



Official Feed and Food Control Service Plan 2019/20



July 2019

Contents

Introduction

1. Service Aims and Objectives

- 1.1 Aims and Objectives
- 1.2 The Corporate Aim

2. Background

- 2.1 Profile of the Area
- 2.2 Organisational Structure
- 2.3 Scope of the Regulatory Services Team
- 2.4 Demands on the Regulatory Services Team
- 2.5 Enforcement Policy

3. Service Delivery

- 3.1 Interventions by Regulatory Services Officers for Food and Feeding Stuffs
- 3.2 Regulatory Services Group Food and Feed Complaints
- 3.3 Primary Authority Partnership and Home Authority Scheme
- 3.4 Advice to Business
- 3.5 Feeding and Food Sampling
- 3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease
- 3.7 Incidents
- 3.8 Liaison with Other Organisations
- 3.9 Promotional Work and other Non-Official Controls Interventions for food and feed

4. Resources

- 4.1 Financial Allocation
- 4.2 Staffing Allocation
- 4.3 Staff Development Plan
- 4.4 Projected Resources Required to Deliver Programme

5. Quality Assessment

- 5.1 Quality Assessment and Internal Monitoring

6. Review

- 6.1 Review Against the Service Plan 2018-19
- 6.2 Identification of any Variation from the Service Plan 2018-19
- 6.3 Areas for Improvement

Annex 1 – Food Service Portfolio

Annex 2 – Sampling Programme

Introduction

The Service Plan was compiled by the Regulatory Services Group of Southend-on-Sea Borough Council.

The Service Plan is structured in accordance with the service planning guidance contained in the Framework Agreement on Local Authority Food Law Enforcement. Powers to enable the Agency to monitor and audit local authorities are contained in the Food Standards Act 1999. In accordance with this guidance the plan is submitted to the relevant member or senior officer forum for approval to ensure local transparency and accountability.

The purpose of the Service Plan is to ensure that national priorities and standards are addressed and delivered locally in accordance with the relevant codes of practice and guidance. It is intended to ensure transparency and accountability and detail the contribution that the Group makes to the ambition for the Council.

1. Service Aims and Objectives

1.1 Aims and Objectives

The delivery of the plan aims to:

- Ensure that the highest achievable levels of food control (food safety, standards and feeding stuffs) are maintained throughout the Council.

The objectives are to:

- Ensure hygienic conditions in the sale, preparation, manufacture and storage of foodstuffs and feeding stuffs;
- Ensure the wholesomeness and appropriate labelling/composition of foodstuffs and feeding stuffs within the Borough;
- Focus on a risk-based approach to inspections and enforcement activity in accordance with the Regulatory Services Enforcement Policy;
- Administer the legislation in compliance with the approved codes of practice and related official guidance;
- Promote a greater knowledge and understanding of food safety and nutrition within Southend-on-Sea Borough Council;
- Continue participation in the Food Hygiene Rating Scheme (FHRS);
- Work with Public Health England (PHE) to deliver improved health outcomes for residents, visitors and those working in Southend;
- Focus on the local enforcement of illegal oyster harvesting.

1.2 The Aim of the Service is to support the Council's objectives to:

Contributing to a Southend in which people can be proud of with services supporting the safety and wellbeing of those who work, live and visit the town. To help businesses grow through assisting and supporting these businesses so that they bring prosperity to the town. This will be achieved through reflecting these objectives at appraisals and integrating the service across the organisation.

2 Background

2.1 Profile of the Area

The Council is a unitary authority. It is a seaside town which is a tourist destination with local shopping areas and a thriving town centre covering 6,785 hectares. It is the closest seaside resort to London and is located within the Thames Gateway region and has over 6 million visitors each year. There are seasonal businesses within the town and the Council actively promotes events in the Borough to support the prosperity of the town.

The total population estimate for 2017 for the Council was 181,800. In 2016 the Business Survey identified, of those that responded, the main activity of their organisations as:

Main Activity	%
Wholesale and retail sector	22
Manufacturing	11
Finance	9
Construction / Building / Renovation	8
Health and Social Care	8
Food / Accommodation	7

There has been an increase to 67 percent of family run businesses with just over three quarters of businesses having between one and five employees. 20 percent of businesses surveyed rated tourism as important to their success rising to 40 percent for those businesses within the food/accommodation sector.

27 percent of Food/accommodation business reported having recruitment difficulties in the last 12 months. Whilst 66 percent of businesses were aware of all of the business support that the Council could provide only 23 percent found the Council useful to them. 41 percent of businesses indicated that they would be willing to pay for business advice of which only one percent of all businesses identified food safety as an area that advice was required.

2.2 Organisational Structure

(Annex 1) The Council structure together with details of responsibilities for food and feed.

The Council sends food for microbiological examination to the Public Health Laboratory (PHE) Laboratory at Colindale via a collection service.

