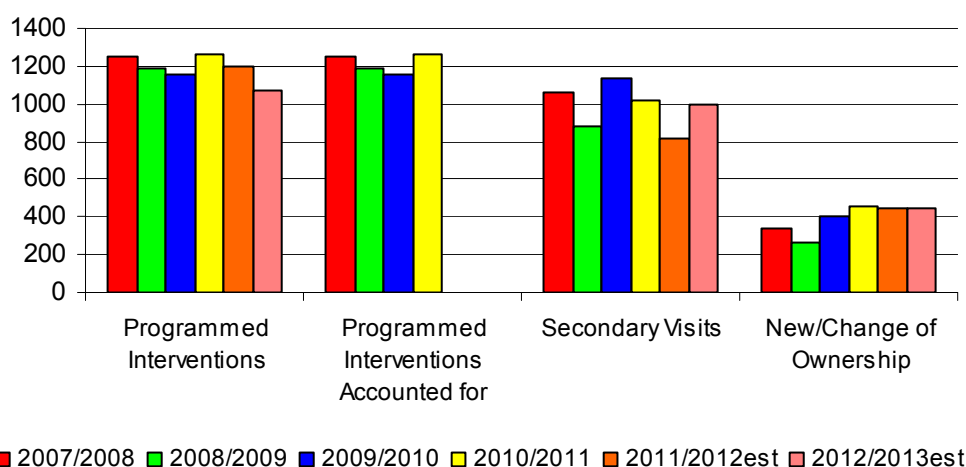
3.1 **Interventions at Food and Feedingstuffs Establishments**

Food Safety

3.1.1 This section details the planned risk based food safety intervention programme for 2012/2013. The level of achievement in food safety intervention based activity over the past four years is shown in the chart below along with estimates for completion of the current year and 2012/2013.

3.1.2 The Food Safety Code of Practice published in 2008 gave local authorities flexibility to introduce a mixture of interventions. Implementation of an intervention-based programme enables services to reduce the level of burden on compliant businesses and focus more resources on those with poorer standards. See detailed in 3.1.19 below the approach to be adopted by the Food Safety service for the year 2012/2013.

Chart of Intervention-Based Activity 2007-2013



See tables 3.1.1 and 3.1.3 for further details.

3.1.3 The service follows a risk-based approach when implementing the local food safety intervention programme. It aims to account for a minimum of 98% of businesses due for intervention in the year 2011/2012 in accordance with the Food Safety Code of Practice as detailed in 3.1.8 below. Table 3.1.1 gives details of performance against target since

2007 and estimates the number of planned interventions for the current year and 2012/2013. The target is set at 98% to take account of possible service or operational problems such as a turnover of staff at the end of the year, emergencies or difficulties contacting seasonal businesses or home caterers.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est | 12/13est |
|--------------------------|----------|----------|----------|---------|----------|----------|
| Programmed Interventions | 1255 | 1193 | 1159 | 1262 | 1197 | 1076 A-D |
| Accounted for | 1248 | 1188 | 1156 | 1262 | | |
| Target % | 98 A-D | 98 A-D | 98 A-D | 98 A-D | 98 A-D | 98 |
| Achieved% | 99.4 A-D | 99.6 A-D | 99.7 A-D | 100 A-D | | |

Table 3.1.1 Achievement of Planned Food Safety Inspection/Intervention Programme 2007-13.

- 3.1.4 The Food Safety Code of Practice contains a mechanism for risk rating each businesses based on factors such as:- if unwrapped high risk-food is handled, prepared or cooked; size of the business; any high-risk operations are undertaken; number of customers; vulnerability of the customers to food-bourne illness; standards of hygiene; condition of the structure and confidence in management. By scoring all of these factors, an overall risk rating of A to E is arrived at. Category A premises are the highest risk and E the lowest.
- 3.1.5 As category E premises tend to present a minimal risk due to the limited types of food they handle and/or they cater for a limited number of people. The service has operated an alternative enforcement strategy to maintain surveillance of these low risk businesses. This strategy enabled the service to provide greater focus on higher risk category A to D premises. This approach was in line with the Food Safety Code of Practice.
- 3.1.6 The alternative surveillance of low-risk businesses follows a structured documented procedure. The strategy employs postal questionnaires, sample inspections to check the validity of the information gained and follow up inspections where either the information returned leads to the conclusion that an intervention is necessary or no information is returned. Table 3.1.2 below shows the number of premises dealt with by this alternative method since 2007.
- 3.1.7 Migration from the local 'Scores on the Doors' scheme for publishing food hygiene standards to the national Food Standards Agency's Food Hygiene Rating Scheme (FHRS) has resulted in the need for a greater level of surveillance. The service therefore proposes to alternate between a questionnaire and intervention on the usual frequency for a category E rated food business. As a number of interventions were undertaken during February and March of 2012 as part of the migration process, see 6.2.1 for further details, it is not clear how many additional interventions this will generate for 2012/13. Although the current estimate is for an additional 56 interventions.

| | | | | | |
|--------------------|-------|-------|-------|-------|----------|
| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est |
| Number of premises | 285 | 243 | 188 | 277 | 151 |

Table 3.1.2. Number of premises dealt with under alternative strategy.

