



**BRIDGEND COUNTY BOROUGH COUNCIL**

**PUBLIC PROTECTION SECTION**

**FOOD LAW ENFORCEMENT SERVICE PLAN**

**2008/2009**

**FRAMEWORK AGREEMENT ON LOCAL AUTHORITY**

**FOOD LAW ENFORCEMENT**

**APPENDIX A**

## 1. SERVICE AIMS AND OBJECTIVES

### 1.1 Public Protection Section's Aims and Objectives

When the new Unitary Authority was created in 1996, Bridgend County Borough Council combined the Environmental Health and Trading Standards regulatory functions within the Public Protection Section, which was in turn part of the Environmental and Planning Services Directorate.

The Public Protection Section has sole responsibility for food law enforcement within the County Borough, with specialist officers responsible for food hygiene and food standards enforcement.

The Public Protection Section's aims and objectives are to:

- Provide a fair, safe and equitable trading environment in the County Borough to the benefit of both the consumer and business community.
- Protect public health by ensuring that food supplied for human consumption, which is produced, stored, distributed, handled or consumed within the County Borough is without risk to the health and safety of the end consumer and is labelled and described accurately.

The objective is fully inclusive farm to fork and includes involvement in animal feeding stuff legislation, the basic building block of the human food production process, which can have a major impact on food safety and quality. This objective will be met by a programme of work, consisting of:

- risk based inspections;
- food and animal feed sampling and analysis;
- advice and education of both businesses and consumers;
- investigation of food borne infectious diseases;
- investigation of complaints regarding food and animal feeds;
- staff development and training.

### 1.2 Links to Corporate Objectives

During 2003, Bridgend County Borough Council established the Bridgend Local Strategic Partnership with the objective of establishing dialogue with local communities to develop Bridgend's Community Strategy for 2004-2016. The Partnership involves public services such as the Council, Community Councils, the Police, health and environmental bodies and representatives from the voluntary, business and community sectors. The Partnership's mission statement is:

**"steering the County Borough's natural, human and financial resources to help residents lead independent lives to the full".**

and their aims are:

- To improve quality of life for all;
- To protect and enhance our environment;

- To increase prosperity by investing in lifelong learning, improving skills and supporting new business;
- To achieve a healthier County Borough;
- To work towards a more inclusive County Borough.

1.3 In order to progress their aims after consultation and debate, the Local Strategic Partnership has focused on seven key issues that will help achieve its vision for the future of Bridgend County Borough, which are:

- (1) Community safety;
- (2) Employment and economic regeneration;
- (3) Children and young people;
- (4) Older people;
- (5) The environment;
- (6) Health and well-being;
- (7) Access.

1.4 The Council decided at its meeting on 28 September 2005 that since the sentiments behind both the Community Strategy Aims and the then Corporate Objectives were so similar, it made sense to use one or the other. It was, therefore, resolved that from September 2005, the Council adopts the wording of the Community Strategy Aims as the Corporate Objectives.

The following paragraphs show the linkage of the service plan to the Corporate Objectives contained in the 2007-2010 Corporate Improvement Plan.

#### Improved Quality of Life for All

The quality of an individual's life is impacted on by a number of factors including the quality of the workplace, leisure environment and good health. The quality of the food we eat, the standards to which they are prepared and the environment in which they are prepared, combined with a person's knowledge of nutrition can have a major impact on their quality of life.

Food hygiene and food standards enforcement attempts to ensure that food or drink is accurately described and labelled, meets the required food standards and is prepared in a safe environment. Food hygiene controls and inspections seeks to minimise the risk to consumers of food borne infection.

#### Increased Prosperity

The provision of timely advice and guidance on food safety and food standards legislation can benefit the economic viability of business. Failure of a food producer to correctly label foods can, for example, lead to costly re-labelling of inaccurately described foods and it is essential for producers to be fully acquainted with the legislation that applies to their products and the hygiene standards they need to comply with when producing the food. It is the policy of the section to provide help, assistance and guidance to both new and established food businesses in the County Borough. The enforcement of regulations helps to maintain a level playing field, allowing business to compete on equal terms.

## Healthier County Borough

Good nutrition and safe food can have a major impact on the long-term health and wellbeing of an individual.