<p>Public Health England Food Water and Environmental Microbiology Lab</p> <p>61 Colindale Avenue London NW9 5EQ</p> <p>0208 327 6548 /6550</p> <p>Fax: 020 8327 6542 fwem@phe.gov.uk</p>	<p>Consultant of Communicable Disease Control (CCDC), PHE East of England, Health Protection Team,</p> <p>Second Floor, Goodman House, Station Approach, Harlow CM20 2ET</p> <p>Tel: 0300 303 8537 Fax: 01223 724499</p> <p>Email: EastofEnglandHPT@phe.gov.uk</p> <p>Secure email mailto:phe.eoehpt@nhs.net</p>	<p>Stool Samples Pathology First at Southend University Hospital NHS Foundation Trust, David Marquis Information Manager.</p> <p>Consultant Microbiologists: Dr J Ahmed, Dr J Elfick, Microbiology Dept Prittlewell Chase, WOS, Essex SS0 0RY</p> <p>01702 435555 (Switchboard) hospital all initial pathology calls to: 01268 968287 (lab administration at Hub</p> <p>general queries mail to: david.marquis@pathologyfirst.co.uk</p> <p>secure queries david.marquis@nhs.net</p>
--	--	--

The appointed Public Analysts for feed and foods are located at:

<p>Feed Agricultural Analyst – Mr Jonathon David Griffin</p> <p>Kent Scientific Services 8 Abbey Wood Road Kings Hill West Malling ME19 4YT</p> <p>Tel: 03000 41 51 00 kss@kent.gov.uk</p>	<p>Food Public Analyst – Duncan Arthur</p> <p>Public Analyst Scientific Services Limited 154 Business Park Valiant Way Wolverhampton WV9 5GB</p> <p>Tel: +44 (0) 7734 383707 (Direct) +44 (0) 1902 627238 (General)</p>
---	---

2.3 Scope of the Regulatory Services Team

The Regulatory Services Team is part of Public Protection which is within the Department for Place. The team aligns the delivery of its services to 2050 objectives. This will be through supporting those living, working and visiting the Borough to stay safe and well when visiting businesses throughout the Borough. It will also assist businesses to prosper by supporting compliant businesses and targeting resources to the less compliant businesses.

With respect to food and feed the responsibilities of the Group are to:

- Undertake proactive food safety and standards inspections;
- Undertake proactive feed inspections;
- Deal with imported food and feed matters;
- Investigate complaints about food and feed;
- Investigate complaints about food and feed premises;
- Investigate food poisoning and infectious disease referrals/complaints;
- Deal with health and safety and public health matters at food premises related to drainage, industrial noise and rubbish;
- Respond to emerging public health issues;
- Respond to reports of illegal oyster harvesting;
- Provide consultation recommendations on planning, licensing and event applications;
- Assist with the delivery of the PHE agenda regarding healthy eating and the Responsibility Deal;
- Provide business advice.

2.4 Demands on the Regulatory Services Team

The Service uses Uniform database which is supported by IT and linked to the property gazetteer.

Food Premises profile as at 31st March 2019.

Type of Premises	Number
Primary Production	2
Manufacturers / producers* (includes cake makers - home caterers)	115
Distributors	11
Retailers	404
Restaurants / other caterers	1247
Importers	5
Total	1784

Food Hygiene Inspections:

FSA Category	No. of Premises	Frequency Required	Due 2019-20	Overdue
A	4	Every 6 months	8	0
B	88	Every 12 months	88	0
C	371	Every 18 months	229	0
D	580	Every 24 months	252	46
E	503	Alternative enforcement or every three years	76	274
Awaiting Inspection, includes overdue*	Within 1 month		67	
Not in programme ⁺	174			
Total Inspections due as at 01/04/19			1,040	

**Fluctuation in year as new premises register and are inspected which will affect the number of premises due for inspection in year compared to the start of the year.*

+Includes premises undertaking very low risk activities e.g. selling pre-packed bars and providing teas and coffees.

The figures also include previously registered child-minders who have extended activities to cater for more than 5 children. This group is routinely inspected by Early Years. It also includes Home-caters where we have undertaken information gathering to identify low risk premises.

The Food Law Code of Practice (FLCoP) requires that Category A and B food hygiene, Category A food standards and non-compliant C premises be subject to an inspection, partial inspection or audit at the required interval. Broadly compliant C risk food hygiene premises and broadly compliant B risk food standards can alternate between inspection, partial inspection audit and other Official Controls.

Category D risk premises can only alternate between an intervention which is an Official Control, and an intervention that is not an Official Control, if the potential hazard element is less than 30.

Premises rated E for food hygiene and C for food standards can be subject to an alternative enforcement strategy.