3.1.8 Planned food safety interventions programme for the year 2012/2013 as at January 2012 is:-

| Risk Category of Premises | Number of Interventions Due |
|---|-----------------------------|
| A | 8 |
| B | 56 |
| C | 611 |
| D | 401 |
| Total | 1076 |
| Low-risk premises due for intervention as at January 2012 | 282 |

3.1.9 It is the intention of the service to account for a minimum of 98% of the 1076 high-risk (A–D) establishments due during the year as above. The three product-specific premises approved under Regulation (EC) 853/2004 will receive interventions within the risk rated programme as necessary.

3.1.10 The Food Safety Code of Practice encourages food enforcement services to provide greater focus on the outcomes of activities rather than the traditional approach of reporting on activity alone. Local authority performance is monitored by the Food Standards Agency through the Local Authority Enforcement Monitoring System (LAEMS).

3.1.11 The service aims to achieve 98% of the food safety intervention due and 85% of food establishments deemed to be 'broadly compliant', or better.

3.1.12 As at December 2011 the level of broadly compliant businesses stood at 96.5% of all food businesses.

3.1.13 **Secondary Interventions** - The main purpose of secondary interventions is to monitor food businesses that fail to comply with significant statutory food hygiene requirements, or where directly required by Regulation. Failure could include:-

- Failure to comply with a single requirement that compromises food safety, public health or prejudices consumers;
- Failure to comply with a number of requirements that, taken together, indicate ineffective management; or
- Service of a Hygiene Emergency Prohibition Notice or Order.

3.1.14 Then considering both the need for and timing of a secondary intervention, consideration is given to the seriousness of any failing,

history of the business, confidence in management and the likely effectiveness of this action when compared to any other enforcement option.

3.1.15 In addition to undertaking secondary visits to businesses that are not complaint at the initial intervention, as part of the safeguard measures associated with the FHRS, any food business that does not attain the top rating of five may request a rescore once any necessary issues have been resolved. The revisit must be unannounced and made no sooner than three months after the initial intervention and within three months of the request being made.

3.1.16 It is not known what level of demand there will be for such revisit but using the experience of neighbouring local authorities in Sussex who launched on the FHRS in April 2012 the level of demand could reach 80 to 100 visits in the first quarter and 20-25 per quarter thereafter. This will create a significant service pressure which the Food Standards Agency has agreed to fund.

3.1.17 Other secondary interventions are categorised as those that are not primary interventions but include:-

- Additional interventions of establishments that are subject to product-specific food hygiene regulations;
- Sampling visits;
- Visits to check on the progress of measures required after a previous intervention;
- Visits to investigate food and food premises complaints;
- Visits to discuss implementation of Hazard Analysis of Critical Control Points based system;
- Visits involving training of food handlers;
- Inspections of premises to assess a licence.

3.1.18 **Interventions at New Businesses/Change of Ownership** - Where the service becomes aware that ownership of a food business has changed or a new business has commenced, it aims to undertake an intervention within 28 days of the business starting trading.

3.1.19 The purpose of the intervention is to establish the scope of the business, gather and record information, determine if food sampling or swabbing is necessary, identify food safety breaches, determine relevant enforcement action to be taken by the food service, communicate this to the business and determine a risk rating score. Based on the last five years data, it is predicted that there will be 450 new businesses or changes of ownership in 2012/2013.

3.1.20 **Monitoring of Vacant Premises** - Where food premises fall vacant, arrangements are made to monitor activity at the premises. When new businesses open, it is important that support and guidance on food safety issues are given at an early stage.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est | 12/13est |
|-------------------------------------|-------|-------|-------|-------|----------|----------|
| Secondary inspections | 1060 | 855 | 1131 | 1017 | 820 | 1000 |
| New Premises or Change in Ownership | 336 | 267 | 398 | 461 | 450 | 450 |

Table 3.1.3 Estimate of secondary inspections & new businesses inspections for 2012/2013 based on data since 2007.

3.1.21 It is estimated that the number of staff required to carry out the programme of inspections plus other visits is 8 full time equivalents. Resources required to undertake secondary visits generated by complaints, enquiries or to undertake sampling are included in the appropriate part of this plan.

3.1.22 If the demand for rescoring under the FHRS scheme as outlined in 3.1.16 is at the level estimated this would create a service pressure equivalent to 1 full time officer, this would be funded by the Food Standards Agency.