## More Inclusive County Borough

The section will contribute to the Authority's commitment to achieving a more inclusive County Borough by ensuring that resources are targeted to disadvantaged communities of the County Borough to ensure they are not excluded from access to food which is of a good standard and nutritious because of personal budgetary restrictions. To achieve this aim, the section will include low cost food on its sampling programme and investigate the provision of healthy eating advice to low income families and the elderly.

## 2. BACKGROUND

### 2.1 Profile of the Authority

Bridgend County Borough Council is a Welsh Unitary Authority, which straddles the M4 corridor. To the north of the M4, the Authority consists of mainly ex-coal mining valley communities with Maesteg as the main centre of population.

To the south of the M4, the ex-market town of Bridgend is the largest town in the County Borough and the hub of the economy and employment base, with a Designer Village Retail Outlet, large industrial estate and Fords Bridgend Engineering Plant.

To the south west of the County Borough on the coast lies Porthcawl, a traditional seaside resort with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.

The County Borough consists of an area of 28,500 hectares with a population of just over 130,000 residents. Several of the County Borough's wards score highly on the Welsh index of deprivation.

### 2.2 Council Services and Structures Chart

Bridgend County Borough Council consists of 54 elected members and operates the Cabinet style of Local Government. The Cabinet consists of the Leader of the Council, the Deputy Leader, who is appointed by the Leader from the Cabinet Members, and Cabinet Members who are each responsible for a specific subject area or portfolio.

#### Cabinet

The Council approves major policies, which are known collectively as the Policy Framework, together with the annual Budget. The Cabinet is responsible for most day to day decisions.

## Overview and Scrutiny

There are five Overview and Scrutiny Committees which oversee the portfolios of the Cabinet Members. They monitor the decisions of Cabinet and produce reports and recommendations, which advise the Cabinet and Council on its policies, budget and service delivery.

## Committees

Although the Cabinet system is intended to replace most of the traditional committee structure, some committees are still needed such as Development Control, Audit and Standards Committees.

## Corporate Management

The Corporate Management Board, led by the Chief Executive, oversees the day to day running of the Council. The Council is undergoing a modernisation programme to improve the way services are delivered. Part of this programme has involved changing the way the Council is structured. Since 1 April 2008 there are now four directorates, Wellbeing, Children, Communities and Resources, in addition to the Office of the Chief Executive (see Appendix 1). The Food Law Service is provided by Environmental Health and Trading Standards, which fall under Legal and Regulatory Services and is part of the Office of the Chief Executive (see Appendix 2).

### 2.3 Analytical Arrangements

Bridgend County Borough Council has appointed Minton Treharne & Davies Ltd, Unit 5, Llwyn-yr-Eos, Cross Hands, Llanelli, SA14 6RA, as both Public Analyst and Agricultural Analyst.

Food samples for bacterial examination are sent to the National Public Health Service for Wales, Llandough Hospital, Penylan Road, Penarth, CF64 2XX. Any faecal samples required for the investigation of potential food poisoning organisms are sent to the National Public Health Service for Wales Laboratory at the Princess of Wales Hospital, Coity Road, Bridgend.

### 2.4 Scope of Food Service

The food service is operated from the Civic Offices, Angel Street, Bridgend. The service primarily operates normal office hours from Monday to Friday, but officers of the service do work evenings and weekends where the need arises. An out of hours emergency service is operated via the Council's emergency 24 hour contact number.

Bridgend County Borough Council provides a comprehensive food and feeding stuffs service, combining enforcement, education and advisory elements. Although it has to be acknowledged that to date the section's involvement in education initiatives has been restricted due to resource difficulties.

Legal and Regulatory Services have both Environmental Health and Trading Standards professionals who jointly provide the food service. Though the recent reorganisation has meant the food hygiene no longer comes directly under Trading Standards there are still strong links between the teams.

The Environmental Health Officers based in the Food Safety/Health and Safety Section are responsible for food hygiene inspections, investigation of food complaints, food poisoning investigations, microbiological food sampling, management of food hazard warnings and promotion of food hygiene.

The section is also responsible for health and safety enforcement, which is primarily delivered by three specialist officers. The officers engaged in food hygiene inspections will on occasions, while in a business, also conduct basic health and safety inspections.