Approved Food Premises:

Types	No. of each Type
Cockle Processing	4
Fishery Products	4
Meat Products	1
Cold Stores	2

Food Standards Inspections:

FSA Category	No. of Premises	Frequency Required	Due 2019-20	Overdue
A	0	Every 12 months	0	0
B	153	Every 24 months	31	37
C	1370	Alternative intervention or every 5 years	91	227
Awaiting Inspection* includes overdue			87	
Not in programme	174			
Total Inspections due as at 01/04/19				473

Feed Premises Inspections:

We have been co-ordinating with other authorities through the National Trading Standards Board (NTSB) and the Food Standards Agency (FSA) to ensure that regionally animal feed enforcement is effective and there are risk-based controls in place across the Region.

From 1 April 2019, delivery of the NTS Feed inspection programme, including the role of the lead Feed Officer role has been contracted out to Essex Trading Standards for a period of 2 years 19/20 and 20/21 covering the current NTS funded programme.

The Council had 22 businesses registered under the Feed (Hygiene and Enforcement) Regulations 2005, for feed inspections as at 31 December 2018. These are either manufacturers of animal feedstuffs or they are retail premises which distribute food on for feed purposes and one distributor.

Feed Premises Profile as at 31 December 2018:

Category of Premises	No.
Distributor R05	1
Pet Food Manufacturers R06	2
Supplier of Surplus Food R07	19
Total	22

The Desktop Exercise for 2019/20 identified that five of these premises must be incorporated into the inspection programme as required by the FSA's Feed Law Code of Practice (England) as detailed below.

Inspections due 2019/2020

Category	No. In category	Due 2018-2019	Number planned
R5	1	1	1.0
R6	2	2	1.0
R7	19	4	3.0

The uncertainty regarding EU Exit arrangements and the requirement for the food and feed service to consider support for businesses that may be necessary, both in the event of arrangement in place for leaving the EU and the eventuality of leaving with no deal. This will include the facility for providing health certificates for businesses exporting to the EU, consideration of change of status and responsibilities for distributors who may now have importer responsibilities.

Concerns continue to be raised regarding the harvesting of oysters from the foreshore. There are allegations that these oysters are entering the food chain without the required controls in place.

Regulatory Services will respond to incidents of food fraud with respect to counterfeit products and to emerging public health issues.

Regulatory Services undertake sampling around the National Priorities identified in the FSA's Guidance on the food sampling programme and sampling priorities for the Council and for the priorities identified through the Regional Strategic Assessment and EETSA priorities. There is no funding available for imported foods and no identified sampling programmes for feed this year. There is funding available for sampling in the event of a no deal exit from the EU to support businesses and protect consumers from emerging risks.

Service Requests:

Respond to requests for service, including business advice and infectious disease. It is anticipated that demand will be similar to requests received last year, see section 6.1.

In the event of a No Deal EU Exit Regulatory Services will prioritise requests from businesses to assist them with export requirements for food and feed. In the event of a Deal business advice will also be provided to assist them with changes to regulatory requirements.

Officers are located in the main Civic Centre, Victoria Avenue. The service responds to inspections outside of normal hours. There is a contact centre which can receive emergency calls and is staffed 24 hours.

The Council is a seasonal location with impacts on the transient nature of the businesses in the borough. The seasonal nature of the town also means that businesses will follow the weather pattern and not necessarily a seasonal pattern of opening.

2.5 Enforcement Policy

The Regulatory Services Enforcement Policy was approved by the Council in 2015. This policy was developed and consulted on; meeting the requirements of the Legislative and Regulatory Reform Act 2006 and the Regulator's Code.

Regulatory Services is participating in the Better Business for All agenda working with the Growth Hub and across Essex authorities to better understand businesses needs to assist them with compliance.

3 Service Delivery

3.1 Interventions by Regulatory Services Officers for Food and Feeding stuffs

Details of inspections due in each category are listed in 2.4. Regulatory Services Officers will prioritise for inspection premises which are:

- A and B rated for food hygiene;
- A rated for food standards;
- Approved food premises: The premises approved for processing shellfish will be inspected at the start of the season and other approved premises where due. Inspections may also be increased to respond to support businesses to export in event of identified EU Exit requirements;
- Feed establishments identified through the Desktop Study for inspection through the National Trading Standards Board (NTSB);
- C rated food hygiene, targeting those which are non-compliant;
- D rated food hygiene, targeting those which are catering or overdue in the first instance;
- Revisits at premises where notices have been served;
- Food hygiene revisits at premises with either a compliance score of 15 or higher for hygiene or structure; or a confidence in management control procedures rating of 20 or higher;

- Food standards revisits at premises either with a current compliance score of 40 or a confidence in management control system score of 30;
- Requests made under the FHRS for re-score visits, appeals and right to reply;
- Requests for service to assist businesses with respect to a No Deal EU Exit.