Food Standards

3.1.23 The LGR system requires high-risk premises to be visited each year, medium risk every two years and the low risk every five years. This means that all 56 high risk, 50% of the 670 medium risk and 20% of the 1610 low risk premises should be visited each year.

3.1.24 The target for 2011-12 was to visit 56 high-risk and 345 medium risk premises liable to inspection. Similar targets will remain in place for 2012/13.

3.1.25 There is no commitment to visit low risk premises but in 2011-12, 215 low risk premises were visited as a result of project work, complaints and other routine inspections.

3.1.26 Approximately 5% of inspections require a follow-up visit. Officers do not work exclusively on the food function. Follow up visits will be made to all premises when a non-compliance is detected and formal action is contemplated.

3.1.27 Two part time posts make up the Food Team. All officers within the team work on a part time basis and their time is equivalent to 1 FTE. About 80% of their time is spent on the food function.

3.1.28 **New Businesses** - All new businesses are assessed and if appropriate will be inspected within 56 days of being identified. On registration an information pack containing advice on food standards, food safety and other relevant legislation will be supplied to the business offering a communication channel between the local authority and the business. The initial visit will be to establish the scope of the businesses activity, identify its compliance with food standards legislation and to determine the level of support required. An intervention programme will be

designed to reflect the needs of the business and reviewed after one year. Inspections will then be programmed based on the LGR risk assessment.

- 3.1.29 **High Risk Premises** - All premises will be assessed to determine the most appropriate intervention method for them. Premises with good management control, no history of contraventions or complaints will be advised that they will be the subject of a 'light touch' approach and will only be inspected if they change their product range or complaints are received.
- 3.1.30 **Poorer performing High Risk Premises** -These premises will be inspected every year but may be the subject of additional interventions depending on their compliance.
- 3.1.31 **Medium Risk Premises** - These premises will receive an intervention at two yearly intervals. These interventions will alternate between comprehensive inspections, and a mix of sampling visits, complaint visits or other monitoring or surveillance. At least 50% of the premises liable to an inspection will be subject to a comprehensive visit.
- 3.1.32 **Low Risk Premises** - A programme of interventions will be based on the intelligence received about the individual premises or where the business requests support/advice.

3.2 Feed and Food Complaints

Food Safety

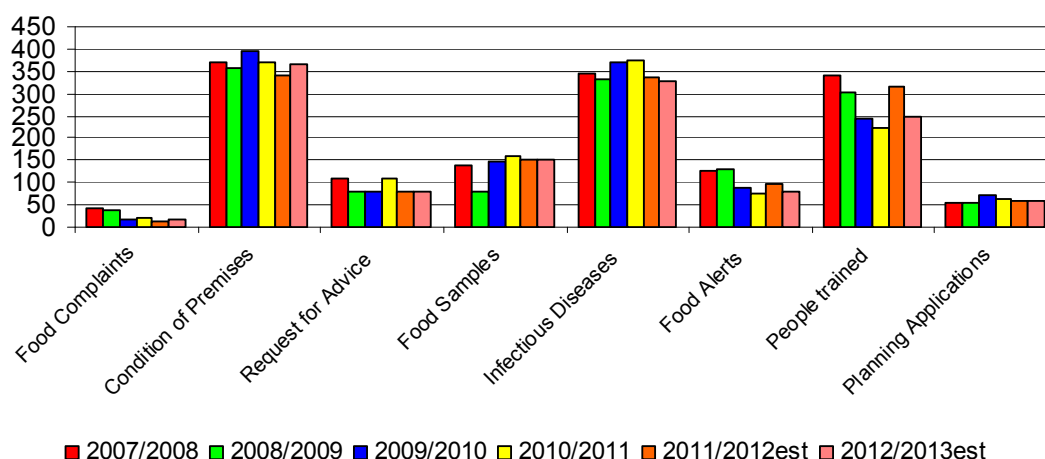
- 3.2.1 It is the policy of this authority to respond promptly to all requests for advice from business. It is the target of the service to respond to 90% of planning application consultations within 10 days, and all other demand driven work within 5 days.

| Year | 06/07 | 07/08 | 08/09 | 09/10 | 10/11 |
|-----------------|-------|-------|-------|-------|-------|
| Within target % | 96.6 | 97 | 96.6 | 97.7 | 98.8 |

Table 3.2 Percentage of Demand Driven Work within Target Response Time

- 3.2.2 All food complaints received are investigated in accordance with the council's Enforcement Policy and documented procedures. See below for a chart showing the pattern of demand driven work since April 2007 and estimates for the current year and 2012/2013. The source figures for this chart are contained in tables within the relevant part of the plan.

