

# Food safety and food standards

## Service delivery plan 2016/17



## Consumer protection and business compliance group

Consumer protection and business compliance is an outward facing service group made up from:

- **Food and safety**
- **Licensing**
- **Community safety**
- **CCTV and Careline**
- **Trading standards**

Our aim is to achieve a safe, healthy and fair trading town for our residents, businesses and visitors. The wide ranging work of the group is risk based and fundamental in creating a level playing field in which responsible businesses can flourish and our communities remain protected from rogues.

### Here are some facts about Slough Borough Council's food safety and standards service:

- We are responsible for assessing compliance with food safety and food standards legislation at all food businesses within Slough. This role is shared between the food and safety team and the trading standards team. The teams are **also** responsible for:
  - Health and safety enforcement
  - Infectious disease control
  - Consumer protection
  - Animal health
  - Imported food and products control
  - Primary Authority partnerships
  - Smoke free enforcement
- We provide a responsive service that aims to achieve a balance between enforcement and advice, taking a minimum tolerance approach on issues of serious concern in line with our enforcement policy while supporting compliant businesses.
- We work closely with businesses and key stakeholders like the Food Standards Agency, Public Health England and other partners within the council such as public health, neighbourhood enforcement, licensing, building control and planning
- We have the equivalent of 4.8 officers dealing with food hygiene and one dealing with food standards issues (this includes the food and safety manager, who is not operational).



## Food Service Delivery Plan 2016/17

The purpose of this plan is to inform you about how we are achieving our aims and of the work we are doing, in conjunction with our partners and agencies, to enhance public health and wellbeing. We do this by:

- Completing risk based interventions, focusing on the highest risk businesses and the poorest performers
- Using a range of interventions to support business in Slough while protecting customers to increase the percentage of broadly compliant food businesses
- Promoting well performing businesses through the **Food Hygiene Rating Scheme** and also identifying those businesses which seek an economic advantage from non-compliance and so put Slough residents and visitors at risk
- Promoting food businesses that offer a healthier choice with our **Catering For Health (CFH) Award** and increasing awareness nutrition as part of a healthy lifestyle
- Food quality and composition sampling
- Investigating food complaints
- Acting as **Primary Authority** for large businesses and manufacturers both inside Slough and nationwide, which involves formal liaison with other local authorities, giving advice and support to the business in the Primary Authority partnership. Primary Authority is a cost recovered charged service.
- Investigating food poisoning outbreaks and infectious diseases, taking action to prevent infection and spread
- Inspecting imported food, food products and the verification of imported organic food arriving via Heathrow airport
- Training food handlers to a level two qualification in food safety in catering and a wide range of promotional activities

This plan will be reviewed annually and we welcome your views, comments and suggestions on how it could be improved. Please forward your views to:

Levine Whitham, food and safety manager

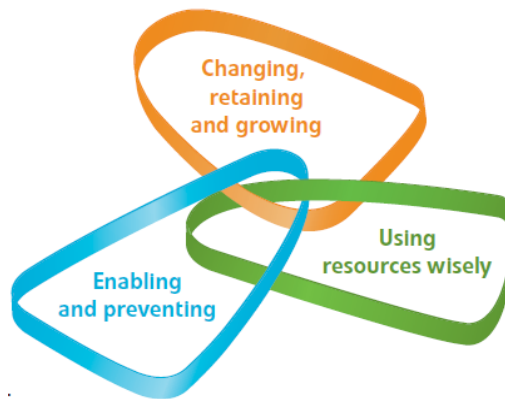
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or

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***Growing a place of opportunity and ambition***



## Our vision

The focus of work within the food and safety service is to ensure the council is able to fulfil its statutory obligations under the relevant legislation. All the work we do is geared specifically towards Slough's community and business needs, based on local intelligence and our work with partners.

The Council's 5 Year Plan and the Joint Wellbeing Strategy set out a vision for Slough, for the people, the place, the prosperity and the town, and the things that need to be done to make this a reality. The themes incorporated into the corporate plan are:

- Changing, retaining and growing
- Enabling and preventing
- Using resources wisely

Our work underpins these objectives and also supports the two cross-cutting themes of the Slough Wellbeing Strategy and Joint Strategic Needs Assessment; civic responsibility and promoting the image of the town.

One of our key aims is to protect and enhance public health and wellbeing while supporting local businesses. The action plan at the rear of this service delivery plan shows, in detail, how we are going to achieve this. It demonstrates the golden thread and how the team's work directly links with the 5 year plan to achieve the council's wider outcomes. The action plan should be read in conjunction with our enforcement policy.

The enforcement policy reaffirms our commitment to carry out our duties in an open, fair and consistent manner, with a graduated approach to enforcement, based on risk. Assessment of risk and the likelihood of reoccurrence are major factors in our enforcement decisions. We recognise most people want to comply with the law. Therefore, we want to support and enable them to meet their legal obligations without unnecessary expense. Firm action, however, will be taken, including prosecution where appropriate. The service plan sets out the actions we are taking to enhance and improve health, safety and wellbeing in Slough

## **How did we perform during 2015/16?**

Our service plan will be reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still need to be addressed.

### **Primary Authority scheme**

Assured advice is provided to businesses with the establishment of Primary Authority partnerships or through co-ordinated partnerships. This has brought many advantages to businesses in Slough.



Primary Authority partnerships comprises a legally binding contract between the authority and a business to provide ongoing specialist advice on specific areas of regulation applicable to that business, such as fair trading, product labelling, product safety, food safety and health and safety.

Our officers are able to provide companies which trade across council boundaries robust and reliable advice, through the creation of these legally recognised partnerships. The scheme also provides a safety net to ensure local authorities are consistent in the way they regulate businesses.

Since Slough Borough Council introduced Primary Authority partnerships in April 2011 we have already secured 39 successful Primary Authority partnership agreements. These services are uniquely provided by in house by specialist officers.

Cost recovery is an essential element of the contracts and is applied to Primary Authority partnerships, with an hourly charge for any work undertaken. We have set an annual income target of £110k, which covers all income from partnerships, covering the whole range of Primary Authority categories. Food hygiene and health and safety are just two of the possible 23 categories. In 2014/15 cost recovery was £104,000k, and in 2015/16 it was £94,000k. Although we did not meet our income target, we have increased our income target for 2016/17 by 5k to £115K. This cost recovery enables the council to support businesses in Slough and increase the availability of specialist officers, who are funded from Primary Authority at no extra cost to the council. Last year more than 1,460 hours of advice interactions with our Primary Authority companies was given - a high proportion of this was advice and support requests from our partners.

As a Primary Authority we have had communication with many other councils to ensure inspection and enforcement action reflects the advice we have already given, and is proportionate. We continue to work with the businesses to produce national inspection plans, and give guidelines to other councils to avoid unnecessary checks and tests.

The number of businesses joining and leaving Primary Authority partnerships with the council remains changeable. However, the demand on Primary Authority has remained relatively constant over the past year. Three new partnerships were

set up last year. However, five partnerships ceased due to two stopping trading and three being taken over by other businesses.

More information on Primary Authority partnerships can be found on the website <https://primaryauthorityregister.info/par/index.php/home>

Businesses that would like to join the scheme can email [primary.authority@slough.gov.uk](mailto:primary.authority@slough.gov.uk)

### **High risk food premises inspections and interventions**

Slough Borough Council is a competent authority and is responsible for ensuring official food controls are undertaken on behalf of the European Commission. The team aspires to undertake all of the interventions it is required to by the FSA's Food Law Code of Practice (FLCoP) (which is a statutory code of practice). This includes 100 percent of all due food hygiene interventions. However, if there is a gap between the resources available to deliver these interventions and the demands on the service, then our focus will be on due interventions to food businesses that present the highest risk. In order to maximise the effective use of resources full advantage will be taken of Alternative Enforcement Strategies (AES) for low risk category E premises and other flexibilities in the code such as alternating between official interventions and non official controls to medium risk category D premises.

