

Food Safety & Food Standards

Service Delivery Plan 2017/18



Consumer Protection and Business Compliance Group

The Consumer Protection and Business Compliance Group is an outward facing service group including members from:

- **Food & Safety**
- **Licensing**
- **Community Safety**
- **CCTV & 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 & 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 & Safety Team and the Trading Standards Team. The teams are **also** responsible for:
 - Health & 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, whilst 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 & 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).



The purpose of this plan is to inform you about how we are achieving our aims and of work we are doing, in conjunction with our partners and agencies, to enhance public health and well being. 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 whilst protecting customers to increase the % 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.
- 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 2 qualification in Food Safety in Catering and a wide range of promotional activities.

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

Ann Stewart – Food Team Leader

Tel: 01753 477905 or e-mail: ann.stewart@slough.gov.uk

or

Ginny de Haan, Head of Consumer Protection & Business Compliance,

Tel: 01753 875255 or e-mail: ginny.dehaan@slough.gov.uk

Growing a place of opportunity and ambition

Our vision

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

The council's five 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.

Our work underpins the five year plan 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 whilst 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 how the team's work links with the five 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 that 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 2016/17?

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 & 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 that 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 more than 40 successful PA partnership agreements. These services are uniquely provided 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 and in 2016/17 our income was £85,000. 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 the food & safety team had over 415 hours of advice interactions with our PA companies; 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 that 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 PA has remained relatively constant over the past year. As a service we currently maintain in excess of 40 partnerships.

In October 2017 there will be changes to the Primary Authority Scheme which will demand additional resources, and the focus of the service has changed to include more emphasis on income generation.

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

High risk food premises inspections and interventions

Slough Borough Council is a Competent Authority and is responsible for ensuring that Official Food Controls are undertaken on behalf of the EC. 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 per cent 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 to complete interventions to food businesses which 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.

The intervention figures for 2016/17 show that 100 per cent of our 'A' and 'B' rated premises were inspected and 94 per cent of our medium risk 'C' rated premises were also inspected. We inspected 100 per cent of all non-broadly compliant premises that were due at the beginning of the year. In total, approximately 76 per cent 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.

At the start of 2016/17 we had 66 inspections outstanding from the previous years' programme - of these two were medium risk and 64 were low risk. Additionally there were 40 premises on our database which had not been inspected (unrated). This was a significant improvement from previous years due to the use of a temporary contractor at the end of 2015-16.

The team have met additional demands this year including the conclusion of three food safety prosecutions, dealing with a number of business closures, carrying out proactive work on the High Street in Slough in response to an increase in problems with rodent infestations in the area and additionally concluding a complex health and safety investigation

At the beginning of 2016/17 the proportion of premises in the borough which were broadly compliant with food safety legislation was 84.1 per cent at the end of 2016/17 this had dropped to 82.3 per cent.

We are finding that businesses are not making sufficient positive progress between interventions and that therefore our confidence in their management is reduced. This results in a change in the risk assessment indicating that the business is then 'non-broadly compliant'. Additionally any business that is unrated is counted as non-broadly compliant which has an impact on the overall percentage of compliant businesses.

We assess new businesses on registration and send start up advice to all businesses. However, we prioritise higher risk businesses for visits. We will continue to seek an improvement in the proportion of businesses which are broadly compliant and will be doing this by using a range of enforcement and advice tools and improving our messaging using social marketing techniques.

There are currently **898** registered food premises within the borough, ranging from large manufacturing premises to small corner shops. This number is a slight increase from last year. We continue to monitor new businesses in Slough and are in regular dialogue with the Town Centre Manager. This year we aim to put in place more robust arrangements with other teams within the council to identify new businesses as they start trading.

This table shows the number of interventions required and carried out at each

Risk Rating	Frequency of intervention	Number of interventions due in 2016-17	Number of interventions outstanding at the end of 2016/17.	Total number of official controls carried out in 2016/17
Premise Rating - A	6 months	16	0	14
Premise Rating - B	12 months	57	0	111
Premise Rating - C	18 months	99	6	158
Premise Rating - D	24 months	114	29	112
Premise Rating - E	Alternative intervention	33	15	35
Premise Rating - Unrated at Apr 16	Awaiting initial inspection	44	28 *	90
Outside programme	N/A	0	n/a	n/a
TOTAL		363	78	520

category of premises.