Chart of Demand Driven Work 2007-2013



See tables 3.2.1, 3.4.1, 3.4.3, 3.5.1, 3.6 and 3.8 for the source of data.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est | 12/13est |
|-----------------------|-------|-------|-------|-------|----------|----------|
| Food Complaints | 41 | 36 | 15 | 20 | 12 | 15 |
| Condition of Premises | 370 | 357 | 394 | 371 | 340 | 365 |

Table 3.2.1 Estimate of number of complaints for current year and 2012/2013 based on data from 2007 onwards.

3.2.3 It is estimated that 1.5 Full Time Equivalent officers will be required to meet this level of service requests.

Food Standards

3.2.4 It is the policy of this authority to respond promptly to all food complaints and to carry out enquiries in accordance with the complaints' procedure. The following figures show a final estimate for 2011/12 as the report is generated before the end of the calculated year.

| Year | 06/07 | 07/08 | 08/09 | 09/10 | 10/11 | 11/12 est |
|----------------------|-------|-------|-------|-------|-------|-----------|
| Number of Complaints | 183 | 253 | 295 | 279 | 185 | 125 |

3.3 Home Authority Principle and Primary Authority Principle

3.3.1 Brighton & Hove Council fully supports the LGR Home Authority principle, and has entered into six formal and 22 informal arrangements with businesses whose operational activity extends outside of the city. Currently there are no primary authority food businesses in the city.

3.4 Advice to Businesses

Food Safety

3.4.1 The service follows a policy of graduated enforcement in assisting businesses to comply with legal requirements. The key first step of this

approach is to provide advice and information to businesses. Contact is made with new or potential businesses through the provision of new business information packs and via the development control planning process.

3.4.2 In addition to this, advice is given by an officer when carrying out interventions, making an officer available for one to one advice sessions and having a duty hotline service covering office opening hours.

3.4.3 Advice and information is also available through the council's website.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12 est | 12/13 est |
|-----------------------|-------|-------|-------|-------|-----------|-----------|
| No of Requests | 108 | 80 | 82 | 109 | 82 | 80 |
| Planning Applications | 55 | 53 | 70 | 64 | 60 | 60 |

Table 3.4.1 Showing number of requests received since 2007 and estimates for the current year and 2012/2013

3.4.4 It is estimated that 0.5 Full Time Equivalent Officer is required to meet this estimated demand.

3.4.5 The service is committed to good liaison arrangements with proprietors of food businesses, to encourage effective two-way communication and to provide information and training on legislation and good practice.

3.4.6 A Food & Safety newsletter is produced twice a year, which informs proprietors of new legislation, advice on good practice, and general items of interest. This is widely distributed throughout the city and sent out with intervention reports.

Food Standards

3.4.7 Requests by businesses for advice are recorded as Service Requests. There was a significant increase in the number of requests for advice in 2007 and this level has remained reasonably constant since then. The following shows requests up until mid Jan 2012.

| Level of Service Requests | | | | | |
|---------------------------|-------|-------|-------|-------|----------|
| 06/07 | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est |
| 32 | 150 | 192 | 151 | 188 | 145 |

3.5 Feed and Food Sampling

Food Safety

3.5.1 The service participates in national sampling initiatives organised by LGRegulation, countywide programmes co-ordinated by the Chartered Institute of Environmental Health (CIEH) Sussex Food Liaison Group, local Health Protection Agency (HPA) and those instigated by the FSA. The sampling programme includes food or food-contact surfaces at approved premises, food manufacturers, and manufacturers selling

mainly by retail as well as caterers and retailers. Samples of food and swabs of food-contact surfaces are also taken as part of routine work and when investigating specific issues at food premises.

3.5.2 During 2011/2012, the service took part in national food sampling programmes:-

- Study 43 - Lightly cooked foods such as sous vide foods cooked by water bath, rare duck meat (pink duck), parfait and pâté made with flash fried liver. Testing for a range of food poisoning pathogens
- Study 44 – Testing raw shell duck eggs on retail sale for Salmonella spp
- Study 45 – Sampling cleaning cloths, swabbing work surfaces and Ready to Eat (RTE) foods at catering and retail premises handling both raw and cooked before consumption and RTE foods or only RTE foods.
- Study 46 – Pre-cut fruits, with a particular focus on melon for Salmonella spp. and Listeria and a variety of food poisoning pathogens.

3.5.3 In addition to these nationally agreed programmes, the service took part in Sussex wide microbiological sampling programmes.

- RTE fish and fish products. Identify the presence of food safety pathogens and to ascertain the storage conditions and general quality of the product as compared to national guidelines.
- Modified Atmosphere Packaged (MAP) and Vacuum Packed Cooked RTE Meats at End of Shelf-life from Retail Premises for the presence of L. monocytogenes, other Listeria spp., and Salmonella spp

3.5.4 Sampling is also carried out during routine food hygiene inspections to aid officers in the assessment of practices carried out within commercial kitchens and identify any issues. Where any unsatisfactory results were found corrective action was put in place to ensure the quality of food products.