At the beginning of 2015/16 the team had a significant proportion of due food hygiene interventions outstanding, this was reported in the 2014/2015 statutory LAEMS return. The overdue interventions had built up as a result of a combination of factors, including several years of being understaffed and the need for intensive health and safety investigations into two serious workplace accidents and one workplace fatality, which took a significant amount of officer time. This pressure was compounded by an extended unplanned officer absence.

At the beginning of 2015/16 53 percent of interventions from the previous year were outstanding, all of these were to broadly compliant premises. As a result the team received a focused audit by the FSA in December 2015, to verify the figures submitted on the 2014/2015 LAEMS (Local Authority Enforcement Monitoring System) return. Following the audit, an action plan was drawn up and a business case was put forward for a temporary injection of resources to address the high number of medium and low risk overdue interventions. This intensive work (including the use of a number of contractors) was completed in Spring 2016.

The intervention figures for 2015/16 show that approximately 91 percent of all due interventions were undertaken, including those which were overdue from previous years. As with previous years the focus continued to be on premises which present the highest potential risk to the public. 100 percent of our 'A' and 'B' rated premises were inspected and 99 percent of our medium risk 'C' rated premises were also inspected. We inspected 100 percent of all non-broadly compliant premises that were due at the beginning of the year.

## Food Service Delivery Plan 2016/17

At the beginning of 2015/16 the proportion of premises in the borough that were broadly compliant with food safety legislation was 88.8 percent. At the end of 2015/16 this had dropped to 84.1 percent. We attribute this reduction to two main factors: firstly a number of premises had not had a food hygiene intervention for a considerable period of time and when officers visited they found standards in a number of premises had considerably deteriorated. Secondly, we have had a large number of new premises register with us this year. In order to manage the workload we have introduced a risk based assessment of these businesses and have inspected those considered to present the highest risk. We have been sending start-up advice to other lower risk businesses but until a business has been formally inspected it is considered to be non-broadly compliant. This year we aim to secure an improvement in the proportion of businesses that are broadly compliant with food safety legislation. We will be doing this by using a range of enforcement and advice tools and improving our messaging using social marketing techniques.

There are currently 886 registered food premises within the borough, ranging from large manufacturing premises to small corner shops. This number is a considerable reduction from last year, predominantly due to the fact that we have identified that a number of the premises overdue for interventions had in fact ceased trading. This year we have planned to do some work to identify what might have replaced the closed businesses. If they are new food businesses then we will need to ensure we carry out interventions at these premises.

The table below shows the risk profile of Slough food businesses at the beginning of April 2016, with 'A' rated premises assessed as posing the highest risk. The table also shows the number of interventions due in 2016-17 within each risk band.

Risk Rating	Frequency of intervention	Number of food premises	Number of interventions due in 2016-17
Premise Rating - A	6 months	8	16
Premise Rating - B	12 months	57	57
Premise Rating - C	18 months	187	99
Premise Rating - D	24 months	314	114
Premise Rating - E	Alternative Intervention	265	33
Premise Rating – Unrated at Apr 16	Awaiting initial inspection.	44	44

Outside programme	N/A	11	11
<b>TOTAL</b>		<b>886</b>	<b>363</b>

## Food Hygiene Rating Scheme

# FOOD HYGIENE RATING

We have now been operating the National Food Hygiene Rating Scheme for a number of years. The scheme helps consumers to choose where to eat out or buy their food by giving them information about the hygiene standards in food businesses. The scheme also encourages businesses to improve standards.

There are six levels of rating- zero to five. Assessments for a food hygiene rating are carried out during routine inspections, when inspecting officers look at:

- How hygienically food is handled- including preparation, storage and temperature control.
- The condition of the structure of the building- including cleanliness, layout, facilities and maintenance.
- How the business manages and records what it does to make the food it sells safe.

We increased the number of premises with published ratings by 2 percent last year but did not meet our target of having 640 businesses with published ratings. This is most likely because our intensive work with overdue businesses this year has resulted in a reduction in the total number of registered premises we have on our database. At the end of 2015/16 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	4
1	50
2	30
3	114
4	127
5	308
<b>Total</b>	<b>633</b>

All food hygiene inspection results are published at <http://ratings.food.gov.uk/authority-search/slough>



In the coming year we plan to increase the proportion of businesses with published FHRS ratings from 71 percent to 73 percent. We will also continue to publicise the scheme using social media, encouraging consumers to check the rating before they buy food from businesses within the borough.

### Catering for Health Award



The Catering for Health (CFH) Award is a voluntary extension of the Food Hygiene Rating Scheme. It has been developed to recognise premises that make it easier for clients to make healthier choices. It is based on a scoring system that considers cooking methods, recipe adaptation, service style and the types of foods on offer. To achieve the award, businesses must commit to the following:

- To modify the fat, salt, sugar and fibre content positively at every opportunity without compromising on quality and flavour.
- To increase fruit and/or vegetable consumption at every opportunity.
- To offer customers real choice by making the healthy choice the easy choice.

There are different award criteria for specific premises to ensure the dietary requirements of their population groups are met e.g. workplaces, nurseries, schools and care homes. The awards can be applied for online at <http://www.slough.gov.uk/business/environmental-health/catering-for-health.aspx>. There are currently 50 award winners in the borough. In the coming year, we aim to increase the number of award winners.

### Slough school meals survey

This country faces a serious health crisis caused by bad diet. Almost 20 percent of children are already obese by the time they leave primary school at eleven. Diet-related illnesses are putting a huge strain on the nation – costing the NHS £10 billion every year.

As meals at school provide up to a third of a child's daily intake of energy and nutrients, school food matters. Thankfully, the quality of food in England's schools has improved enormously since 2005, when Jamie Oliver alerted the nation to the horrors of the turkey twizzler. There has been a clear, measurable improvement in the nutritional quality of most school food, and a reduction in junk foods. Packed lunches, however, are not regulated and are therefore an area of concern.

The purpose of the school food survey is to produce an operational document for use by Slough Borough Council, Cambridge Education and its partners. The report provides an important insight into what children eat, which can then be compared with levels of obesity within each school. In addition, the report reveals how the borough is coping with Government Food Based Standards and Universal Infant Free School Meals. The survey data allows centralised projects/sessions to be tailored to each setting, making the best use of local

resources. At school level, staff can use the information as evidence for Ofsted.

In 2015/16, across Slough, 7,164 school meals and 4,534 packed lunches were recorded. In total the team observed 11,698 meals, covering 78 percent of the primary and special school population (within schools visited).

The survey showed the following 'headlines':

- School meals are again better balanced than packed lunches.
- the proportion of school meals containing healthy, balanced food has increased since last year
- the proportion of pack lunches containing healthy, balanced meals is the highest it has ever been.
- Total fruit consumption has increased.
- The total number of children having a balanced meal has increased from just 6,268 in 2013 to 8,013 in 2014. In 2015, 8,400 had a balanced meal.
- More than half of packed lunch children are having only one fatty/sugary item.
- Areas to improve include:
  - Fruit uptake in school meals
  - Balance in packed lunches
  - Actual food provision in school meals (ensuring schools serve what is listed on their menus).

### **Healthy eating events**

An event linked to World Heart Day in partnership with the SBC wellbeing group was undertaken in September. It was a successful event, which was repeated on a smaller scale in Landmark Place by a volunteer. The event saw more than 50 people take part in a healthy eating quiz aimed at increasing knowledge about fruit and vegetable intakes, salt, fat and sugar. Fifty-four people completed the quiz, but despite having the answers available in the resources in front of them, only 27 people answered the questions correctly. David Gilbert from the housing team won the £15 voucher.