* All unrated premises that have not been inspected are low risk businesses. They have all been assessed and have been given advice on food safety as part of our initial screening assessment.

The table below shows our current premises profile and interventions due for 2017-18 – this includes those interventions that were outstanding at the end of 2016-17.

Risk Rating	Frequency of intervention	Number of food premises	Number of interventions due in 2017-18
Premise Rating - A	6 months	5	10
Premise Rating - B	12 months	72	72
Premise Rating - C	18 months	189	132
Premise Rating - D	24 months	321	214
Premise Rating - E	Alternative intervention	267	56
Premise Rating – Unrated at Apr 16	Awaiting initial inspection	35	35
Outside programme	N/A	9	0
TOTAL		898	511

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 food hygiene 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 that it sells safe.

We increased the number of premises with published ratings by 2 per cent last year and met our target of having 640 businesses with published ratings. It is unlikely that these numbers will significantly change going forwards as over the past couple of years we have brought premises, which had not been inspected for some time, into the scheme. At the end of 2016/17 the number of food business with published ratings in Slough was:-

Rating	Number of businesses
0	1
1	63
2	30
3	116
4	125
5	313
Total	648

For a couple of months we had no '0' rated premises in Slough. Working to improve standards in our 0-2 rated premises will contribute to our target of increasing our percentage of 'Broadly Compliant' businesses in the borough.

We have been tweeting the businesses that have been awarded ratings of five over the past year and plan to continue this as a way of promoting the scheme and encouraging businesses to improve their standards.

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

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 which 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 that that 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>. This year we awarded one new CFH award. Due to other demands on resources it likely that we will discontinue promoting the scheme as it is not a statutory requirement.

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 2016/17 we were notified by the FSA of 70 food alerts for information and product withdrawals. We check all notifications for potential impacts in Slough and this year none of the alerts required specific action by the team. Last year no food safety product recalls were instigated by businesses in Slough.

Food complaints and enquires

We dealt with **501** complaints and enquiries from or about food businesses in Slough during 2016/17. This is roughly equivalent to the food complaints and enquires received in previous years. A range of enquiries were responded to. In particular:

- **365** reporting food safety or hygiene matters
- **47** requests for food advice
- **87** notifications of imported food

More specifically:

- **119** were for new business start up advice
- **19** complaints of a foreign body, extraneous matter or mould in food
- **26** complaints of food poisoning and suspected illness
- **19** requests about food hygiene training

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
- complying with our statutory requirements
- preventing similar complaints from happening again.

The continued high levels of complaints indicate that demand for the service

remains high. Although it is difficult to predict trends it is likely that demand will remain fairly static through the coming year.

Imported food control

We check and either authorise or reject 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 carry out selected checks on 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 that have entered the EU via Heathrow. We undertake detailed documentary checks on consignments of imported food based on risk and intelligence. **This year we stopped nine consignments of food.** Some consignments contain many different food items and 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 and of any controls that may exist for a given food type. If the food has been imported illegally this will be subject to detention and destruction/re exportation depending on the circumstances. This may result in visits to physically check the consignment at the custom bonded warehouse. Some of the food checked includes:

- sweets from USA
- peppers from Egypt
- peas from Kenya
- whey protein and fish oil supplements and egg baking powder from USA
- honey from Cameroon
- butter from South Africa
- tea from China
- egg products and mayonnaise from Japan.

Of the food checked, six consignments of illegal Product of Animal Origin (POAO) were detained and notified to HMRC, and three consignments of illegal Non-Products of Animal Origin were detained and destroyed.

Food poisoning and infectious disease investigations

Last year, the Food and Safety Team were notified of 311 infectious diseases and food poisoning related illnesses. This figure shows a **4.5 per cent decrease** in reported infectious diseases from the previous year. This may be due to an improvement drop in food hygiene standards in homes and businesses in the borough or a reduction in the reporting of diseases.



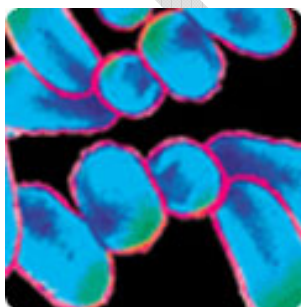
Public Health England

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 67 per cent of the reported illnesses. This corresponds with national trends, as campylobacter is the most common type of food poisoning in the UK.