The Trading Standards Section is responsible for food standards/feeding stuffs inspections and complaints, sampling for composition, labelling requirements and jointly with the food hygiene officers for food hazard notifications. In addition to the food standards work, the section delivers the full spectrum of Trading Standards legislation, including weights and measures, fair trading, pricing, trade description, product safety inspection and animal health and welfare.

On 1 April 2007, the Smoke Free Premises etc. (Wales) Regulations 2007 have been implemented. All officers are responsible for enforcing the provisions of the new regulations at any premise visited.

## 2.5 Demands on the Food Service

There are 1193 food premises within Bridgend County Borough. The following tables provide a profile of the food premises by Food Standards Agency category.

	<b>Food Premise Type</b>	<b>Premises</b>
A	Primary Producers (this figure only relates to primary producers which require food hygiene/standards inspections)	13
B	Slaughterhouses	1
C	Manufacturers/processors	19
D	Packers	0
E	Importers/exporters	2
F	Distributors/transporters	17
G	Retailers	354
H	Restaurants and other caterers	770
I	Materials and articles manufacturers and suppliers	0
J	Manufacturers selling mainly by retail	17
	<b>TOTAL</b>	<b>1193</b>

The enforcement of the Food Safety Act 1990, the Food Hygiene (Wales) Regulations 2006 and other relevant regulations are governed through a code of practice. It specifies a risk assessment scheme to be used to assess the risk associated with each food business and determines its priority for inspection.

The following table gives a breakdown of the food hygiene premises by risk factor.

<b>Category</b>		
A	23	)
B	154	) High risk
C	504	)
D	151	)
E	301	) Low risk
Unclassified	38	)
	<b>1171</b>	

In the table above, the risk factor A-F is shown for Bridgend County Borough food premises and the minimum inspection level is as follows:

- A every 6 months
- B 12 months
- C 18 months
- D 24 months
- E subject to alternative enforcement strategy, once in every 5 years.

The risk assessment scheme ensures that the highest priority is given to premises where conditions are below standard or premises that cater for vulnerable groups (e.g. hospitals and residential homes).

#### Approved Premises

Specific premises which are engaged in the production and processing of high risk food products are subject to specific regulations and controls under EC Regulation 853/2004. These premises are required to gain approval from the Local Authority in order to conduct their business. The businesses which require approval are producers of meat products, dairy products and fish products. Bridgend County Borough has approved five premises under the regulations, three for meat products and two premises for dairy products.

#### 2.6 External Factors which impact on Service

Porthcawl is home to the largest caravan park in Europe, which attracts a large influx of tourists during the summer months. This results in a number of food premises which operate on a seasonal basis, both at the caravan site, the funfair and within the town. Inspections and other enforcement activity at these premises takes place during the restricted trading period.

#### 2.7 Enforcement Policy

Bridgend County Borough Council has signed up to the Enforcement Concordat. The principles contained in the Concordat and the code of practice for the Crown Prosecution Service were combined to produce the Public Protection Section's Overarching Enforcement Policy. The policy was subject to consultation with the public, business and Members before being formally adopted by the Council. Under the umbrella of the Overarching Enforcement Policy there is a specific Food Safety Enforcement Policy which was formally adopted by Council in 2004.

### 3. SERVICE DELIVERY

#### 3.1 Premises Inspection

##### 3.1.1 Food and Feeding Stuffs Premises Inspection

It is the policy of Bridgend County Borough Council to inspect food premises within the County Borough in accordance with the Food Law Code of Practice (Wales), made under Section 40 of the Food Safety Act 1990, Regulation 24 of the Food Hygiene (Wales) Regulations 2006 and Regulation 6 of the Official Feed and Food Controls (Wales) Regulations 2007.

##### 3.1.2 Food Hygiene Inspections

Food hygiene inspections will be conducted in accordance with the risk rating scheme defined in the Food Law Code of Practice (Wales) 2006. The code specifies the frequency of inspection based on the risk score of the food business. Section 2.5 of this plan gives a breakdown of the food premises by risk and inspection frequency. The service will concentrate on high risk premises in categories A, B and C. When a premises is inspected its risk assessment will be recalculated based on the inspector's findings. This will result in some movement of premises between risk categories. Premises with improved performance will move to lower risk categories and under-performing business will move to higher risk categories and receive more frequent inspections.