### **Information for parents**

As school meals are known to be healthier than packed lunches, all parents of new reception children were targeted with information about their entitlement to a free universal infant school meal. Leaflets went out with the school admission letters to reduce cost.

Parents of Year 6 children transferring to secondary were also given information about free school meals. This information was printed on the back of the admissions letter, which again saved money.

### **Support for schools**

Two assemblies were held at Willow Primary to educate the children about balanced meals. Following these, a parents' session on packed lunches was held. Fifteen parents attended.

Funding has been sought from the DfE to provide additional support and marketing material to a target group of schools who had low Universal Infant Free School Meal take-up in last year's census day.

Targeted support will be offered to schools in the Spring/Summer term following the results of the school food survey.

### **Food alerts and incidents**

All food alerts and incidents are dealt with in line with the Food Standards Agency's (FSA) code of practice and protocols, based upon risk.

During 2015/16 we were notified by the FSA of 77 food alerts for information and product withdrawals. Two of the food businesses based in Slough last year had issues that were considered to have a wider implication. Officers from the food and safety team liaised with the businesses and the Food Standards Agency's incidents team, and in total three product recalls were instigated.

### **Food complaints and enquires**

We dealt with **520** complaints and enquiries from or about food businesses in Slough during 2015/16 This is an increase of **11 percent** on food complaints and enquires from last year. A range of enquiries were responded to. In particular:

- **264** regarding poor safety or hygiene
- **122** request for food advice
- **134** notifications of imported food

Of these

- **66** were for new business start-up advice
- **13** complaints of a foreign body or extraneous matter in food
- **23** complaints of food poisoning and suspected illness
- **27** requests about food hygiene training
- **3** food hazard warnings
- **11** complaints about pest within premises.

We follow a procedure in relation to complaints and aim to keep the customer informed of our progress and outcome. The reasons for investigating food complaints include:

- Providing a service to the public
- Resolving problems that may pose a risk to public health
- Providing information to the food industry to raise their standards
- Comply with our statutory requirements
- Prevent similar complaints from happening again.

The higher levels of complaints from last year indicate that demand for the service is remaining high. Although it is difficult to predict trends, it is possible that demand continues due to the economic climate and a reflection of the reduced resources available to food businesses to invest in good hygiene standards, plus the desire for people to set up small food businesses. This is likely to continue through the coming year.

### Imported food control

We check and either authorise or reject all consignments of imported food notified to us as entering the borough from outside the EU. We also check, and either authorise or reject all consignments of organic produce entering the borough. In addition, we also check any imported food found inland, within food premises, such as corner shops and supermarkets, to ensure it has been imported correctly and does not pose a health risk.

On a daily basis we check many consignments of imported food entering the EU via Heathrow. We stop and undertake detailed documentary checks on consignments of imported food based on risk and intelligence. **This year we stopped and checked 17 consignments of food.** Some consignments contain many different food items - each individual item must be checked for composition and restrictions. Advice is given to the importer or agent on how to correctly import the consignment, of any controls that may exist and if it has been imported illegally and subject to detention and destruction. This has resulted in visits to physically check the consignment at the custom bonded warehouse. Some of the food checked includes:

- Supplements from USA
- Sweets from USA
- Tea from Sri Lanka
- Insects from Singapore
- Melon seeds from Nigeria
- Wheat seeds from Israel
- Herbs from China
- Peppers from Egypt

Of the food checked, seven consignments of illegal Non Product of Animal Origin (NPOAO) were detained and destroyed, and five consignments of

illegal POAO were detained and handed to Her Majesty's Revenue and Customs (HMRC).

### Food poisoning and infectious disease investigations

Last year, the food and safety team were notified of 326 infectious diseases and food poisoning related illnesses. This figure shows an **8 percent** increase in reported infectious diseases from the previous year. This increase may be due to a drop in food hygiene standards in homes and businesses in the borough or an increase in the reporting of diseases.

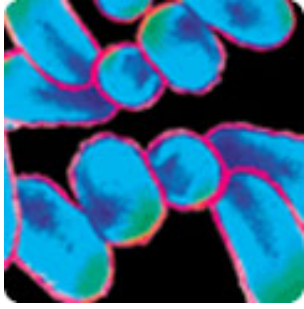


Public Health  
England

Many of the infectious diseases reported to us require investigation and the completion of a food history. We co-ordinate investigations with Thames Valley Public Health England on the basis of a regionally agreed protocol, and sometimes visit and inspect implicated food premises.

The most common food poisoning reported in Slough is **Campylobacter**, which made up 58 percent of the reported illnesses. This corresponds with national trends, as campylobacter is the most common type of food poisoning in the UK. Last year campylobacter made up 62 percent of the reported illnesses and there has been a national campaign to reduce the incidence of it over the past few years. Perhaps this small reduction is a reflection of this.

Some food poisoning related illnesses affect more than one person. In these cases the possibility of an outbreak is considered and, depending on the circumstances, the team may be required to assist Public Health England with their investigation. In June 2015 the team worked with Thames Valley Public Health England and the Food Standards Agency to carry out investigations into a cluster of cases of Listeriosis within the Slough area. Members of the team attended all of the multi agency conference calls to discuss the cluster and assisted locally in speaking to the people affected, investigating common food sources and taking a large number of surveillance samples.



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## Training and promotions

We operate an accredited food hygiene training course on a monthly basis, which is open to all members of the public. This is an important service, and ensures all food handlers can attend essential and required food hygiene training, resulting in better educated and trained personnel, preparing safer food for consumers. In addition, registered officers from the team also provide food hygiene training for individual businesses, often on weekends.



This year, food hygiene courses have continued to be a success, albeit that demand for this service has reduced (possibly due to the up-take of on-line training courses). The team has provided **10** courses. **102** candidates have been trained, with an increased average pass rate of **97 percent**. This will contribute towards an improvement in the food safety standards within Slough, due to better trained and educated food handlers. This will ultimately contribute to a reduction in food poisoning cases within Slough and to people who use the borough's facilities when they pass through.

On an ad-hoc basis we also operate an accredited level two nutrition training course, which is primarily open to caterers, although any member of the public can attend. This course is an important step in improving the knowledge among caterers and other professionals about their responsibility for public health and making the healthy options the easy options. Courses have been well attended in the past, with participants coming from a range of settings including supported living homes, nurseries, children's centres, schools, takeaways, workplaces and local authorities.

We produced a newsletter for food businesses focusing on how to get a better food hygiene rating, including a self-audit checklist and information on the Food Information Regulations 2014 EC 1169/2011. 500 newsletters were sent to business that prepared food. We aim to distribute food safety information to businesses in a similar manner twice this year. We also issue press releases to highlight food issues of importance to local businesses and residents, and support the national Food Safety and Awareness Week.

## Sampling

The team took 123 microbiological samples last year (consisting of both swabs and food samples), which was a 19 percent increase on the previous year's sampling activity. Our emphasis again was on participation in both national and regional sampling surveys, which this year included: salads from takeaways and self-serve counters; sandwich and jacket potato fillings; slicers and complex equipment; and continuation of the high-risk cream based cakes at retail outlets study.

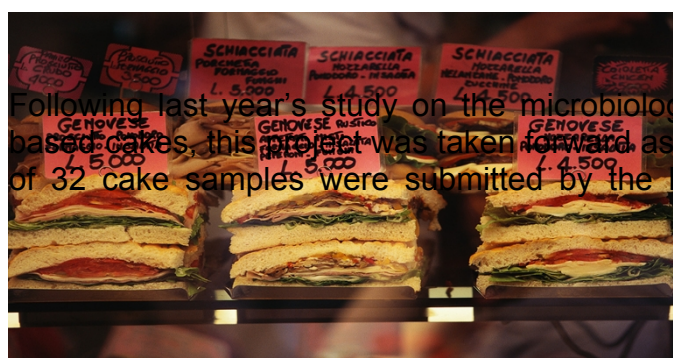


However, we have also taken microbiological samples to verify the effectiveness of cleaning programs at an approved local yoghurt manufacturer, in response to a suspected outbreak of food poisoning that affected three people.