Regulatory Services Officers for food and feed are authorised in line with qualification and competency requirements detailed in the respective Codes of Practice. Those inspecting for food are allocated interventions by ward(s) in which they co-ordinate inspections, complaints, planning, event applications and the inspection of new premises. Co-ordination of feed is through the Lead Feed Officer.

Officers have access to expertise and peer support through attending local liaison group meetings, detailed in section 3.8.

Suitably qualified and competent Enforcement Officers will support the service where possible.

All high-risk food standards are prioritised for inspection each year. All other food standards inspections will be completed at the same time the food hygiene inspection is due, overdue or likely to be due before the next food hygiene inspection.

All new premises will be evaluated in accordance with the risk they represent. New premises should be inspected within 28 days of registration. Where this is not possible those undertaking high risk activities will be prioritised over low risk inspections.

Questionnaires will be used to assess Home caterers to determine the activities being undertaken and the inspection prioritised where high risk activities are being undertaken. Inspections at premises undertaking lower risk activities will be undertaken where resource is available.

It is proposed to undertake an alternative enforcement strategy for E risk premises to establish whether the risks have changed.

It is also planned to review the premises listed as having no inspectable risk. The majority of premises listed as no inspectable risk are registered childminders. This group is already subject to controls through pre-commencement conditions, ongoing training and routine visits by the Early Years Team. It is planned to review this arrangement to determine whether Regulatory Services needs to hold their details on our database and whether an intelligence-based approach for interventions can be developed. All other premises listed as having no-inspectable risk will be reviewed.

Enforcement Officers will assist in alternative interventions for other premises and sampling.

Regulatory Services Officers who inspect food premises also undertake:

- Health and safety interventions and inspections. Health and safety inspections will be undertaken in line with the Health and Safety Executive priorities for

proactive inspections. They will also be undertaken where matters of evident concern are noted;

- Public health and nuisance complaints at food premises;
- Responses to planning applications for food premises;
- Healthy eating interventions.

Regulatory Services Officers who inspect food premises also undertake activities relating to:

- Consumer Protection;
- Product Safety;
- Fair Trading;
- Weights and Measures.

Regulatory Services supports the Safety Advisory Group process for events to ensure that compliant caterers operate at these events. Caterers at these events will normally be those rated 3, 4 and 5 under the FHRS.

Where inspections of mobile traders are carried out at events or markets outcomes will be reported to their registered local authority in line with the FLCOP. Similarly reports from other local authorities regarding mobile traders registered with Southend-on-Sea Borough Council will be used to inform ratings.

Regulatory Services Officers for food safety, standards and health and safety, will determine whether additional pro-active inspections are required within their inspection areas.

The Council will continue to participate in the FHRS to promote transparency and enable individuals to make informed choices about where they eat.

The Council will continue to utilise and develop the Uniform database to improve reporting capability.

3.2 Regulatory Services Group Food and Feed Complaints

The demand on the service for 2019-20 is detailed above in 2.4. It is anticipated that the number of complaints received in 2019-20 will be similar to those received in previous years.

All food complaints will be allocated in accordance with Officers inspection area and for feed to the Lead Feed Officer for onward referral to Essex County Council. Investigations of service requests/complaints will be based on intelligence and will be proportionate to the risk.

3.3 Primary Authority Partnership and Home Authority Scheme

The Council does not have any formal arrangements in place for food hygiene, standards or feeding-stuffs. The Enforcement Policy requires all Officers to give consideration to any

partnerships and formal intervention strategies prior to taking enforcement action. As part of an informal Home Authority arrangement this authority will continue to undertake sampling for examination of the cockle processing establishments in liaison with the City of London Corporation Port Health Authority.

All Officers have access to the Primary Authority Scheme website and will adhere to inspection plans or priorities identified through this scheme.

The team will explore Primary Authority opportunities during the coming year. Training on the scheme has already been arranged to support this activity.

3.4 Advice to Business

The level of demand from businesses last year is included in section 2.4 but does not take account of advice given during inspection. Advice to businesses will continue to be given particularly in respect of EU Exit issues, and to our obligations under both the FHRS and the Regulators' Code to assist businesses to grow, and for those within the FHRS to achieve a higher rating.

Ad-hoc advice will be given on request and where necessary businesses will be advised of specialist support that they can obtain for themselves. Further improvements will be made to the Council's web pages to provide advice to businesses and links to other providers of businesses.

Regulatory Services has supported the Economic Development team (EDT) by providing advice at events organised by EDT. The team has also supported businesses through bringing attention to grants that are available for business development and energy efficiency.

Details of what to expect during an inspection are included on the reverse of the inspection report which is left on site following an inspection together with the officer's contact details. Advice is also given on any further correspondence and will include the officer's contact details.

3.5 Feed and Food Sampling

The food sampling policy is set out in the Food Team Manual. The Regulatory Services Team will continue to participate in the Essex Food Group programme as well as take samples to support local work. It is planned that sampling will be undertaken in accordance with the sampling plan (Annex 2). Enforcement Officers support this work.