Based on the risk assessment on 1 April 2008, 635 inspections will need to be carried out during the period 2008/2009. In addition, all new food businesses opening during the year or those food businesses having a change to the food business operator will require an inspection. In 2007/2008, this resulted in 135 such businesses being inspected.

It is anticipated that the inspection programme will generate the need to carry out 300 revisits necessary to ensure that corrective action, identified by inspections, has been carried out by the food business involved.

Last year, significant resources were required to be redirected to participate in the Public Inquiry into the E.coli 0157 outbreak of 2005 headed by Professor Hugh Pennington. With no conclusion to the Inquiry to date, it is anticipated that extra work will still be required to contribute to the Authority's response to this Inquiry and to ensure that any issues identified are addressed.

In addition, participation in national working groups, such as the All Wales Food Safety Technical Panel and the All Wales Communicable Disease Technical Panel, to identify areas for improvement within the environmental health profession as a result of the Public Inquiry findings have been requested.

##### 3.1.3 Food Standards Inspections

The Trading Standards (Home Authority Inspection/Animal Health/Dog Warden) Section has responsibility for food standards enforcement. The section has suffered during the past from an inability to retain and recruit suitably qualified



officers, however, recent successes in recruiting suitably qualified officers have improved the situation, and last year saw an improved service delivery.

Food standard inspections are targeted using the Local Authority Co-ordination of Regulatory Services (LACORS) risk assessment model. Premises are risk factored into high, medium, low and no inspectable risk categories. Inspection is targeted at high and medium risk premises.

The analysis of premises liable for inspection at 1 April 2008 has identified the following number of inspections for 2008/2009.

	<b>Total Premises</b>	<b>Premises Due for Inspection in 2008/2009</b>
High (A)	33	33
Medium (B)	398	200
Low (C)	594	119
	-----	-----
	1025	352

It is estimated that the inspection programme will generate approximately 100 revisits to food premises during the year.

#### 3.1.4 Feeding Stuff Inspections

Due to the mainly urban nature of the County Borough, the inspection process for feeding stuffs relates primarily to low risk retail premises selling pet foods and similar items. There are no feeding stuff producers based in the County Borough.

Since 2006/2007, officers involved in animal health and welfare enforcement have included examination of the practises at farms in the County Borough to establish if any farms are mixing or producing their own feeding stuffs. Premises who are involved in the production or supply of animal feeding stuffs have to be registered with the section under EC Feed Hygiene Regulation 185/2005. Currently within the County Borough there are six farms registered as on farm mixers and three businesses registered as intermediaries under the regulations. Nine premises are due for inspection during the year and, where appropriate, samples of feeding stuffs will be taken for submission to the Agricultural Analyst.

In addition, officers will be enforcing food hygiene legislation at primary producers for the 387 farms and agricultural premises in the County Borough.

#### 3.2 Food Hygiene and Feeding Stuff Complaints

It is the policy of Bridgend County Borough Council to investigate every complaint relating to a food premises, food or feeding stuff brought to its attention and to determine the most appropriate course of action to be taken. The following table contains details of the number of food complaints received by the service over the last five years.

<b>Year</b>	<b>Food Hygiene</b>	<b>Food Standards</b>
2003/2004	239	31
2004/2005	234	25
2005/2006	175	19
2006/2007	182	22
2007/2008	150	64

From these figures, it is estimated that for the period 2008/2009 there will be 176 food hygiene complaints and 60 food standards complaints.

Food complaints can vary from the straightforward to the complex and the time necessary to investigate them varies considerably and will quite often require the complaint sample to be sent to the Public Analyst for a detailed report on the nature and possible origin of the complaint. The complaints received vary from foreign bodies, mould to compositional standards or the perception the food is off.

During this period of economic decline, the number of potential water disconnections notified to the service by Welsh Water is increasing. The provision of water is a fundamental requirement for ensuring appropriate hygiene practices are used. In 2007/2008, 72 potential water disconnections were responded to by Environmental Health.

### 3.3 Home Authority

Bridgend County Borough Council's Public Protection Section has signed up to the LACORS Home Authority Principle. The principle applies to businesses that operate on an international, national or regional basis and whose operation can, therefore, fall within the scope of more than one Local Authority. The principle encourages the Local Authority, that has the decision making base of the business within its boundary or may have a significant production base within its boundary, to establish a 'Home Authority' relationship with the business.