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 2016 the team worked with Thames Valley Public Health England and the Food Standards Agency to carry out investigations into a cluster of cases of Legionellosis in the East Berks area. Members of the team attended all of the multi agency conference calls to discuss the cluster and assisted investigating potential sources.

Additionally, this year the team investigated an outbreak of food poisoning linked with a wedding party at a local venue. An Incident Control Team was pulled together in which we were a main participant. The source of the food was investigated and found to be from a restaurant in another local authority area. This investigation involved a number of visits to the venue, ICT conference calls and the collection of a number of samples relating to the outbreak.



The team have also participated in incident control meetings relating to a regional outbreak of VTEC O55 and local case of Hepatitis A in a young child which resulted in local follow up work.

Training and promotions

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

At the beginning of the 2017/18 period we will be running our courses through a new awarding body, Highfield, after the Chartered Institute of Environmental Health (CIEH) withdrew its accredited qualification.



Approved HABC Centre

The Level 2 Food Safety in Catering continues to be a valued and sought after qualification for many individuals and businesses, although we have seen demand for the traditionally taught course dropping off significantly (possibly due to the up-take of on-line training courses). We will aim to actively promote the new course over the coming months to renew interest and ensure sufficient uptake.

The team has provided **seven** courses over the last year, **79** candidates have been trained, with an average pass rate of **92 per cent**. This will contribute towards an improvement in the food safety standards within Slough, due to better trained and educated food handlers. This will ultimately lead to a reduction in food poisoning cases, within Slough and to people passing through the borough using its facilities.

We produced a pest control advice and monitoring checklist that was given to relevant food businesses who were experiencing issues with mice. We also issued 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 56 microbiological samples last year (consisting of both swabs and food samples), a significant decrease on the previous years



sampling activity (which was unusually high due to a food poisoning outbreak).

Our emphasis again was on participation in both national and regional sampling surveys, which this year included: Hygiene in Catering Premises, Sauces from Catering Premises, Listeria in Ready-to-Eat Foods from Catering Premises within Hospitals and other Healthcare & Social Organisation Settings.

For the Hygiene in Catering Premises survey, which looked at the microbiological cleanliness of food and hand contact surfaces, we took 26 swab samples from six catering premises in Slough. These produced six unsatisfactory results, one of which detected high levels of Bacillus species of pathogenic bacteria, on a fridge door handle. The further six unsatisfactory samples found high levels of indicator organisms (Enterobacteriaceae & ACC) which were indicative of inadequate cleaning.

The study looking at the incidence of Listeria in Ready-to-Eat Foods from Catering Premises within Hospitals and other Healthcare & Social Organisation Settings was a Berkshire wide initiative. A total of 12 samples, comprising both food and swab samples were taken in three premises. Our findings revealed one unsatisfactory sample with a high level for the total bacterial count (ACC), one borderline sample with high level of Enterobacteriaceae (which is an indicator of poor hygiene) & one sample with “undesirable presence of Listeria” (but not a pathogenic species). Follow up samples from this study are to be taken in the coming year.

Lastly, in the national study involving Sauces from Catering Premises, eight out of nine sauce samples taken from catering premises in Slough returned satisfactory results. The one borderline sample showed high levels of Bacillus species (but not Bacillus cereus), which may have been naturally present from the use of dried chillies which were used as an ingredient.



Food standards

Trading standards successfully completed 100 per cent of their high risk routine food standards inspections in 2015/2016, in addition to other food standards enforcement visits.

A total of 329 food standards visits were carried out last year.

Further work included:

- giving labelling advice to new food businesses
- providing detailed food standards advice to the relevant Primary Authority partners
- taking part in the following food sampling and food related projects:

Imported food sampling - Total = 8

Traceability sampling - Total = 1

Trading Standards South East (TSSE) Traceability Project - Total = 14

Slough Trading Standards Traceability Project: - Total of visits = 27

- 15 non-compliant (56%)
- 2 compliant (44%)

This project entailed visits to food business outlets (predominately take-aways and mobile food vans) to determine if the food being advertised was as described. It completed in conjunction with the Food Standards Agency (FSA), TSSE and the Public Analyst.

It was found that many of these outlets were incorrectly labelling the food and the business owners were advised at the time of the visit of the legal requirement.

This project has provided the intelligence needed to carry out a further food sampling programme on kebab / burger outlets in Slough during 2017-18.