For the salad from takeaways survey, which looked at the microbiological quality of ready-to-eat fresh salads, we took seven samples from seven catering premises in Slough. These produced three borderline results, detecting species of pathogenic bacteria, namely *Listeria* and staphylococci, but at very low levels. Being fresh crop products, the presence of *Listeria* species bacteria was not unsurprising, as the products are susceptible to potential environmental and waterborne contamination. After giving advice to all affected food business operators, 10 follow up samples taken from the same premises just one month later returned all satisfactory and clear results.

For the national study involving sandwich and jacket potato fillings, six out of seven food samples taken from premises in Slough returned satisfactory results. The one unsatisfactory sample showed high levels of Enterobacteriaceae, which is an indicator of poor hygiene.

The study looking at the hygiene of slicers and complex equipment that is difficult to clean was a Berkshire-wide initiative. Swab samples were taken in situations where both raw and cooked products were handled, to see how well equipment was being cleaned and whether there was any evidence of cross contamination as a result of equipment being used for both raw and ready-to-eat foods. Our findings showed that overall standards of cleanliness were very good, with 16 out of 18 samples returning satisfactory results. The two failed samples (both on the same piece of equipment at one premises) were indicative of poor or infrequent cleaning, but did not detect any pathogens.



Following last year's study on the microbiological quality of high-risk cream based cakes, this project was taken forward as a Berkshire-wide study. A total of 32 cake samples were submitted by the Berkshire local authorities and



while the final report has yet to be published, there have been some interesting results. In Slough, 13 samples were taken from seven retail premises, with 31 percent (four samples) returning unsatisfactory results and a further 46% (six samples) giving borderline results. However, no pathogens were found. The results are indicative of poor handling practices, possible temperature abuse and poor shelf life controls. However, there was no risk of illness to consumers.

### **Food standards**

Trading standards carried out 100 percent of their high risk routine food standards inspections in 2015//2016, in addition to other food standards enforcement visits.

- A total of 114 food standards visits were carried out last year.

#### **Further work in food standards includes:**

- Labelling advice to new food businesses
- Detailed food standards advice is given to the relevant Primary Authority partners
- We took part in the following food sampling and food related projects:

Imported food sampling - total = 28

DNA sampling - total = 12

TSSE foreign food project - total = 10

This sampling was in conjunction with the Food Standards Agency (FSA), Trading Standards South East (TSSE) and the Public Analyst.

We also assisted our 'in-house' nutritional advisor to compile further data on primary and secondary school children's lunchbox foods.

#### **New food legislation:**

The food information regulations came into force on 13 December 2015. Particular focus was given to new rules on allergens in food.

- We informed all catering establishments in Slough by writing to them and providing tables of the 14 known allergens, plus advice they could use to ensure compliance with the regulations.
- Catering establishments in Slough included, takeaways, restaurants, importers, and mobile vans. A total of 946 businesses received this information.
- We e-mailed the same advice to all schools in Slough via the "Gateway"
- We e-mailed all known nurseries in Slough.

This advice will ensure that people suffering from a food allergy will find Slough a safe place to eat out.

A separate food standards plan has been produced for trading standards for 2015/16. **Targets for 2015/16 include:**

- Complete 100 percent of high risk food inspections
- Complete 50 percent of medium risk food inspections
- 100 percent of unrated food premises to be inspected.
- Complete 100 percent Food Standards Agency (FSA) funded imported food samples
- Complete regional food sampling programmes as required
- Further DNA samples on behalf of the FSA, in response to the horsemeat scandal
- Slough trading standards also participates in the regional food focus group.

### **Enforcement action**

We use a comprehensive set of measures to protect residents of Slough, people who work here and visitors, and to promote sensible risk management. We actively work with businesses and other stakeholders to achieve our shared goals. Any enforcement action by us will be graduated, proportionate and in accordance with the council's enforcement policy. A full copy of the policy can be found on our website:

<http://www.slough.gov.uk/council/strategies-plans-and-policies/consumer-protection-and-business-compliance-enforcement-policy.aspx>

The following enforcement action was taken by the food team in 2015/16:

**Hygiene emergency prohibition notices – 0**

**Hygiene improvement notices – 23**

**Written warnings/letters sent – 381**

**Prosecutions completed -1**

**Simple caution- 0**

**Seizure and destruction of food- 0**

**Detention of food- 0**

**Voluntary closure- 1**

As a team we have also been trialling an alternative approach to business with a history of poor compliance. We have been looking carefully at the language and messages we are using with businesses to maximise the impact of what we are saying. In certain cases we are seeking a more direct intervention with the businesses, effectively a last chance to improve. We are hopeful this will secure improvements in some cases without the need to pursue formal court proceedings.

### **Variation from service plan**

Departures from this service will be exceptional, capable of justification and be fully considered by the head of consumer protection and business

compliance, Ginny de Haan, before varying action is taken. Reasons for any departure will be fully documented.

**The action plan for 2016/17, which outlines our planned work for the year, is in Appendix B.**

### **Areas for development**

We are always striving to move the service forward. In order to achieve this, we set targets to identify areas for development during the coming year:

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- Looking at ways to increase our engagement with businesses, supporting the council's 'open for business' approach
- Developing new income generating streams
- Increasing the number of businesses within Slough that adopt the FSA's Food Hygiene Rating Scheme (FHRS)
- Increasing the number of businesses within Slough achieving a 3, 4 and 5 score in the FHRS
- Reviewing and updating the information we have on our data base about local food businesses, including childminders.
- Working across the food safety and food standards teams to identify and assess food brokers in line with new guidance from the Food Standards Agency
- Completing the actions identified following the internal service review that we undertook in 2015/16, including updating our general procedures.

## Striving for excellence

### Service standards

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and their contact details
- Keep you informed of progress and the outcome of our investigations
- Treat you fairly and with respect.



### Customer pledge

We aim to provide every customer with a high quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target / Response Times
Respond to customer complaints and enquiries	Within five working days
Provide a full response	Within 10 working days



### Customer feedback

We do not have customer feedback data from 2015/16, as we have reviewed the way in which we collect this data. New feedback questionnaires have been trailed and implemented from April 2016 to be included within next year's service plan. No complaints regarding the service have been received, either formally or informally. The team is committed to working with local businesses and the local community to ensure high levels of satisfaction. We aim to enhance the quality of life of residents within the borough. All feedback received is used to inform and improve our service.

Our quality assurance procedures assess the work of our officers to ensure it meets the high standard expected by the service.

Members of the team represent the authority in a number of regional bodies, with the aim of sharing good practice and achieving value for money, including the Berkshire Food Liaison Group, The Regional Sampling Group and the Berkshire Infectious Disease group.

### Resourcing

The Full Time Equivalent (FTE) staff allocated to food safety and standards work is **6.37 FTE**. This includes the food and safety manager (0.75 FTE) and a business support officer (0.75 FTE). The figures also include time spent on Primary Authority work, which equates to 0.50 FTE. One FTE officer is also allocated to trading standards work (included in this figure of 6.37 FTE)

The cost of the service during 2016/17 to meet the Food Standards Agency (FSA) Food Law Code of Practice obligations will be approximately **£350,000**, for both food safety and trading standards. A breakdown of the resources committed to food safety and standards work is contained in Appendix A.

There is an estimated shortfall of **0.5 FTE, or £20k**, based on the FTE required to complete all of the Food Law Code of Practice obligations. We will

look to make efficiencies and create income to offset this shortfall. Where possible we will make use of flexibilities within the code of practice and other smarter, agile and mobile working initiatives, all of which are detailed in the action plan attached as **appendix A**.