The Home Authority will act as a central point of contact for the business, providing advice and guidance on legal compliance and act as a reference point for other Authorities who may have complaints or enquiries concerning the business.

Bridgend County Borough Council currently has four food businesses for which it acts as Home Authority.

### 3.4 Advice to Business

The Public Protection Section provides a free advice service to local businesses on all aspects of food legislation. Advice may be provided following a specific request from a business or may be proactively issued to update business on changes of legislation. During 2007/2008, the service responded to 184 requests for advice from businesses.

Since 1 April 2005, the Food Safety Section has participated in the Welsh Food Hygiene Award Scheme supported by the Food Standards Agency. The award is given at the discretion of the Council following an unannounced programmed inspection when required standards have been achieved.

The scheme has three levels of award – Gold, Silver and Bronze. The scheme gives recognition to those food premises attaining high standards of cleanliness and food hygiene practices. Those food businesses that are given a Gold award must have achieved the highest standards in all the required areas.

During 2007/2008, 5 Gold, 45 Bronze and 35 Silver awards were made to businesses.

Following a successful grant application to the Food Standards Agency (Wales) "Better Food Bridgend" was launched in September 2007 to assist new businesses in the implementation of the new food safety management procedure "Safer Food Better Business" and to promote the consideration of the salt content and nutritional values of the food provided.

Initially it was hoped to run 2 workshops a month targeted at 400 catering businesses. However, the poor response by local businesses to the initial workshops resulted in the reduction of workshops to one a month. A total of 459 catering businesses were invited to 9 workshops of which a total of 58 businesses attended.

In 2008/2009 it is intended that the workshops will be continued to be run, but will concentrate on the promotion of the use of the food safety management system 'Safer Food Better Business' only. A letter will be sent to all catering businesses advising of the legal requirement to implement a written food safety management system and the service's intention to enforce this requirement if businesses fail to comply.

Additional funding for the promotion of 'Safer Food Better Business' has been offered by the Food Standards Agency (Wales) and it is envisaged that this will be used to provide one-to-one coaching sessions for ethnic businesses by a suitably qualified person speaking their language.

### 3.5 Food and Feeding Stuffs Sampling

#### 3.5.1 Food Standards and Feeding Stuffs

The Food Standards and Feeding Stuffs programme is planned at the start of the year and delivered locally on a monthly basis by Trading Standards staff.

The sampling programme concentrates on local food producers and their products and is produced in consultation with the Public Analyst. In order to increase the effectiveness of the sampling programme, the section works in partnership with the Public Analyst and the user group consisting of other Authorities who use the same Public Analyst. This enables a number of joint projects to be undertaken achieving significant cost savings on analysis and collation of test results, which allow more meaningful conclusions to be drawn from the increased number of samples taken.

The partnership working is further extended by participation in joint food sampling programmes with neighbouring Authorities in the Glamorgan Group and projects on an all Wales basis under the co-ordination of the Welsh Heads of Trading Standards Quality Lead Officer.

### 3.5.2 Food Hygiene Sampling

The Food Safety/Health and Safety Section have a written Sampling Programme for each year. This encompasses various national and local initiatives. The national sampling programmes participated in during 2007/08 were the All Wales Shopping Basket Survey and a LACORS Speciality Meat Survey with emphasis on Salmonella and Listeria. 17 samples were found to be unsatisfactory and 11 samples found to be unacceptable, which resulted in the initiation of investigations to ensure that the appropriate remedial action was taken.

In addition to the Shopping Basket, samples are obtained from manufacturing premises within the County Borough and submitted for microbiological examination to the National Public Health Service for Wales (NPHS) at Llandough.

Where appropriate, the Authority will participate in national sampling initiatives proposed by LACORS and the FSA.

The following list contains a breakdown of the number of samples sent to NPHS for microbiological examination in the previous years:

2003-2004	331
2004-2005	285
2005-2006	1136
2006-2007	555
2007-2008	252

The increased number of samples submitted to NPHS during 2006/2007 was as a direct result of continued sampling generated by the September 2005 E.coli 0157 outbreak. The number of microbiological samples that can be submitted to NPHS for examination is laid down in an agreement between the NPHS and Bridgend County Borough Council for 2008/2009. The agreement specifies that they will examine 474 samples for the Authority.