A separate food standards plan has been produced for trading standards for 2017/18. Targets included in Appendix B are:

- complete 100 per cent high risk food inspections
- complete 100 per cent medium risk food inspections
- complete 100 per cent of low risk food inspections
- 100 per cent of 'programmed' unrated premises to be inspected and rated within the year
- complete 100 per cent Food Standards Agency funded imported food samples
- complete SBC / Regional food sampling programmes as required.

A total of 222 food standards inspections have been allocated to be completed in the year. The inspections are essential to stay on track with the risk rating system of inspections, as detailed within the statutory Food Law Code of Practice.

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/regulatory-and-enforcement-services-enforcement-policy.aspx> The following enforcement action was taken by the Food team in 2016/17.

- **Hygiene Emergency Prohibition Notices – 1**
- **Hygiene Improvement Notices – 19**
- **Written warnings/Letters sent – 300**
- **Prosecutions completed – 3**
- **Simple caution – 1**
- **Seizure and destruction of food – 0**
- **Detention of food – 0**
- **Voluntary closure – 2**

Business support visits/commercial offer

In line with last year's service plan we have been looking at ways of supporting businesses at no cost to council. We have introduced a range of business support packages which have been advertised and made available to local food businesses. Businesses are offered bespoke advice packages either on start-up or before a planned intervention. These are charged at cost price and enable businesses to get additional advice on what they specifically need to do to improve their compliance with legal requirements and additionally to improve their Food Hygiene Rating. The scheme has been

launched and we have delivered support packages to seven Slough Businesses this year.

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.

- Looking at ways to increase our engagement with businesses supporting the council's 'Open for Business' approach.
- Continuing to develop and expand income generating streams.
- Increasing the number of businesses within Slough, in 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 the CIVICA 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 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 5 working days
Provide a full response	Within 10 working days



Customer feedback

New feedback questionnaires have been trialled and implemented from April 2016 (need to include) 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 that 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.

SBC Values

We care deeply about the work we do for our town and its residents, visitors and businesses; all the people we are **accountable** to. We are **ambitious** in our plans for the borough, **innovative** in our thinking and actions; all the time listening and **responsive** to those who need us, **empowering** and supporting everyone to reach their goals.

We are one team.
We are Slough Borough Council



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).

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 FLCoP obligations, and that allocated to food work. We will aim 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, whilst maintaining continuous improvement and providing value for money.

The Food Standards Agency requires 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, Approved Establishments, Microbiological Criteria Training (with an emphasis on Listeria), Risk Rating and Food Hygiene Rating Scheme consistency, Food Safety Updates/Regional Events, Updates on the New Industry Catering Guide, Legal and Investigative Skills, HACCP updates.

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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 10 Cat B 72 Cat C 132 Cat D 214 Cat E 56 Unrated 35 Total due 511	3.0	S/EHO
Primary food standards inspections	10 High Risk 40 Medium Risk	1.0	EHO/TSO
Imported food control		0.10	EHO/TSO
Complaints and 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 and prosecutions	May vary	0.50	EHO/TSO
Food hygiene training	Minimum of 16 courses undertaken in officers own time	0.0	EHO/TSO
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)		7.32	

EHO = Environmental Health Officer

TSO = Trading Standards officer

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FOOD SAFETY & STANDARDS ACTION PLAN 2016/17 - DRAFT

Directorate: CUSTOMER AND COMMUNITY SERVICES	Service Manager: Levine Whitham /Ann Stewart – Team Leader
Division: Consumer Protection & Business Compliance	Budget: £350,000 (including Food Standards) £315k food & £35k Trading Standards, excluding on costs
Team: FOOD SAFETY & TRADING STANDARDS	Number of staff employed: 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>Service objectives:</p> <p>Protecting Food Safety; Income generation via the Primary Authority Scheme and commercialisation; Encouraging healthy eating and Supporting local businesses in Slough.</p> <p>Provide a value for money food safety service within the Food & 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.</p> <p>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.</p> <p>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.</p> <p>We have strong links to the council's Five Year Plan, which is indicated against each service activity below. The work of the Food Safety & Standards teams is essential in securing safe building blocks from which the council can deliver its plan. Without the basics, such as safe places to eat and protection against disease and food related illness, it would be impossible to build a safe, healthy and vibrant place to live, work or visit. We are the prerequisite for a fit and resilient borough.</p>	