3.5.5 The national and CIEH Sussex Food Liaison Group have yet to be finalised countywide studies.

3.5.6 An Environmental Health Officer within the Food Safety Team is responsible for organising and co-ordinating food safety sampling: it is estimated 0.25 Full Time Equivalent officer will be required for this service.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est | 12/13est |
|----------------|-------|-------|-------|-------|----------|----------|
| No. of samples | 137 | 82 | 146 | 160 | 150 | 150 |

Table 3.4.3 Number of Food Safety Samples Submitted for Analysis 2007-2011 & estimate for the current year and 2012/2013.

3.5.7 Arrangements are in place with the local Health Protection Agency laboratory for the analysis of samples that require microbiological examination. The allotted cost for sampling for the financial year 2011/2012 was £11,429.

3.5.8 As at the end of January 2012, the allocation for the year 2012/2013 had not been confirmed.

Food standards

3.5.9 Food Standards work is performed during a comprehensive inspection of the premises and generally linked to the metrology function. Officers currently undertake the food standards programme and deal with enquiries from consumers and businesses. The percentage of Officer time devoted to these functions has already been described earlier in this document. The food standards function in 2011/12 equated to approximately 1FTE.

3.5.10 A budget of £ 9,500 was allocated in 2011/12 to facilitate the contract with the appointed Public Analyst for the purposes of food analysis. A budget of £9,500 will be allocated in 2012/13. Sampling will be initiated to reflect perceived or identified problem areas but it is intended that we will be involved in at least one FSA led initiative, two regional projects, and two local projects in 2012/13. Sampling is undertaken in accordance with documented procedures and in accordance with the Codes of Conduct produced under the provisions of the Food Safety Act. Further funding is allocated for sample purchases.

Food Sampling Work undertaken in 2011/2012

| <u>MONTH</u> | <u>PROJECT</u> |
|--------------|--|
| April | Halal foods |
| July | Ochratoxins |
| Year long | Spirits Sampling as a part of the inspection programme |
| Year long | Home Authority Sampling |
| Year long | Foreign language labelling |
| Year long | Complaints/Officer initiative |

3.5.11 The national initiative is fully funded and takes account of potential problems requiring further investigation. The cost for the regional and local projects will be set to allow for contingencies, such as, complaints and reacting to food hazard warnings.

3.5.12 **Control and Investigation of Outbreaks and Food-related Infectious Disease** - Specific infectious diseases are notifiable to the local authority. The department investigates these cases in an attempt to identify the cause of illness and any practical measures to control potential outbreaks. See below for the number of cases investigated from 2007 to 2011 and an estimate of the numbers expected for the

current year and 2012/2013. Investigations of outbreaks must commence as soon as practical. In individual notifications, the investigation has to commence within 5 days. It is estimated that 0.5 FTE officer will be required to meet this level of complaints.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12 est | 12/13est |
|----------------|-------|-------|-------|-------|-----------|----------|
| No. of reports | 344 | 333 | 306 | 373 | 335 | 330 |

Table 3.5.1 Estimate of Number of notifications for 2011/2012 & 2012/2013 based on data from 2007 onwards.

3.5.13 The number of notifications included in table 3.5.1 has been corrected to discount those illnesses not associated with food such as mumps, measles and hepatitis. Table 3.5.2 below shows the number of *Campylobacter* and *Salmonella* cases notified from 2007 onwards. The number of *Campylobacter* confirmed notifications have decreased slightly from the high number reported last year.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est | 12/13est |
|---------------|-------|-------|-------|-------|----------|----------|
| Campylobacter | 217 | 202 | 125 | 222 | 195 | 180 |
| Salmonella | 61 | 34 | 60 | 33 | 30 | 35 |

Table 3.5.2 Estimate of Number of specific notifications for 2011/2012 & 2012/2013

3.5.14 Foodborne illness can be contracted as a result of a number of reasons including poor food handling in the home or foreign travel it is therefore difficult to attribute any increase or reduction to one source.

3.6 Feed/Food Safety Incidents

3.6.1 An out of hours emergency service is staffed by senior staff who are suitably authorised to carry out the full range of food safety functions including responding to emergency food safety incidents.

3.6.2 Information regarding national food safety alerts, such as product recalls from the FSA, is received during office hours via the national alert system.

3.6.3 The Environmental Health Manager (Food Safety) and senior staff within the Food Safety Team are registered on the rapid alert system to receive food alerts through a text message scheme direct to their mobile phones. The information contained in the food incidents is distributed and acted on as deemed necessary.

| Year | 07/08 | 08/09 | 09/10 | 10/11 | 11/12est | 12/13est |
|-------------|-------|-------|-------|-------|----------|----------|
| Food Alerts | 127 | 130 | 88 | 76 | 95 | 80 |

Table 3.6 Estimate of Food Alerts for the current year and 2012/13 based on data from 2007 onwards.