### 3.6 Food Poisoning

The Food Safety/Health and Safety Section conducts food related infectious disease investigations in accordance with the policies and procedures agreed with the Consultant in Communicable Disease Control of NPHS. This joint working is outlined in the Communicable Disease Business Plan produced in partnership with NPHS. All notifications of illness will be investigated, the necessary details collected and advice given on precautionary measures to prevent the spread.

Historical data shows that for the periods listed below, the section received the following notifications for possible food related infectious diseases.

<b>Year</b>	<b>Notifications</b>
2003-2004	129
2004-2005	88
2005-2006	200
2006-2007	138
2007-2008	119

Based on the above information, it is estimated the section could receive 135 notifications of possible food related infectious diseases for 2008/2009.

During 2007/2008, one outbreak was investigated. This affected the prison and was identified to be attributed to Norovirus. The implementation of suitable control measures ensured that the spread of the infection was minimised.

The section was successful in securing the resources from the Food Standards Agency to participate in the project 'Mission Possible' during 2007/2008. This modern project is targeted at 9 to 10 year old children and provides them with a case of gadgets to help educate them in the importance of food hygiene. 8 schools within Objective 1 areas were targeted and all enjoyed participating in the project.

### 3.7 Food Safety Incidents

3.7.1 Food Safety Incidents may be raised in the form of a food alert notification from the Food Standards Agency or by identification of a food officer.

3.7.2 Food Officers will respond, as appropriate, on receipt of any food alert notification. Any action taken will be in accordance with the Food Safety Enforcement Policy and Food Incident Procedure and the Food Law Code of Practice. Emergency cover is provided as set out in paragraph 2.5 of this Service Plan.

3.7.3 Where the Authority identifies that food is a non localised food hazard, the service will notify the Food Standards Agency Wales with a view to issuing a food alert notification.

3.7.4 In 2007, 48 food alert notifications were received from the Food Standards Agency.

### 3.8 Liaison

3.8.1 The Authority is committed to ensuring the enforcement approach it takes is consistent with other Authorities. To ensure enforcement is consistent, the service participates in a range of local food enforcement forums.

#### 3.8.2 Food Standards and Feeding Stuffs

The Wales Quality Panel acts as a forum for Welsh Authorities to discuss issues relating to food standards and feeding stuffs enforcement and directly links with LACORS. The service was represented on the panel by the Head of Trading Standards who chaired the group on behalf of the Welsh Heads of Trading Standards (WHoTS). Any minutes of the panel meetings are circulated to food

standards officers and the service participates in surveys co-ordinated by the panel and training organised by the panel. At present this panel is part of a review of the WHOTS possible re-structure, so membership is to be confirmed.

The Glamorgan Group comprising of representatives of Bridgend, Cardiff, Swansea, Rhondda Cynon Taff, Neath and Port Talbot, the Vale of Glamorgan and Merthyr Tydfil County Borough Councils Trading Standards Services has a food enforcement sub-group. The group produces a programme of joint sampling and enforcement activity. The chair of the group is a member of the Welsh Quality Panel and acts as the liaison officer between the two groups.

During 2006/2007 a new subgroup was formed within the Glamorgan Group to look at feeding stuff and food hygiene at farms and primary producers. Rhondda Cynon Taff is a member of the Food Standards Agency Pilot Project on food hygiene at primary producers. It is anticipated that this will allow the dissemination of good practice and procedures to be devolved to other members of the group, including Bridgend.

In addition the service attends liaison meetings held by the Public Analyst, which are attended by neighbouring Local Authorities who also use his services. The liaison meetings discuss all aspects of food law enforcement and produces a co-ordinated sampling programme in which Bridgend participates.

### 3.8.3 Food Safety

To ensure consistent enforcement action and improve service provision by partnership working, the Food Safety/Health and Safety Section is represented on the following technical and liaison groups.

South West Wales Food Safety Technical Panel  
South West Wales Communicable Disease Technical Panel  
All Wales Communicable Disease Panel  
Welsh Food Microbiological Forum  
National Assembly for Wales – Zoonoses Working Group.

In addition, the section liaises closely with the following organisations:

The Chartered Institute of Environmental Health  
National Public Health Service for Wales  
Care Standards Inspectorate for Wales.