PHE continues to provide a free allocation for microbiological sampling but there is no funding available this year from the FSA to support national priorities. Where resources allow the team will participate in the East of England Trading Standards Association (EETSA) programme undertaking compositional food sampling and standards as well as taking samples in support of local work. The team will complete a local project for imported foods. Where necessary sampling will be undertaken to support businesses with respect to EU Exit and where there are emerging risks.

The details for the returns of the sampling information will be uploaded manually to the Local Authority Enforcement Monitoring System (LAEMS) return.

Samples for food examination will be submitted to PHE Laboratory at Colindale and samples for food to Public Analyst Scientific Services Limited. The nominated Agricultural Analyst for feed is the same as Essex Trading Standards (ETS), so that any samples taken on our behalf will be submitted alongside ETS samples.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

Investigations will be undertaken of outbreaks; other incidents of suspected food poisoning will be monitored and responded to if necessary. The demand for last year is detailed in 2.4 and it is expected to be similar for this year. There are working instructions that detail the responses to be made. The Council has signed up to the Memorandum of Understanding Outbreak Control Plan.

Pandemic flu or similar will increase the demand on time and will result in a reduction in the pro-active programme.

Incidents

Regulatory Services continues to respond to incidents of illegal harvesting of oysters from the foreshore. Oysters are removed from the food chain where commercial harvesters have been unable to demonstrate that the oysters will be subject to the correct controls.

There are working instructions for incidents in the Food Team Manual and the Feed and Food Law Codes of Practice. Where required by the FSA or the Department for the Environment, Food and Rural Affairs (DEFRA) resources will be provided which will result in a reduction in the pro-active programme.

Resource may also be required to support the Council's emergency control plan.

3.7 Liaison with Other Organisations

The Council will continue to participate locally in liaison arrangements with:

- The Essex Food Liaison Group (including microbiological sampling);
- EETSA Food Group;
- EETSA Feed Group;
- Essex Occupational Health and Safety Group;
- Thames Liaison Group for Shellfish;
- Food Hygiene Focus Group;
- Essex Environmental Health Managers Group;
- Public Health England;
- Planning Major Projects Board.

The Council will work with national bodies as appropriate, Food Standards Agency, Chartered Trading Standards Institute, Chartered Institute of Environmental Health,

Department for Environmental, Food and Rural Affairs, Department for Business, Energy and Industrial Strategy, Local Government Association.

3.8 Promotional Work and other non-official controls interventions for food and feed

Participation will be as part of a larger exercise organised nationally or through Essex County, these will be evaluated in line with corporate objectives.

Support of initiatives identified through the public health agenda including those identified in action plans for Health and Wellbeing. This will include, the promotion of the Healthy Eating Awards and delivery of the Responsibility Deal with PHE where funding has been made available.

Regulatory Services will also participate in:

- Health Promotion Events organised by SBC;
- Targeted events.

Any promotional work undertaken will be evaluated to measure its effectiveness.

The service has supported targeted area joint operations which have been arranged between the Council and partners, scheduling statutory activities at these locations on these days.

The team utilises resources to support leisure events across the town, though participating on the Safety Advisory Group and inspecting at events previously identified as higher risk.

4. Resources

4.1 Financial Allocation

	£ Budget 2019-20
Travel and Subsistence	2,120
Equipment	0 (there would be budget available is required)
IT & Legal (included in management, administration and technical services)	0 (there would be budget available if required)
¹ Sampling Budget	7,000
Staffing Costs	216,00
Additional funding from Centre (oyster enforcement)	11,300

⁽¹⁾Microbiological samples are taken as part of our free allocation with PHE.)

4.2 Staffing Allocation

Staff	FTE 2015-16	FTE 2016-17	FTE 2017-18	FTE 2018-19
Management Food and Feed	0.5	0.5	0.5	0.5
Regulatory Services Officers Food	3.7	3.7	3.7	3.5
Enforcement Officers Food	0.52	0.49	0	0.5
Contracted food inspections	Not recorded	0.31	0.35	0.3
Total Officers	4.72	4.9	4.55	4.8
Administration	1.1	0.6	0.6	0.6
Regulatory Services Officers Feed	0.03	0.09	0.09	Contracted service out

4.3 Staff Development Plan

Training will be identified as part of the appraisal system to meet the needs of the service to be delivered. Registered Environmental Health Practitioners are responsible for managing their own CPD training which will mostly be provided externally and funded by the Council.

Continued assessment of competencies in line with the Code of Practice is undertaken as part of the Council's appraisal system.

Officers who support areas of food, feed, infectious disease and legal processes will receive appropriate training which will be provided both in-house and externally as appropriate.

One Enforcement Officer is undertaking work to complete their log book. Officers will be supported to complete log books, their learning portfolios and professional interviews. Support will be given to these trainees to help them to achieve their registration.