3.7 Liaison with Other Organisations

Food Safety

3.7.1 There are a number of arrangements in place with other professions and local authorities to promote consistency, provide joint projects and develop services: -

- The Environmental Health Manager in the Food Safety Team attends the Sussex Food Liaison Group. This group identifies and develops common approaches to food safety legislation, best practice and food safety training needs across Sussex.
- An Environmental Health Officer in the Food Safety Team attends the Chartered Institute of Environmental Health's Sussex Food Study Group. This group discusses common food safety delivery problems and develops joint procedures and practices for food safety issues.
- The Food Safety Team has regular liaison meetings and agreed working arrangements with Educational Services and catering contract supervisors to ensure consistent enforcement within schools.
- The Health Development team within Environmental Health & Licensing develops initiatives such as increasing breastfeeding in restaurants.
- The service works with nutritional advisers for the PCT on the Healthy Choice Award initiative to promote healthy menu options in eateries. As at January 2012 58 gold level awards have been issued, 27 silver and 7 bronze since the scheme was launched in 2008. There are currently another 12 applications pending for assessment.
- Officers from Environmental Health & Licensing attend the District Control of Infection Committee co-ordinated by the Community Consultant in Disease Control which reviews procedures and agrees communicable disease outbreak and food poisoning control measures.
- The authority is a member of the Brighton & Hove Food Partnership. The partnership includes representatives from local businesses and community groups, community workers and members of the Sustainability Commission. The Partnership raises awareness of food producers in supporting health, the economy and the environment increasing access to nutritious, safe, affordable food and providing a network for information exchange.
- A liaison arrangement is in place with Sussex Career Services and local schools to enable teachers and students from Brighton & Hove to gain work experience.

This work is accounted for in the reactive work estimate of resources required.

Food Standards

3.7.2 The team works closely with 18 other Trading Standards Services in the southeast that together make up Trading Standards South East

(TSSE). Activities include liaison on all trading standards issues, coordinated activities, sampling and advice projects and sharing of information via the TSSE intranet.

3.7.3 Trading Standards liaise closely with Environmental Health colleagues regarding healthy eating issues and support the Food Partnership activity wherever possible.

3.8 Feed and Food Safety and Standards Promotional Work, and Other Non-Official Controls Interventions

3.8.1 The service organises a number of food hygiene training courses per year. The food safety training activity April 2011 to January 2012 and total numbers of people trained are given below.

| 3.8.2 Type of Course | Number of Delegates |
|--|---------------------|
| CIEH Level1 Award in Food Safety in Catering Awareness | 32 |
| CIEH Level 2 Award in Food Safety in Catering | 226 |
| TOTAL | 258 |

| Year | 2007/08 | 2008/09 | 2009/2010 | 2010/2011 | 2011/2012est | 2012/13est |
|----------------|---------|---------|-----------|-----------|--------------|------------|
| Number Trained | 340 | 301 | 245 | 225 | 316 | 250 |

Table3.8 Total Training Undertaken Since 2007

- 3.8.3 Thirteen Level 2 Awards in Food Safety in Catering courses have already been scheduled for 2012/13 and two level 1 courses.
- 3.8.4 The service also offers the CIEH Level 3 Award in Implementing Food Safety Management Procedures designed specifically to assist food businesses to comply with requirements introduced in 2006.
- 3.8.5 Safety in Action is a multi-agency event held over the course of a week in June, involving up to 600 Year 6 schoolchildren from across Brighton & Hove. The Food Safety Team attends and uses an ultra-violet 'Bug Box' to demonstrate good hand-washing practices. Children are also quizzed on the symptoms of food poisoning, when to wash hands and why good hand-washing is essential to prevent germs spreading. Food hygiene leaflets on hand-washing and the safety of packed lunches are included in 'goody bags' given out to each child at the end of the event, and fresh fruit cups are also given to the children at the end of the hand-washing activity session.
- 3.8.6 Food Safety Week took place from 6-12 June 2011 and a variety of activities were staged at venues across the city, including children's centres and day centres for adults. Displays were on show in council buildings and a community café in Kemp Town, where catering students with learning difficulties held a food safety quiz, and posters were distributed to libraries. The aim was to highlight common sense measures to ensure food is stored, handled and cooked properly to

minimise the risk of food poisoning. The service plans to take part in the 2012 Food Safety Week, which runs from 11-17 June. The theme for 2012 will be 'Food safety on a budget', focusing on how people can ensure that they keep their food safe when trying to save money.

3.8.8 Two Food and Safety newsletters are produced per year. The newsletters carry articles and information for businesses and members of the public. A copy is posted on the web site and sent out with correspondence.