### 3.9 Food and Feeding Stuffs Safety and Standards Promotion for 2008/2009

The service will seek to participate in various promotional activities during 2008/2009. Projects under consideration include:

- National Food Safety Week
- Supporting the FSA Food Hygiene Campaign
- Participation in the All Wales Food Hygiene Award Scheme
- Regular press releases
- Better Food Bridgend
- Mission Possible.

#### 4. RESOURCES

##### 4.1 Staffing Allocation

4.1.1 Food safety enforcement is provided by the Environmental Health Officers within the Food Safety/Health and Safety Section. Food standards enforcement is provided by the Trading Standards Officers and Fair Trading Officers in the Trading Standards (Home Authority Inspections/Animal Health/Dog Warden) Section. The following table lists the officers engaged in food enforcement, together with their qualifications.

##### Trading Standards Staff

	<b>DTS or Equivalent</b>	<b>DCA Paper IV</b>	<b>Lead Auditor</b>
Jeff Davies	✓		✓
Lee Jones	✓		✓
David Gregory		✓	
Mike Thomas	✓		
Jonathan Wood	✓		

##### Environmental Health Officers

Jane Donagh	EHO
Amy Lewis	EHO
Gemma Jones	EHO
Angela Coles	EHO
Bethan Jones	EHO
Catherine Davies	TO
Ella Barnes	TO

The following table summarises the estimated staff demand identified for the core functions within the Food Law Enforcement Service Plan. Staff numbers are shown in terms of full time equivalent posts (FTE).

<b>Food Law Activity Staff Demand</b>				
<b>Para.</b>	<b>Function</b>	<b>Food Safety</b>	<b>Food Standards</b>	<b>Total (FTE)</b>
3.1	Premises inspection	3.0	0.8	3.8
3.2	Food & Hygiene Complaints	0.5	0.05	0.55
3.3	Home Authority	0.2	0.2	0.4
3.4	Advice to Business	0.4	0.1	0.5
3.5	Food and Feedingstuffs Sampling	0.2	0.3	0.5
3.6	Food Poisoning	0.1	0.00	0.1
3.7	Food Safety Incidents	0.4	0.10	0.50
3.8	Liaison	0.2	0.05	0.25
3.9	Food & Feedingstuffs Safety/ Standards Promotion	0.5	0.10	0.60
	<b>Totals (FTE)</b>	<b>5.5</b>	<b>1.7</b>	<b>7.2</b>

The following tables indicate the actual number of staff working on food law enforcement and related matters (in terms of full time equivalents FTE). Levels of qualification are expressed in terms of reference to the appropriate Food Safety Act Food Law Code of Practice and Practice Guidance, including support staff.

<b>Food Safety</b>			
<b>Position</b>	<b>Function</b>	<b>Qualification</b>	<b>FTE</b>
Principal Environmental Health Officer	Public Protection, including management of food hygiene, food poisoning and health and safety	Environmental Health Officer	0.6
Senior Environmental Health Officer	Food safety management and liaison	Environmental Health Officer	1.00
Environmental Health Officer	Community health (food poisoning and infection control) food safety	Environmental Health Officer	2.4
Technical Officers	Food safety	Higher Certificate in Food Premises	1.5
<b>Total</b>			<b>5.5</b>

<b>Food Standards</b>			
<b>Position</b>	<b>Function</b>	<b>Qualification</b>	<b>FTE</b>
Principal Trading Standards Officer	Management of food standards and feedingstuffs functions	Trading Standards Officer	0.20
Trading Standards Officer	Food standards and feedingstuffs	Trading Standards Officer	0.25
Fair Trading Officer	Food standards and feedingstuffs	Diploma in Consumer Affairs	1.15
Fair Trading Officer – Animal Health	Feedingstuffs and primary producers		0.1
<b>Total</b>			<b>1.7</b>

#### 4.2 Staff Development Plan

The Public Protection Section achieved the Investor in People Award in September 2002 for the full range of services provided, including the staff involved in food law enforcement, this was achieved again in 2007.

Annual staff appraisals and six monthly reviews are used to construct individual staff development plans, which are then incorporated in the section staff development plan. Staff apply to attend training events in order to consolidate or update their knowledge. After attending training courses, officers are expected to cascade the knowledge gained to other staff members. In addition to attendance at training courses, the section provides access to up-to-date reference manuals and the internet to allow staff to develop their knowledge by personal research. Both Food Standards and Food Hygiene officers are to attend Lead Auditor training in 2008.