Service activity	Priority & 5 YP outcome & statutory requirement	Targets	Key actions	Anticipated outcomes	Responsible officer	Timescale and measures
<p>Primary Authority (PA) and Compliance Support</p>	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p> <p>Income generation</p>	<p>Maintain PA income targets</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>Designated officers to work closely with PA businesses to:</p> <p>Develop open and close partnerships with PA clients</p> <p>Provide specific advice in relation to management systems & 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>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>Generate income</p> <p>Improved standards, efficiencies 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 & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards Officers</p>	<p>March 2018</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 management team</p>

			Liaise with other council departments in order to support business in more holistic way, supporting the Slough Open for Business model			
Income generation and commercialisation	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p> <p>Income generation & effective use of resources</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>Incorporate commercial and financial skills in officers' professional development</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 and promote 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"> • Primary Authority • Tailored business advice • Assessment of labelling/brochures/website • Pre-start up advice • Pre-Inspection support visits • Regulatory Health Check • Training & Talks • Training needs assessment • Analysis of statutory defence • Review of policy & procedures • Audit of systems • Support in achieving 5 FHRS • Supply of SFBB material • Buy with Confidence • Assured Trader Schemes • Funded projects from regional or national groups (TSSE/NTS) <p>Explore income streams such as charging for Food Hygiene Rating Scheme re-score visits</p> <p>Sent quarterly emails to all schools reminding them of their due food hygiene inspection date, and current</p>	<p>Generate income</p> <p>Improved standards, efficiencies and compliance within businesses</p> <p>Reduced the amount of regulation required by the council via business paying for support and improving standards before statutory inspections are undertaken</p> <p>Developed skilled workforce, with a range of business support abilities</p>	<p>Food & Safety Manager</p> <p>Trading Standards Manager</p> <p>All Food Safety & Trading Standards officers</p>	<p>March 2018</p> <p>Monthly Reports on hours and income generation</p> <p>Number of businesses given chargeable business support</p> <p>Number of businesses achieving 5 FHRS</p> <p>Time spent on regulation, and number of planning inspections achieved</p> <p>Number of hits on our website</p> <p>Number of</p>

			<p>FHRS, whilst offering a chargeable pre-inspection visit</p> <p>Develop easy to access payment services, including;</p> <ul style="list-style-type: none"> - Telephone and online payments - Chip & Pin HHD <p>Promote and advertise services, including working with other council departments, producing brochures, press releases, information on website and case studies</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 highlight best practice</p> <p>Explore whole package offers, including licensing and planning teams</p>			press released and publicity campaigns
Interventions with food premises in Slough	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for</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 defined in FSA CoP</p> <p>Deal with complaints and service requests in line with Customer Service Charter</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 & 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>Safer food businesses in Slough & increase in % of broadly compliant premises</p> <p>Reduced incidence of food poisoning</p> <p>Increase in proportion of premises achieving 3, 4 & 5 in the Food Hygiene Rating Scheme (FHRS)</p> <p>Consumers have greater information on</p>	<p>Food & Safety Manager</p> <p>Food Safety Team Leader</p> <p>All Food Safety officers</p> <p>TS/NET/ Licensing acting as</p>	<p>Ongoing until March 2018</p> <p>Monthly and Quarterly review</p>

	<p>our residents</p> <p>Statutory Requirement</p> <p>Income generation & effective use of resources</p>	<p>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 & inspected in line with risk and FSA CoP</p> <p>Offer business support options as detailed above</p>	<p>Recover costs for service of Hygiene Emergency Prohibition Notices, and Voluntary Closures</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>Enhance advice and signposting for businesses on SBC web site</p> <p><i>Added value:</i></p> <ul style="list-style-type: none"> - <i>Use professional curiosity when visiting premises to identify concerns and share intelligence with relevant bodies</i> - <i>Raise aware of CSE and safeguarding when visiting premises, by handing out leaflets and information</i> - <i>Assessing compliance with Smoke Free requirements</i> - <i>Identify H&S matters of concern and take appropriate action where necessary</i> 	<p>local business hygiene standards, so they can make informed choices on where to eat and purchase food</p> <p>Number of concerns raised and intel shared</p> <p>Number of businesses taking up chargeable business support</p>	<p>'eyes and ears'</p> <p>Support material from the FSA</p>	
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			<p>- <i>Assess pest activity and waste issues external to food premises and share intel with NET team</i></p>			
<p>Reactive Investigations, response to intelligence from other areas of work, food complaints & response to service requests</p>	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p> <p>Statutory requirement</p> <p>Income generation & effective use of resources</p>	<p>Respond to 100% of service request within 5 days and in line with customer charter</p> <p>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</p>	<p>Investigate service requests and where issues are identified use a full range of enforcement options to ensure compliance and safety</p> <p>Take a minimum tolerance approach to serious incidents, whilst managing customer expectations in line with Customer Charter</p> <p>Recover costs for service of Hygiene Emergency Prohibition Notices, and Voluntary Closures</p> <p>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</p> <p>Work in line with enforcement policy, prosecution template and internal procedures. Outcome from QA - in line with procedures</p> <p>Full range of enforcement options used, as appropriate in line with the enforcement policy</p> <p>Explore alternative enforcement opportunities on a case by case basis</p> <p><i>Added value:</i></p> <p>- <i>Work to support % increase in BC businesses</i></p>	<p>Safer food businesses in Slough</p> <p>Reduced incidence of food poisoning</p> <p>Consumers feel able to eat out and purchase food safely in businesses within Slough</p> <p>All Complaints and service requests dealt with in line with Customer Service Charter and Pledge</p>	<p>All officers</p>	<p>Ongoing until March 2018</p> <p>Assess during 1:1 meetings and Case Reviews</p> <p>Number of businesses and customers provided with regulatory support</p>