3.8.9 In 2011 the Food Safety Team organised their second annual Curry Chef of the Year competition. It is planned to continue this as an annual event

4. Resources

4.1 Financial Allocation

Food Safety

4.1.1 The 2012/2013 projected budget for the food safety service within Environmental Health & Licensing is detailed below. The staffing figures include an appropriate amount for the Head of Regulatory Services, administrative support and management time.

| | |
|-----------------------|------------------|
| Staffing | £545,460 |
| Transport | £ 13,870 |
| Supplies and Services | £ 18,930 |
| Total | £ 578,260 |

Food Standards

4.1.2 It is difficult to detail the time spent on the food standards function as it is carried out during a comprehensive inspection. Time monitoring is not currently used to apportion time to the food function. Cost of the food standards function in 2011/12 was as follows based on the percentage of time officers spend on the food function outlined above and below:

| | |
|--|-----------------|
| Staffing Inspection, complaints and advice | |
| Management/Support | £ 3,200 |
| Food Team | £30,120 |
| Total | £ 33,320 |
| Purchases | £500 |
| Analysis | £9,500 |
| Total | £10,000 |
| Total | £43,320 |

The budget has not yet been set for 2012/13 but we envisage similar funding levels as this year.

4.2 Staffing Allocation

Food Safety

4.2.1 Establishment of the Food Safety Team for the year 2012/2013 is 11.3 full time equivalent field officers plus two full time equivalent administrative support staff and management, broken down as follows:-

- 1 x Environmental Health Manager
- 2 x Senior Environmental Health Officers
- 4.3 x Environmental Health Officers
- 3 x Senior Technical Officers
- 1 x Technical Officer

This is a reduction in establishment by 0.5 from previous years. The half a post being offered up as savings to assist the Environmental Health & Licensing Department meet the saving requirements of the Comprehensive Spending Review for 2011/2012.

4.2.2 All enforcement staff comply with strict guidelines governing qualifications and competencies before they are permitted to undertake food safety duties. All Senior Technical Officers hold Higher Certificates in Food Premises Inspection and are able to inspect all risk categories of food businesses. All Environmental Health Officers are qualified to undertake inspections of all risk categories of food businesses.

4.2.3 Seven officers within the other Environmental Health & Licensing Teams retain competencies to undertake food safety inspections. All food competent officers must undergo a minimum of 10 hours food safety training per year to retain their authorisation to undertake food safety inspections. In addition to the competencies and qualifications required by the Food Safety Code of Practice, officers engaged in food safety inspections must have undergone additional 'Food Hygiene Rating Scheme' consistency training.

Food Standards

4.2.4 The Inspection and Sampling Team is responsible for Food Standards Inspection. The proportion of time allocated to this function in 2011/12 was estimated as follows:-

| | |
|------------|---------|
| Support | 0.05 |
| Management | 0.05 |
| Food Staff | 1.00 |
| Total | 1.1 FTE |

4.3 Staff Development Plan

- 4.3.1 The Authority has a structured appraisal and development system. During staff appraisals, individual training needs and any gaps in competence are identified. The information is used to produce individual training and development plans for each officer for the coming year. Brighton & Hove City Council was awarded accreditation to Investors in People in early 2009.
- 4.3.2 The Food Safety Team also has team meetings every six weeks. Any training needs of the service as a whole are identified and discussed at these meetings.
- 4.3.3 Through this system, the service ensures that all food competent officers receive sufficient good quality focused food safety training to comply with relevant Codes of Practice and professional membership schemes.
- 4.3.4 The service currently has three staff undergoing part time or distance learning to become Environmental Health Officers and one working towards a Higher Certificate in Food Premises Inspection

5.0 Quality Assessment

5.1 Quality Assessment and Internal Monitoring

Food Safety

- 5.1.1 The service has a documented procedure relating to food safety duties. Internal audits are carried out to ensure compliance with these procedures. The service is accredited to ISO 9001 and externally audited by the British Standards Institute.
- 5.1.2 The service actively seeks the views of businesses by giving out post-inspection questionnaires to traders inspected. In 2010/2011 315 questionnaires were returned. The key findings of these returns were:-
- 98% of respondents were either very satisfied or satisfied that Brighton & Hove City Council had done all that it could to help deal with their premises inspection.
 - 99% of respondents understood the purpose of the visit to their premises.
 - 99% found the information given to them by the visiting officer easy or very easy to understand.

Similar high levels of satisfaction were recorded from questionnaires returned in the previous five years.

Food Standards

5.1.4 We aim to continually improve the level of service provided. Procedures are implemented and reviewed where necessary to incorporate identified improvements.