Quarterly monitoring of team performance will be undertaken, and any significant shortfalls or non compliance will be raised with head of service and members, along with the associated risks. Where necessary a request for additional resources will be submitted.

### **Staff development**

On-going development of the work force is paramount to ensure a comprehensive service is provided to the customer, while maintaining continuous improvement and providing value for money.

The Food Standards Agency requires that the council maintains the competency of its officers and also that we have officers with sufficient skills to maintain the breadth of competency needed for Slough specifically. The town's close location to Heathrow airport places additional training requirements upon the team in relation to complex imported food legislation.

This year staff have attended courses covering, among other things, enforcement sanctions, root cause analysis, risk rating and Food Hygiene Rating Scheme consistency, authorisation and competency of officers, E.Coli 0157, vac packing and modified atmosphere packing, Sous Vide, and Listeriosis in hospitals.

## Food Service Delivery Plan 2016/17

### APPENDIX A

#### Resource Requirements for Food Service Delivery 2016/17

##### Calculations

Service Provision	Expected output	FTE required	Resource
Food Hygiene Interventions to all premises due, including revisits	Cat A 16 Cat B 57 Cat C 99 Cat D 114 Cat E 33 Unrated 44  Total due 363	2.5	S/EHO
Primary Food Standards Inspections	10 High Risk 40 Medium Risk	1.0	EHO/TSO
Imported Food Control		0.10	EHO/TSO
Complaints & Service Requests	400	0.50	EHO/TSO
Sampling	100	0.12	EHO/TSO
Primary Authority Food Related Work	Difficult to estimate demand	0.50 (self funding)	EHO
Enforcement Action – emergency procedures, case files, simple cautions & prosecutions	May vary	0.50	EHO/TSO
Food Hygiene Training	Minimum of 16 courses Undertaken in officers own time	0.0	EHO/TSO
Catering for Health and other food awareness work		0.05	EHO
QA and updating of procedures		0.10	Manager
Day to day management of service delivery		0.75	Manager
Administration		0.75	Business Support Officer
Total (including admin & management of service)		6.87	

EHO = Environmental Health Officer officer

TSO = Trading Standards

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<b>Directorate:</b> CUSTOMER AND COMMUNITY SERVICES	<b>Service Manager:</b> Levine Whitham
<b>Division:</b> Consumer Protection & Business Compliance  <b>Team: FOOD SAFETY &amp; TRADING STANDARDS</b>	<b>Budget:</b> £350,000 (including Food Standards) £315k food & £35k Trading Standards, excluding on costs.  <b>Number of staff employed:</b> 6.37 FTE Dealing with Food Safety and Hygiene, and Standards (including Food & Safety Manager (0.75 FTE) and Business Support Officer 0.75 FTE)
<p><b>Service Objectives:</b></p> <p><b>Protecting Food Safety; Income generation via the Primary Authority Scheme and commercialisation; Encouraging healthy eating and Supporting local businesses in Slough.</b></p> <p><b>Provide a value for money food safety service within the Food &amp; Safety and Trading Standards Teams with excellent customer focus and well motivated competent staff to deliver our statutory obligations and the specific needs and priorities of Slough.</b></p> <p><b>The timely delivery of specific work plans, evidence based initiatives and joint working with partners both within and beyond the Council to improving the quality of life in Slough and protect customers whilst supporting business growth and enterprise.</b></p> <p><b>The Joint Strategic Needs Assessment (JSNA) for Slough identifies the need to encourage health eating and improve levels of hygiene through the Food Hygiene Ratings Scheme, Catering for Health Awards and related projects with partners.</b></p> <p><b>We have strong links to the Councils 5 Year Plan, which is indicated against each service activity below. The work of the</b></p>	

Service Activity	Priority & 5 YP Outcome & Statutory Requirement	Targets	Key Actions	Anticipated Outcomes	Responsible Officer	Time Scale & Measures
Primary Authority (PA) & Compliance Support	<p>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</p> <p>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</p> <p>4. Slough will be one of the safest places in the Thames Valley</p> <p>7. The Councils</p>	<p>Develop existing PA's and explore new PA's opportunities, creating income in line with projected target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Increase PA revenue in line with increased income targets %.</p> <p>Carry our PA Service Review</p>	<p>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with EA officers</p> <p>Provide specific advice in relation to management systems &amp; procedures and controls adopted by the company nationally</p> <p>Issue 'formal PA advice' where procedures and controls are deemed suitable and compliant</p> <p>Handle referrals from other local authorities and central government bodies on behalf of that business</p> <p>Develop and publicise Inspection Plans</p> <p>Issue of advice and guidance to other Enforcement Authorities on the companies activities</p> <p>Maintain an accurate record of any advice and guidance</p>	<p>Generate income</p> <p>Improved standards, enforcement and compliance within PA's, with less enforcement action taken by Enforcement Authorities (EA).</p> <p>Reduced, efficient and effective regulation by other EA nation wide, via the provision of PA support which has a national impact.</p> <p>Reduced regulatory burden on PA businesses.</p>	<p>Food &amp; Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety &amp; Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews</p> <p>Yearly overview of individual company Action Plans</p> <p>Number of PA's in Portfolio</p> <p>Virtual PA</p>

## FOOD SAFETY & STANDARDS ACTION PLAN 2016/17 - DRAFT

## Food Service Delivery Plan 2016/17

	<p><b>income and value of its assets will be maximised</b></p> <p><b>Economy and Skills</b></p> <p><b>Health</b></p>		<p>Hold meetings with partner businesses on a regular timetable of mutual agreement, along with annual action plans where mutually agreeable.</p> <p>Respond to request within in line with Customer Charter and Pledge, or as agreed with the PA.</p> <p>Support business through PA in line with Open for Business goals.</p> <p>Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model.</p> <p>implement action plan following service review</p>			<p>management team</p>
<p><b>Income Generation and Commercialisation</b></p>	<p><b>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</b></p> <p><b>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</b></p>	<p>Develop commercialisation opportunities to generate income, in line with projected income target.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p><b>Target:</b> Incorporate requirement of</p>	<p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Grow our offer of chargeable business support options for all types of businesses, both inside and outside Slough, including, but no limited to:</p> <ul style="list-style-type: none"> <li>• Primary Authority</li> <li>• Tailored business advice</li> <li>• Assessment of labelling/brochures/website</li> <li>• Pre-start up advice</li> <li>• Regulatory Health Check</li> <li>• Training &amp; Talks</li> <li>• Training needs assessment</li> </ul>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within businesses.</p> <p>Reduced regulation by the council and other EA's.</p> <p>Developed skilled workforce, with a range of business support abilities.</p>	<p>Food &amp; Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety &amp; Trading Standards Officers</p>	<p>March 2017</p> <p>Monthly Reports on hours and income generation</p> <p>Quarterly Reviews of progress with support options available.</p>