<p>Food Hygiene Rating Scheme</p>	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</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 & 1 FHRS scoring premises, to increase scores and hygiene standards, and their business potential</p> <p>Publicise the scheme monthly via tweeting 0 & 5 FHRS businesses, to increase peer pressure on low performing businesses to achieve higher scores</p> <p>Publicity campaigns around key dates, such as Valentines and Christmas to raise awareness of FHRS</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"> - <i>Work to support % increase in BC businesses</i> - <i>Support compliance businesses and target those seeking financial gain from non-compliance</i> - <i>Peer pressure to improve ratings and threat of adverse publicity</i> 	<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> <p>Number of publicity actions to raise customer awareness</p>
<p>Level 2 Food Hygiene Training Programme</p>	<p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p> <p>Income generation & effective use of</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 the council's Training & Development Team, and other private businesses</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"> - <i>Self funding training reducing delivery costs to SBC</i> - <i>Positive impact on BC %</i> 	<p>Improve food safety knowledge amongst food handlers, in turn improving food safety standards within businesses & increase in % of broadly compliant premises</p> <p>Supports businesses in regulatory compliance, including those with enforcement notices</p>	<p>Sandi Johal</p> <p>Support from all food officers</p> <p>Support material from training provider</p>	<p>March 2018</p> <p>Quarterly review</p> <p>Feedback from candidates</p> <p>Number of candidates taught and pass rates</p>

	resources	<p>Maintain procedures required for an accredited training centre</p> <p>Maintain the high standard of course delivery currently achieved</p> <p>Provide quick and easy payment methods</p>		served		
Imported food controls	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p> <p>Statutory requirement</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>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</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 & safety Manager</p> <p>All officers to support</p>	<p>March 2018</p> <p>Quarterly review</p> <p>Number of imported food consignments checked and notices serviced</p> <p>Number of inland food investigations undertaken & notices serviced</p>

	<p>Income generation & effective use of resources</p>		<p>and elsewhere</p> <p>Issue of export certificates to businesses inside and outside Slough, regarding the export of foods outside the EU</p> <p>Issue organic certificates to imported organic food were requested</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"> - <i>Slough community, the rest of the UK and other EU countries are protected against illegal and hazardous imports from third countries</i> 			
<p>Sampling</p>	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>Statutory requirement</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 focus on high risk</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 suggests necessary</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 2018</p> <p>Quarterly review</p> <p>Number of samples taken</p>

		and local needs				
Infectious Disease Notifications & Control	3. Slough will be an attractive place where people choose to live, work and visit Statutory requirement	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 2018 Quarterly reviews
Food Standards Inspections and work	3. Slough will be an attractive place where people choose to live, work and visit 5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents Statutory requirement	Target: 100% of high risk businesses 50% of Medium Risk Premises to be inspected. To be monitored monthly Target: 100% of unrated premises to be inspected and rated. Target: Carry out Intel led meat traceability project to establish which food operators are gathering the	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 To tackle Food Fraud Secure improvements where there are evident concerns, taking enforcement action where compliance is poor; in line with the council's business growth	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 Safety the aim will be to provide consumers with greater information on food standards and local business hygiene	Trading Standards Manager/ Food Standards Lead Officer Food Safety Team Leader All TS Food officers FS/NET/ Licensing acting as	Ongoing until March 2018 Monthly and Quarterly review