6. Review

6.1 Review Against the Service Plan.

Food Safety

- 6.1.1 In addition to the quality checks detailed in 5.1, performance is reviewed against the Service Plan by comparing the number of interventions achieved against the number programmed. Monthly statistical reports are produced so that performance can be closely monitored and managed through the year. Any problems are promptly identified and resolved through management reviews, team meetings and monthly one to one's between field staff and their line manager.
- 6.1.2 Official Feed and Food Controls Service Plans are produced and reviewed on an annual basis by management review and consideration by elected members through the committee structure and Full Council.
- 6.1.3 In the year 2010/2011 100% of the due food safety interventions were accounted for. This included interventions carried out and businesses that ceased trading before they could receive their planned intervention. 461 interventions were undertaken of new businesses or premises that had changed ownership.
- 6.1.4 At March 2011 90.8% of the food businesses in the city were deemed to be 'broadly compliant', or better.
- 6.1.5 The 2011/2012 Service Plan predicted that a total of 1197 food safety interventions would take place in this year. To the end of December 2011, 343 inspections of new businesses were undertaken and the service is on target to achieve the goal of carrying out interventions in at least 98% of the businesses due.
- 6.1.6 From April 2011 to the end of December 2011 the Food Safety Team served 29 Hygiene Improvement Notices, accepted one voluntary closure of an establishment and undertook two successful prosecutions and one simple caution. The prosecutions attracted total fines of £4,668 and costs of £2,100. One owner was prohibited from managing a food business.
- 6.1.7 Charts in Section 3 give a detailed break down of service activity from April 2007 to March 2011 and an estimation of the activity for the remainder of the current and coming year.

Food Standards

- 6.1.8 Service reviews are carried out on a monthly basis to check that our inspection programme is on target and to ensure that projects are being completed in the agreed timescale.
- 6.1.9 The Service Reviews indicate that we are on target to achieve our interventions programme.
- 6.1.10 During staff one-to ones each officer's performance is monitored, to identify good performance and any areas of improvement.

Complaints are responded to within the stated timescales

6.2 Identification of Any Variation from the Service Plan

Food Safety

- 6.2.1 Reviewing the final outcome of 2010/2011 and the current prediction, as at end of January 2012, for 2011/12 against last year's Service Plan 2011/12 shows six probable areas of variation.
- Last year's Service Plan estimated that 400 applications to register a new food business or change of ownership would be received during 2011/12. This was calculated from the number of applications received in the previous five years. Based on applications received to the end of January 2012 this estimate has been amended to 450. The increase appears to be a result of a greater number of business turnovers and more people setting up businesses from their home
 - The 2010/11 Service Plan estimated that 414 low risk businesses would return survey questionnaires during 2010/11 and 277 in 2011/12. In fact 277 were received in 2010/11 and 151 so far for 2011/12. As in general these businesses are surveyed every three years the significant decrease in returns is attributable to businesses ceasing trading during the three year period.
 - Last year's plan estimated that 1110 secondary inspections would be undertaken in 2011/12. At the end of January 2012 this was reduced to 820. It was felt that this reduction was due as a result of the Scores on the Doors Scheme encouraging higher standards of hygiene. This plan estimates that 1000 secondary interventions will be undertaken during 2012/13. The increase being due to the demand for rescors under FHRS.
 - The number of food complaints had reduced from the estimated 20 to 12 for 2011/12.
 - Equally the number of complaints about the condition of premises had reduced from an estimated 400 to 340 for 2011/12.

Food Standards

6.2.2 There was no significant variation from the plan.

6.3 Areas of Improvement

Food Safety

6.3.1 Current possible areas of improvement for the future are:

- It is hoped that migration to the national FHRS from the local Scores on the Doors scheme will continue to have a positive effect on standards of hygiene. The dramatic improvement in standards can be demonstrated by comparing the rankings of businesses when the scheme was launched in October 2007 to when it closed in December 2011.

| Ranking | 2007 | 2011 |
|---------|------|------|
| 0 stars | 39 | 13 |
| 1 star | 139 | 39 |
| 2 stars | 221 | 93 |
| 3 stars | 427 | 295 |
| 4 stars | 263 | 389 |
| 5 stars | 78 | 637 |

Number of food businesses in each Scores on the Doors category

6.3.2 The FSA have started to produce performance data for local authority food services based on information received in annual returns. It is pleasing to note that when compared to the other 57 English Unitary authorities, of which Brighton & Hove is the ninth largest when measured by number of registered food establishments that:

- The authority was one of six who accounted for 100% of it's food safety inspection programme;
- It was ranked 15th for the proportion of food establishments that are deemed broadly compliant, see 3.1.12 for details.

Food Standards

6.3.3 Advancements have been made in the delivery of food law enforcement. There are many examples of joined up working and cooperation where coordinated sampling programmes and officer training feature highly. However there are still areas for improvement. They are as follows:

- Improved use of the Environmental Health newsletter to provide businesses with information.
- Increasing the number of voluntary contacts by businesses

- Developing the access to on line business advice.
- Better publicity for the healthy eating education message.
- Developing links with the schools
- Increasing and maintaining the competency and professional development of food officers.
- Establishing consumer concerns and reflect this in local activity.