	<p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>6. More people will take responsibility and manage their own health, care &amp; support needs.</b></p> <p><b>7. The Councils income and value of its assets will be maximised</b></p> <p><b>8. The Council will be a leading digital transformation organisation</b></p> <p><b>Economy and Skills</b></p> <p><b>Health</b></p>	<p>commercial and financial skills as part of officers professional development.</p> <p><b>Target:</b> TS Manager to attend training specific to commercialisation/innovation within regulatory role.</p> <p><b>Target:</b> Root and branch analysis of legal costs structure, and how best to identify our costs, trace their movement through court and SBC financial system, and recoup them.</p>	<ul style="list-style-type: none"> <li>• Analysis of statutory defence</li> <li>• Review of policy &amp; procedures</li> <li>• Audit of systems</li> <li>• Support in achieving 5 FHR5</li> <li>• Supply of SFBB material</li> <li>• Buy with Confidence</li> <li>• Support in achieving catering for health award</li> <li>• Alternative Enforcement resolutions</li> <li>• Assured Trader Schemes</li> <li>• Funded projects from regional or national groups (TSSE/NTS)</li> </ul> <p>Explore whole package offers, including licensing and planning teams.</p> <p>Explore partnership arrangements with other authorities.</p> <p>Develop easy to access payment services, including;</p> <ul style="list-style-type: none"> <li>- Telephone and online payments</li> <li>- Chip &amp; Pin HHD</li> </ul> <p>Develop marketing strategy to promote and advertise services, including working with other council departments, producing brochures, website, and case studies.</p> <p>Support officers to develop their soft skills and become business and commercially minded.</p> <p>Support the Councils Open for Business Strategy and the Corporate Business Growth plan</p> <p>Benchmark where possible with other local authorities who have embarked on commercial enterprises to</p>		<p>Number of businesses given chargeable business support.</p> <p>Number of hits on our website.</p>
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			highlight best practice.			
<b>Interventions with food premises in Slough</b>	<p><b>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</b></p> <p><b>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</b></p> <p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>6. More people will take responsibility and manage their own health, care &amp; support needs.</b></p> <p><b>8. The Council will be a leading digital transformation organisation.</b></p>	<p>100% of due food interventions, including approved premises in line with FSA CoP.</p> <p>All approvals to be issued within time limits as defines in FSA CoP.</p> <p>Deal with complaints and service requests in line with Customer Service Charter and Pledge</p> <p>Explore focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p>Ensure all new food business registrations are risk assessed &amp; inspected in line with risk and FSA CoP</p>	<p>Allocation of interventions based on risk priority.</p> <p>Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Forecast due interventions and demands on service over a rolling 3 year cycle. Stagger interventions &amp; AES to support the service in achieving statutory requirements in FSA CoP.</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's Enforcement Policy and business growth agenda.</p> <p>Provide free signposting to comprehensive self help support and guidance to new business start ups and existing SME's in Slough.</p> <p>Offer chargeable business support options as detailed above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Publicise non compliant businesses who put public health at risk by tweeting 0 FHRS</p> <p>Publicise and award those businesses that do well, but tweeting 5 FHRS and participating in suitable award schemes,</p>	<p>Safer food businesses in Slough &amp; increase in % of broadly compliant premises</p> <p>Reduced incidence of food poisoning</p> <p>Increase in proportion of premises achieving 3, 4 &amp; 5 stars in the Food Hygiene Rating Scheme (FHRS)</p> <p>Increase in proportion of businesses included in the FHRS.</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food.</p>	<p>Food &amp; Safety Manager</p> <p>Food Safety Team Leader</p> <p>All Food Safety Officers</p> <p>TS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	<p>Ongoing until March 2016</p> <p>Monthly and Quarterly review</p>

## Food Service Delivery Plan 2016/17

	<b>Statutory Requirement</b>  <b>Health</b>  <b>Economy and Skills</b>	Offer business support options as detailed above.	Enhance advice and signposting for businesses on SBC web site.  <i>Added Value:</i> <ul style="list-style-type: none"> <li>- <i>Assessing compliance with Smoke Free requirements</i></li> <li>- <i>Identify H&amp;S matters of concern and take appropriate action where necessary</i></li> <li>- <i>Assess pest activity and waste issues external to food premises and share intel with NET team</i></li> </ul>			
<b>Reactive Investigations, response to intelligence from other areas of work, Food Complaints &amp; response to service requests</b>	<b>4. Slough will be one of the safest places in the Thames Valley</b>  <b>Statutory Requirement</b>  <b>Health</b>  <b>Economy and Skills</b>	Respond to 100% of service request within 5 days and in line with customer charter.  <b>Target:</b> 100% of investigations proceeding to formal action to be reviewed by Team Leader/Manager at monthly 121's and with a view to processing at ½ way point of statutory time limit	Investigate service requests and where issues are identified use a full range of enforcement options to ensure compliance and safety.  Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter.  Promptly close service requests which are not serious or present health risks, managing customer expectation from the beginning. Where appropriate signpost customers to self help resources.  Work in line with Enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures  Full range of enforcement options used, as appropriate in line with the enforcement policy  Explore alternative enforcement opportunities on a case by case basis.	Safer food businesses in Slough.  Reduced incidence of food poisoning.  Consumers feel able to eat out and purchase food safely in businesses within Slough.  All Complaints and service requests dealt with in line with Customer Service Charter and Pledge	All officer	Ongoing until March 2016  Assess during 1:1 meetings and Case Reviews  Number of businesses and customers provided with regulatory support

			<p><i>Added value:</i></p> <ul style="list-style-type: none"> <li>- <i>Work to support % increase in BC businesses</i></li> </ul>			
<p><b>Food Hygiene Rating Scheme</b></p>	<p><b>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</b></p> <p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>5. More people will take responsibility &amp; manage their own health, care and support</b></p> <p><b>Statutory Requirement</b></p> <p><b>Health</b></p> <p><b>Economy and Skills</b></p>	<p>Continue to implement FHRS in Slough food businesses in line with FSA Brand Standard</p> <p>Increase in premises achieving 2, 3, 4 and 5 score in the FHRS</p> <p>Improved customer awareness of the Scheme, and better informed choices when eating out</p>	<p>Risk based interventions focusing on 0 &amp; 1 FHRS scoring premises, to increase scores and hygiene standards, and their business potential</p> <p>Publicise the scheme monthly via tweeting 0 &amp; 5 FHRS businesses, to increase peer pressure on low performing businesses to achieve higher scores.</p> <p>Provide free guidance to businesses on the scheme and how to achieve 5 FHRS.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> <li>- <i>Work to support % increase in BC businesses</i></li> <li>- <i>Support compliance businesses and target those seeking financial gain from non-compliance</i></li> <li>- <i>Peer pressure to improve ratings and threat of adverse publicity</i></li> </ul>	<p>Measurable improvement on risk ratings</p> <p>Consumers have greater information on local business hygiene standards, so they can make informed choices on where to eat and purchase food.</p>	<p>Food Safety Team Leader</p> <p>All Officers to support</p>	<p>March 2017</p> <p>Monthly review</p>

## Food Service Delivery Plan 2016/17

<p><b>Level 2 Food Hygiene Training Programme</b></p>	<p><b>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</b></p> <p><b>3. The centre of Slough will be vibrant, providing business, living and cultural opportunities</b></p> <p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>Health</b></p> <p><b>Economy and Skills</b></p>	<p>Offer food hygiene courses, minimum of 6 courses a year, to members of the public both inside and outside Slough.</p> <p>Offer courses to other service uses, such as Sure Start, the Councils Training &amp; Development Team, and other private businesses.</p> <p>Maintain procedures required for accredited Chartered Institute of Environmental health (CIEH) training centre</p> <p>Maintain the high standard of course delivery currently achieved.</p> <p>Provide quick and easy payment methods.</p>	<p>Develop a publicity campaign to advertise course, and where appropriate discounts to attract bookings.</p> <p>Undertake annual internal audit of course procedures to ensure in line with CIEH requirements.</p> <p>Evaluate course feedback and where necessary take appropriate action to ensure course delivery to high standard.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> <li>- self funding training reducing delivery costs to SBC</li> <li>- Positive impact on BC %</li> </ul>	<p>Improve food safety knowledge amongst food handlers, in turn improving food safety standards within businesses &amp; increase in % of broadly compliant premises</p> <p>Supports businesses in regulatory compliance, including those with enforcement notices served.</p>	<p>Sandi Johal</p> <p>Support from all food officers</p> <p>Support material from CIEH</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Feedback from candidates</p> <p>Number of candidates taught and pass rates</p>
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## Food Service Delivery Plan 2016/17