		<p>appropriate documentation to verify the authenticity of their food products. Calculate amount of traders brought into compliance</p> <p>Target: 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 registrations are risk assessed & inspected in line with risk and FSA CoP</p>	<p>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 above</p> <p>Publicise enforcement action taken against non compliant premises as a deterrent to other businesses and incentivise improvements</p>	<p>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>'eyes and ears'</p> <p>Support material from the FSA</p>	
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		Offer business support options as detailed above	Enhance advice and signposting for businesses on SBC web site Focused interventions and sector specific projects on high risk premises or where local intelligence suggests necessary <i>Added value:</i> <ul style="list-style-type: none"> - <i>Assessing compliance with all consumer protection legislation</i> - <i>Identify matters which may be relevant to other services</i> 			
<p>Becoming an enabling authority – providing self help and links to guidance and support</p> <p>Promotion of food hygiene issues and involvement in joint projects with other partners</p> <p>Community engagement</p>	<p>3. Slough will be an attractive place where people choose to live, work and visit</p> <p>5. Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents</p>	<p>Increasing the number of users accessing the council website for information and self help</p> <p>Increase enquires to the team via foodandsafety@slough.gov.uk</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>Increase awareness of food</p>	<p>Publicise and direct users to council's 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 & 5 FHRS</p> <p>Participate in the FSA national food safety week campaign</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</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 foodandsafety@slough.gov.uk</p>	<p>Food & safety Manager</p> <p>All officers to support</p>	<p>March 2018</p> <p>Quarterly review of information on website</p> <p>Number of website hits</p> <p>Feedback from website users</p>

		<p>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 options</p>	<p>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>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"> - <i>Improve awareness and compliance of food safety and standards issues</i> - <i>Supports Income generation</i> 			
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<p>Mobile and agile working</p>	<p>Effective use of resources</p> <p>Use digital technology to provide smarter services for people and businesses</p>	<p>Undertake routine inspections, both in food safety and standards, on a hand held device that reduces inspection time and administration burden</p> <p>Ultimate vision is that staff working within CP&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 and generates a report, removing the need to return to the office</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>Try to source, or assist in the 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 what they would appreciate and value. Ensure this works both for the individual and the business</p>	<p>Create efficiencies and savings</p> <p>Take an enterprise approach to mobilizing staff</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"> • Visibility of a full day / week schedule • Required job details are available of the mobile device • All relevant forms are prepopulated and ready to be completed • Receive any special instructions or notifications • Refer to previous notes and correspondence • Consult standards and regulations • Record time it takes to undertake job • Capture images if required and attach them to case record 	<p>Trading Standards Manager</p> <p>Food Safety Manager</p> <p>All officers to support</p>	<p>March 2018</p> <p>Quarterly meetings to assess progress</p> <p>Any forms and procedure change addressed at team meetings/121's</p>
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				<ul style="list-style-type: none"> Record signatures staff in real time 		
<p>Safeguarding and intelligence sharing</p>	<p>1. Our children and young people will have the best start in life and opportunities to give them positive lives</p> <p>3. Slough will be an attractive place where people choose to live, work and visit</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 & RBFERS</p>	<p>Use 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 & Safety Manager</p> <p>All officers to support</p>	<p>March 2018</p> <p>Monthly review and feedback to Head of Service in CP&BC monthly meetings</p>

<p>Looking ahead</p>		<p>Horizon scanning; providing a forward thinking service and fulfilling statutory obligations</p>	<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>Identification and registration (where appropriate) of primary producers of food (as identified in FSA National Enforcement Priorities)</p> <p>Continue to participate in the Food Standards Agency's Regulation Our Future work with representation on the Expert Advisory Group (Professionals). Keep abreast of the future of the Delivery of Official Controls in light of the ROF and Brexit agendas and align our services accordingly</p> <p>Work with Adult Social Care to identify Domiciliary Care Providers and ensure that they are registered as Food Business Establishments where appropriate</p> <p>Building links with other teams within the Council to ensure that changes in business ownership and nature and identified and acted upon in a timely fashion</p>		<p>Food & Safety Manager, Food team Leader and Enforcement Team Leader</p>	<p>Ongoing</p>
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