4.4 Projected resource required to deliver programme

Activity (does not include Business Support time)	FTE
Food Hygiene Inspections	1.86
Approved Premises	0.04
Food Standards (if undertaken at time of food hygiene inspection)	0.4
Revisits to check compliance / FHRS	0.03
Service Requests	0.4
Events applications	0.23
HA / Primary Authority	0.01
Advice to Business	0.21
Formal action	0.1
Co-ordination liaison	0.07
Promotional work	0.01
Sampling activities	0.11
Food poisoning (does not take into account outbreak)	0.23
Incidents (including illegal harvesting of oysters)	0.5
Training for competency (Code of Practice requirement) & internal	0.13
Auditing	0.05
Management of activities (service and improvements)	0.9
Total Food (excluding dedicated administration)	5.46
All Feed Activities	0.09

There is resource available to undertake contracted food inspections to assist with meeting the FLCoP requirements on high risk interventions to be completed in year. Feed inspections are being funded through the EETSA Feed Group.

5 Quality Assessment

5.1 Quality Assessment and Internal Monitoring

The Council participated in the Essex Food Group internal audits against the Brand Standard in 2015. An action plan was developed and implemented. Audit procedures were updated to include checks for Brand Standard compliance. The team continues to participate in the data cleansing programmes managed through the FSA and has completed all exercises this year.

The FSA undertook a thematic audit of the Council's food enforcement programme in December 2012. An Action Plan was agreed with Council and has been implemented. Progress against the Action Plan has been reported to the FSA. The audit review by the FSA was completed in April 2014 and the service has been signed off as compliant.

A Data Protection Audit took place in November 2012 and there were no issues raised.

There is an internal audit team within the Council who select areas for review on an annual basis. There is also Member scrutiny through the scrutiny process as appropriate. An audit

of the Regulatory Services restructure was carried out during 2013 and a further audit is to be scheduled.

6. Review

6.1 Review against the Service Plan 2018-19

There is continued support for report writing and there are a range of performance reports available.

Food Safety:

FSA Category	Numbers Due	% Achieved
A	5	100
B	99	100
C	287	100
D	362	87
E	326	16
Unrated (includes changes in year)	184	74

There have been difficulties in recruiting to vacant posts for some time within the food team and have had to resource additional contracted inspections to assist with the programme. 100 percent of all A, B and C rated inspections for food hygiene were completed this year and whilst the percentage of D rated premises inspected was lower than last year, all premises undertaking higher risk activities were inspected.

Priority was given to targeting the high risk interventions required and responding to customer complaints. This has resulted in the alternative enforcement strategy for E-risk premises and the review of no inspectable risk premises not being completed as anticipated.

74% of unrated food hygiene inspections and 69% of food unrated food standards inspections were completed, these premises were prioritised. The majority of those that were not inspected were assessed by the team as undertaking low risk activities.

Food Standards:

FSA Category	Numbers Due	% Achieved
A	1	100
B	92	60
C	646	65
Unrated (includes changes in year)	123	68

Food standards inspections were not targeted in line with the Service Plan, apart from the A-risk premises. Medium and low risk food standards inspections are completed at the same time as the food hygiene inspections. The team continued to prioritise food standards inspections that were due, overdue, or due before the next food hygiene inspection.

All A-risk premises were inspected; there was a reduction in the % of B risk inspections achieved and a slight increase in the % of C risk inspections achieved. There were more unrated food hygiene inspections completed than food standards inspections. Monitoring will be undertaken to ensure that both initial inspections are undertaken at the same time.

Feed Premises Profile as at 31 December 2018 (for the 2018-19 inspection programme):

Category of Premises	No.
Pet Food Manufacturers R06	4
Supplier of Surplus Food R07	19
Distributor R05	1
Total	24

Inspections completed in line with the desk-top study at 31 December 2017

Category	No. In category	Due 2017-2018	Completed	% Achieved
R7	19	3	3	100
R6	5	1	1	100
R12	1	0	0	100

To resolve the time element of the training and enforcement for feed this part of the service has been contracted out.

Enforcement in Food Premises:

	2018-19	2017-18	2016-17	2015-16
Prosecutions	0	0	3	0
Simple Cautions	0	0	0	1
Improvement Notices	9	7	17	15
Prohibitions & Voluntary Closures	0	3	1	0
Seizure and Detentions (including voluntary surrender)	8	11	12	15
Remedial Action and detention notices	0	0	0	1

The team continues to disrupt the illegal harvesting and undertakes voluntary surrenders of oysters from the seafront. There has been an increase in the number of improvement notices served to remedy contraventions.