<p><b>Catering for health (CFH), healthy eating initiatives &amp; public health interventions</b></p>	<p><b>6. More people will take responsibility &amp; manage their own health, care &amp; Support needs</b></p> <p><b>5. Children &amp; young people in Slough will be healthy, resilient &amp; have positive life chances</b></p> <p><b>Health</b></p>	<p>Continue to promote and deliver the Catering for Health Award Scheme – linking with other work on obesity in Slough and it's health impacts (CHD, Diabetes)</p>	<p>Officers to promote and provide information, the award at 100% of eligible businesses during interventions.</p> <p>Officers promote online award application</p> <p>Applications assess and determined in a timely manner, in line with customer charter.</p> <p>Officer offer chargeable business support in achieving an award where appropriate.</p> <p>Publicise those business achieving an award via monthly tweets and other relevant campaigns.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> <li>- <i>Support for the Councils performance in relation to Department of Health Public Health Indicator Outcomes</i></li> </ul>	<p>Consumers choose healthier food options more often.</p> <p>Consumers have greater information on local business healthy eating offers, so they can make informed choices on where to eat and purchase food.</p>	<p>Ann Stewart</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review of Number of CFH awards maintained &amp; issued</p>
<p><b>Imported Food Controls</b></p>	<p><b>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</b></p> <p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>Statutory Requirement</b></p>	<p>Intelligence and risk lead checks on 100% of imported food notifications.</p> <p>Continue to support and facilitate Onward Transmission (OT) arrangements with clearing agents in Slough, regarding high risk food imported and subject to BIP testing.</p>	<p>Duty officer to monitor and respond to all notifications of imported food on a risk based approach, taking appropriate enforcement action where necessary.</p> <p>Maintain close working arrangements with both MHMRC, Hillingdon, Stanstead and Felixstowe BIP, regarding the sharing of intel, OT's and location of ETSF's.</p> <p>Undertake verification of organic imported food</p> <p>Control of onward Transmission referrals and notifications of Personal Imports</p> <p>Investigations into illegally imported Products of Animal Origin (POAO) and other restricted foods (NPOAO), both at ETSF's and inland.</p>	<p>Safe and complaint food imported into the EU via Slough.</p> <p>Food businesses in Slough, offering safe and complaint imported food.</p>	<p>Food &amp; safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly Review</p> <p>Number of imported food consignments checked and notices serviced.</p> <p>Number of inland food investigations undertaken &amp; notices</p>

## Food Service Delivery Plan 2016/17

	<p><b>Health</b></p> <p><b>Economy and Skills</b></p>		<p>Work with clearing agents and importers regarding the safe and legal import of non EU foods, including signposting to information and advice on our website and elsewhere.</p> <p>Issue of export certificates to businesses inside and outside Slough, regarding the export of foods outside the EU.</p> <p>Annual review of internal procedures, including keeping abreast of know and emerging issues and rapid changes in import controls.</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> <li>- <i>Slough community, the rest of the UK and other EU countries are protected against illegal and hazardous imports from third countries</i></li> </ul>			<p>serviced.</p>
<p><b>Sampling</b></p>	<p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>Statutory Requirement</b></p> <p><b>Health</b></p> <p><b>Economy and Skills</b></p>	<p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and</p>	<p>Explore funding avenues from external organisations e.g. Food Standards Agency</p> <p>Undertake appropriate APT (adenosine triphosphate) testing in local businesses on cleaning practices, giving immediate results during interventions and projects to increase awareness of effective cleaning.</p> <p>Timely follow up on 100% of sampling results, including investigation into unsatisfactory results where necessary.</p> <p>Explore joint sampling initiatives with Food Standards Officers where appropriate</p> <p>Undertake imported food sampling where intelligence</p>	<p>Contribute to local and national sampling intelligence, which will support improved both hygiene and food standards levels in Slough and nation wide.</p> <p>Safer food locally and nation wide.</p>	<p>Julie Snelling</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly review</p> <p>Number of samples taken</p>

## Food Service Delivery Plan 2016/17

		focus on high risk and local needs	suggests necessary			
<b>Infectious Disease Notifications &amp; Control</b>	<b>4. Slough will be one of the safest places in the Thames Valley</b>  <b>Statutory Requirement</b>  <b>Health</b>	Investigation of Infectious Notifications including suspected food poisoning outbreaks in line with Public Health England (PHE) protocols	100% of notified infectious disease cases investigated in line with PHE Protocols. Appropriate action taken where food handlers, or high risk groups are involved, including exclusion from work until clear of infection.  Where source can be identified, take appropriate action to prevent reoccurrence, including enforcement.	Reduced incidents of infectious disease.  Increased intelligence on sources of infectious disease, locally and nation wide	Food Safety Team Leader  All Officers to support	March 2017  Quarterly reviews
<b>Food Standards Inspections and work.</b>	<b>1. Slough will be the premier location in the South East for businesses of all sizes to locate, start, grow and stay</b>  <b>3. The centre of Slough will be vibrant, providing business, living</b>	<b>Target:</b> 100% of high risk businesses 50% of Medium Risk Premises to be inspected. To be monitored monthly  <b>Target:</b> 100% of unrated premises to be inspected and rated.	Allocation of interventions based on risk priority.  Make full use of Alternative Enforcement Strategies (AES) to applicable businesses in line with FSA CoP, including newsletter, SAQ's, targeted advice sessions and other relevant advice.  Inspections based on risk; - 100% inspection of A, B and all other non complaint food businesses - 100% inspection of approved premises - Identified poor performing businesses targeted with appropriate interventions	Safer food businesses in Slough & increase in % of broadly compliant premises  Increased awareness among traders of their legal responsibilities in respect of Food Standards.  Working alongside our colleagues in Food	Trading Standards Manager/ Food Standards Lead Officer  Food Safety Team Leader	Ongoing until March 2016  Monthly and Quarterly review

<p><b>and cultural opportunities</b></p> <p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>6. More people will take responsibility and manage their own health, care &amp; support needs.</b></p> <p><b>8. The Council will be a leading digital transformation organisation.</b></p> <p><b>Statutory Requirement</b></p> <p><b>Health</b></p> <p><b>Economy and Skills</b></p>	<p><b>Target:</b> Carry out Intel led meat traceability project to establish which food operators are gathering the appropriate documentation to verify the authenticity of their food products. Calculate amount of traders brought into compliance.</p> <p><b>Target:</b> Participation in national/regional sampling programmes as directed by Food Standards Agency.</p> <p>To work collaboratively with TSSE to undertake the Food Standards Agency imported food sampling based on local priorities</p> <p>Ensure all new food business</p>	<p>To tackle Food Fraud</p> <p>Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth agenda, providing 'incubation periods' where suitable.</p> <p>Provide free regulatory advice for new businesses starting up.</p> <p>Alternative interventions to low risk premises, including newsletter, SAQ's, targeted advice sessions and other relevant advice.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice for businesses on SBC web site</p> <p>Involvement in targeted sampling projects for compliance with a wide range of food legislation (e.g. compositional standards, compliant labelling, nutritional information, additives, allergens, etc.), with further follow up enforcement as required.</p> <p>Undertake sampling as part of a suite of interventions to improve food hygiene and food standards and focus on high risk and local needs</p> <p>Participating in National and Regional sampling programmes to investigate emerging food concerns, and to ensure food is safe</p> <p>Offer chargeable business support options as detailed</p>	<p>Safety the aim will be to provide consumers with greater information on food standards and local business hygiene standards in order that they can make informed choices on where to eat and purchase food.</p> <p>Working in partnership on local, regional and national basis.</p> <p>Better understanding of compliance levels in take away sector in relation to food standards.</p>	<p>All TS Food Officers</p> <p>FS/NET/ Licensing acting as 'eyes and ears'</p> <p>Support material from the FSA</p>	
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## Food Service Delivery Plan 2016/17