Requests

	2018-19	2017-18	2016-17	2015-16
Food Safety and Standards	555	619	701	553
Infectious Disease	221	254	201	284

Sampling

	2018-19	2017-18	2016-17	2015-16
<i>Microbiological Samples Taken</i>	188	164	215	214
<i>Analytical Samples Taken</i>	0	0	13	34

There was a slight increase in the number of microbiological samples taken and team continues to support national schemes and local priorities. There were no samples taken for analytical testing and there were no samples required to be taken for feed analysis in 2018-19.

Improvements have been made to the integration of service requests with the Uniform system and there is currently an online integrated development project underway for reporting complaints. There are procedures in place for the use of the system and enhanced reporting tools available.

Questionnaires continue to be used as a method of assessing the risk of the activities of unrated Home Caterers. This group tends to operate sporadically and often do not continue their operation. Undertaking the questionnaires enables the team to target the higher risk activities for inspection within 28 days of opening. Home Caterers already on the inspection cycle will be inspected in line with the priorities detailed in 3.1. Home Caterers assessed as undertaking low risk activities will be inspected outside of these time scales.

The Council has continued to participate in the FHRS. Support has been given to the national campaigns around raising the profile of this scheme and has undertaken data cleansing exercises as required by the FSA.

The Council has continued to use of Social Media through a Facebook page to inform business of emerging issues, including reinforcing the FHRS; publicising campaigns and informing members of where a business achieves a five under that scheme.

There has been a contribution through working with PHE, providing details of suitable premises for healthy eating interventions. GIS mapping has been developed to enable PHE to see the proximity of take-away premises to schools and play areas so that further targeting can be carried out.

Officers have continued to support enforcement activity in relation to illegal oyster harvesting and disrupting that activity.

There is continued support of the Safety Advisory Group which provides guidance to event applicants.

The service has undertaken a review of the animal feed arrangements and has formalised an arrangement with Essex County Council to deliver the NTS animal feed inspection programme.

6.2 Identification of any Variation from the Service Plan 2018-19

An alternative intervention strategy was not been implemented for E rated premises because of an unfilled post.

The service has been carrying vacancies through the year. The contracted inspection programme has been formalised with a 3 year arrangement with a provider. There has also been acting up opportunities within the team where cover has been required.

6.3 Areas for Improvement

- Continue to improve the use of the database;
- Continued improvement of remote working facilities to integrate paperwork for inspections;
- Improved reporting tools are being developed for performance management purposes;
- Continue to maximise use of Uniform;
- Utilise Uniform to report electronically the sampling element of the LAEMS;
- Standardising work where possible and process improvements.
- Continue to vet and prioritise new premises inspections;
- Training of Officers to support work areas and identified competency requirements;
- Determine where 'other official controls' are possible and how IT would need to be mapped to report this;
- It is planned to review the arrangement for childminders to determine whether Regulatory Services needs to hold their details on our database and whether an intelligence-based approach for interventions can be developed;
- Develop the process for alternative enforcement for low risk food hygiene interventions and to include an alternative enforcement approach for food standards;

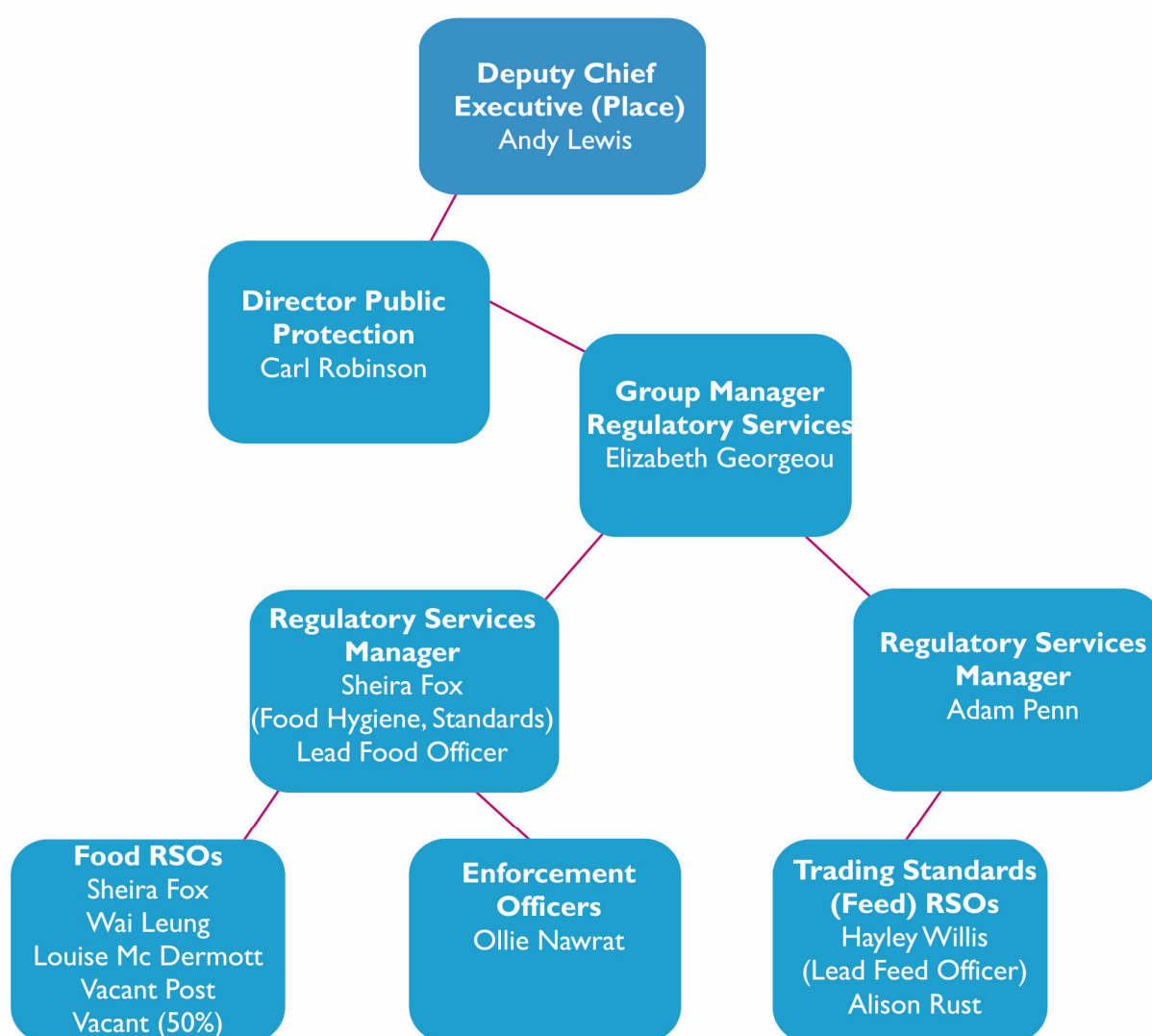
- Work with businesses to identify service needs, including the continued participation in the Better Business for All agenda;
- Integration on Uniform for all feed establishments and process controls.

Leader and Cabinet Portfolio for Community Safety:

Leader Tony Cox

Community Safety: Daniel Nelson

Food Service - Officers undertaking food work only



SOUTHEND-ON-SEA BOROUGH COUNCIL
SAMPLING PROGRAMME; 1st April 2019 – 31st March 2020

Samples will be collected from the reception or post room around 3.30pm.

Sampling will take place fortnightly, unless otherwise agreed with PHE lab.

	Microbiological Sampling Dates			
	Weds	Sampling Projects In-house, HPA, FSA funded, Eastern Region	Approved	Cockles (June-Oct)
	03/04/2019	In-house rte seafood, dressed crab etc		
	17/04/2019	In-house rte seafood, dressed crab etc	YES	
	01/05/2019	In-house rte seafood, dressed crab etc *RESAMPLES*		
	15/05/2019	In-house scooped & machine ice cream (including factories)		
	29/05/2019	In-house scooped & machine ice cream		
	12/06/2019	In-house scooped & machine ice cream		
	26/06/2019	PHE Study 67 MAP/ Vac packed Foods		
	10/07/2019	PHE Study 67 MAP/ Vac packed Foods		
	24/07/2019	*RESAMPLE* In-house Environmental Swabs, cloths and food containers		
	07/08/2019	In-house Environmental Swabs, cloths and food containers		
	21/08/2019	In-house Environmental Swabs, cloths and food containers	YES	
	04/09/2019	In-house ready to eat foods from Production Kitchens/ factories		
	18/09/2019	In-house ready to eat foods from Production Kitchens/ factories		
	02/10/2019	In-house ready to eat foods from Production Kitchens/ factories		
	16/10/2019	In-house Listeria shopping basket i.e. pate, soft cheese, smoked fish, sandwiches		
	30/10/2019	In-house Listeria shopping basket i.e. pate, soft cheese, smoked fish, sandwiches		
	13/11/2019	In-house Listeria shopping basket i.e. pate, soft cheese, smoked fish, sandwiches		
	27/11/2019	In-house seasonal food i.e. gravy, sliced meat, chocolate coated products	YES	
	11/12/2019	In-house seasonal food i.e. gravy, sliced meat, chocolate coated products		
	22/01/2020	PHE Study 68 Raw Milk Cheese		
	05/02/2020	PHE Study 68 Raw Milk Cheese		
	19/02/2020	In-house ready to eat ambient/ chilled veg/ vegan foods		
	04/03/2020	In-house ready to eat ambient/ chilled veg/ vegan foods *RESAMPLES* AND Water samples (Event)		
	18/03/2020	Emerging issues *RESAMPLES* AND Water samples (Event)		

Vegetarian/ Vegan foods: kefir, cold pressed seeded etc products, vegan cakes, coleslaw