		<p>registrations are risk assessed &amp; inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above.</p>	<p>above.</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Enhance advice and signposting for businesses on SBC web site.</p> <p>Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> <li>- <i>Assessing compliance with all consumer protection legislation</i></li> <li>- <i>Identify matters which may be relevant to other services</i></li> </ul>			
<p><b>Becoming an enabling authority – providing self help and links to guidance and support</b></p> <p><b>Promotion of Food Hygiene issues and involvement in joint projects with other partners</b></p>	<p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>6. More people will take responsibility and manage their own health, care and support needs</b></p> <p><b>8. The council will be a leading digital transformation</b></p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via <a href="mailto:foodandsafety@slough.gov.uk">foodandsafety@slough.gov.uk</a></p> <p>Provide free signposting to comprehensive self help support and</p>	<p>Publicise and direct users to councils website and dedicated email on all correspondence to businesses.</p> <p>Review and update information on council website on an annual basis, and when new information becomes available, ensuring its user friendly and information easily accessible.</p> <p>Work with the Town centre manager to support local shops</p> <p>Undertake monthly tweets of businesses with 0 &amp; % FHRS.</p> <p>Participate in the FSA national food safety week campaign.</p>	<p>Reduced demand on service from enquires which can be resolved via self help</p> <p>Improved consumer access and awareness of food hygiene and standards</p> <p>Quicker response times to enquires made to the service via <a href="mailto:foodandsafety@slough.gov.uk">foodandsafety@slough.gov.uk</a></p>	<p>Food &amp; safety Manager</p> <p>All officers to support</p>	<p>March 2016</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

<p><b>Community engagement</b></p>	<p><b>organisation.</b></p> <p><b>Health</b></p> <p><b>Economy and Skills</b></p>	<p>guidance to new business start ups and existing SME's in Slough.</p> <p>Increase awareness of food hygiene issues via local press and the Council's website</p> <p>Increased community engagement initiatives</p> <p>Promote channel shift via all communications with stakeholders, to the trading standards dedicated council website, whilst being sensitive to the needs of 'at risk' persons and isolated stakeholders. All press releases and forms to direct readers to website. Aim is to reduce avoidable contact whilst promoting existing digital</p>	<p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements.</p> <p>Issue releases where necessary, such as product recalls, local enforcement against poor performing premises, local food hygiene award winners.</p> <p>Other initiatives undertaken, including sector specific initiatives, joint projects and visits with licensing and TS</p> <p>Lean review all customer facing processes</p> <p>Explore novel ways of using social media to profile work of the service.</p> <p>Explore opportunities to engage with the community, such as campaigns at focused groups, schools, and libraries;</p> <p>Monitor website hits and advice requests received, for decide in requests, and increase in website hits.</p> <p><i>Added Value:</i></p> <ul style="list-style-type: none"> <li>- <i>Improve awareness and compliance of food safety and standards issues</i></li> <li>- <i>Supports Income generation</i></li> </ul>			
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		options.				
<b>Mobile and Agile Working</b>	<p><b>6. More people will take responsibility and manage their own health, care and support needs</b></p> <p><b>8. The council will be a leading digital transformation organisation.</b></p> <p><b>Economy and Skills</b></p>	<p>Set up a feasibility study and trail into mobile working options, to reduce the time taken to complete and administer all types of inspections</p> <p>Conduct Lean review of current food hygiene inspection, including administration of.</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Try to source, or assist in the</p>	<p>Explore business support completing administration of inspections for premises issued with ROV's.</p> <p>Review current inspection aid memoir to ensure lean and fit for purpose administration of process. .</p> <p>Triall a shortened inspection aid memoir for low risk premises</p> <p>Ensure staff are aware of SBC policy and procedure documentation, and any updates thereof, in relation to flexible working, mobile and home working.</p> <p>Prepare business case to director of service, for funds to support mobile working, including purchase of software &amp; equipment.</p>	<p>Create efficiencies and savings.</p> <p>Performance results in respect of mobile/agile working fed into Outcome 8 lead where appropriate.</p> <p>Take an enterprise approach to mobilizing staff</p> <p>Ultimate vision is that staff working within CP&amp;BC can access all relevant information, including regulations and legislation, and complete all job related forms via their allocated tablet or smartphone, whilst the information captured automatically updates back office records, removing the need to return to the office.</p>	<p>Food &amp; Safety Manager,</p> <p>Trading Standards Manage</p> <p>All officers to support</p>	<p>March 2017</p> <p>Quarterly meetings to assess progress</p> <p>Any Forms and procedure change addressed at team meetings/121's</p> <p>Any developments fed back to Outcome 8 lead.</p>

		<p>procurement of a secure workflow solution that allows departments to enter, schedule and manage work.</p> <p>Engage with TS and try to source, or assist in the procurement of a secure workflow solution that allows departments to enter, schedule and manage work remotely.</p> <p>Monitor performance of work through pilot period and establish the business case and the objectives of introducing such a scheme.</p> <p>Communicate the concept to staff at an early stage to realise the positive impact on the Service. Survey all employees to find</p>	<p style="text-align: center; opacity: 0.5; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>Customer interaction with the organisation should improve.</p> <p>Any IT support via mobile device should have the following capability:</p> <ul style="list-style-type: none"> <li>• Visibility of a full day / week schedule</li> <li>• Required job details are available of the mobile device</li> <li>• All relevant forms are prepopulated and ready to be completed</li> <li>• Receive any special instructions or notifications</li> <li>• Refer to previous notes and correspondence</li> <li>• Consult standards and regulations</li> <li>• Record time it takes to undertake job</li> <li>• Capture images if required and attach them to case record</li> <li>• Record signatures staff in real time</li> </ul>		
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		what they would appreciate and value. Ensure this works both for the individual and the business.				
<b>Safeguarding &amp; intelligence sharing</b>	<p><b>4. Slough will be one of the safest places in the Thames Valley</b></p> <p><b>5. Children &amp; young people in Slough will be healthy, resilient and have positive life chances</b></p> <p><b>Health</b></p>	<p>All officers to use their professional curiosity when making face to face contact with service users, and refer concerns in a timely manner, 100% of the time.</p> <p>Ensure all staff are trained in safeguarding and following the SBC safeguarding principles.</p> <p>Continue to share intel and concerns with other partners such as TVH, HMRC, Immigration &amp; RBFERS</p>	<p>Pilot the 'Corner Card', and assess effectiveness of this avenue to rapid reporting</p> <p>All staff to undertaken SBC online training for safeguarding adults and children on a annual basis</p> <p>Safeguarding to be on the agenda and discussed at team meetings, 121's, and appraisals.</p> <p>All officers to be vigilant and aware of safeguarding issues when making any face to face service user contact, and follow the corporate safeguarding principles if any concerns are raised.</p> <p>Holistic approach to all operations which involve potential victims with safeguarding issues.</p>	<p>Improve the safety of children and vulnerable people in Slough.</p> <p>Improved life's of people in Slough</p>	<p>Food &amp; Safety Manager</p> <p>All officers to support</p>	<p>March 2017</p> <p>Monthly review and feedback to Head of Service in CP&amp;BC monthly meetings</p>

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<b>Looking Ahead</b>		Horizon scanning; providing a forward thinking service and fulfilling statutory obligations	<p>Food Brokers- Work across the Food Safety and Trading Standards Teams to identify Food Brokers in the Slough area and carry out interventions in line with the FSA's recent guidance document.</p> <p>Keep abreast of developments from the Food Standards Agency on the future of the Delivery of Official Food Controls and align our service provision accordingly.</p> <p>Building links with other teams within the Council to ensure that changes in business ownership and nature are identified and acted upon in a timely fashion.</p>		Food & Safety Manager, Food team Leader and Enforcement Team Leader	Ongoing

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