Training needs identified for 2008/2009 include:

##### Food Standards

Food Standards Update  
 Food Hygiene at Primary Producers.  
 Lead Auditor  
 Animal By-products training



## Food Safety

Approved premises

Level 2 award in healthier food and special diets

Lead auditor

Lead officer communicable disease

Audit of Hazard Analysis and Critical Control Point Monitoring (HACCP) systems

Consistency in food inspections.

The section demonstrates its ongoing commitment to training by supporting the development of enforcement officers on the MSc conversion course to become qualified Environmental Health Officers and development of competent officers.

The section currently supports the development of Trading Standards Officers by encouraging Fair Trading Officers to qualify as a Trading Standards Officer under the DCATS scheme.

## 5. QUALITY ASSESSMENT

5.1 The following procedures are in place to assist in the monitoring and assessment of the quality of the work carried out by the service.

- Review by Principal Environmental Health Officer and Senior Officer of post inspection paperwork and shadowing inspections as detailed in the Internal Monitoring Procedure for Food Safety.
- Monthly reporting of the section's work activities to the Head of Service.
- Monthly section meetings.
- Regular meetings with Line Managers to give monitoring feedback.
- Annual staff appraisals and target setting.

5.1.2 The service will develop a post inspection questionnaire for completion by the businesses inspected. The Authority has already participated in an All Wales Benchmarking exercise of the food service, conducted by the Society of Directors for Public Protection Wales (SODPW) and Syniad and an inter-Authority audit conducted in October 1999 and will support any proposals for similar exercises in the future.

5.1.3 In 2007, the service was submitted to a Food Standards Agency (Wales) focused audit in respect of "the control and investigation of outbreaks of food related infectious disease". The audit considered the procedures and documented systems in place for the investigation of an outbreak and an exercise to test the provision of a suitable out of hours response to an outbreak scenario.

With the successful commencement of a programmed out of hours service in April 2007, the response to the exercise was successful. In addition, the overall report was forwarded, but did identify the need for an annual review of the Outbreak Control Plan and for signatures to be obtained from the relevant parties.

## 6. REVIEW

The Public Protection Section produces an annual review document that reports on all aspects of work, including food safety and food standards.

At the commencement of the year, the Principal Environmental Health Officer, with the assistance of the Senior Environmental Health Officer, prepares a work programme for the year with monthly inspection targets. The inspection targets are allocated to individual officers on a monthly basis. The inspections achieved by the officers are collated by the Principal Environmental Health Officer, who measures their achievements against targets and reports the section's performance to the Head of Service.

The performance of the section, with respect to food hygiene inspections, is reported on a quarterly basis to Cabinet for member approval and subject to examination by scrutiny committee. During the last year, the section achieved an inspection level of 100% for high risk premises liable for inspection.

Food standards inspections and the food standards sampling programme are prepared at the start of the financial year in April.

At the commencement of the year, the Principal Trading Standards Officer prepares a work programme for the year with monthly inspection targets. The inspection targets are allocated to individual officers on a monthly basis. The sampling programme is co-ordinated by the lead Fair Trading Officer with responsibility for food standards. The inspection programme and the sampling programme are both reviewed at monthly meetings with the Head of Trading Standards.

For the year 2007/2008, the section achieved 100% of all programmed high risk food standards inspections.

### 6.1 Variation from the Previous Year's Service Plan

There was no significant variation from the previous year's service plan. Targeted inspection levels were achieved despite the pressure on the service caused by the continuing investigation into the September 2005 E.coli 0157 outbreak and the Public Inquiry. However, development and review of policies and procedures had to play second place to the inspection programme and investigation. That stated High risk premises achieved 100% inspection last year, due to the dedication of the staff available.

### 6.2 Areas for Improvement

The service needs to continue the development of a partnership approach to food enforcement by improving the integration and co-ordination of food standards and food safety enforcement.

Improvements in service planning and performance measurement will continue to be the foundation for this process. The service will continue to review documented policies and procedures of the food enforcement service, some of which will be subject to public consultation and member approval before they are formally adopted. Previous years have seen a major change in Food Safety and Feeding

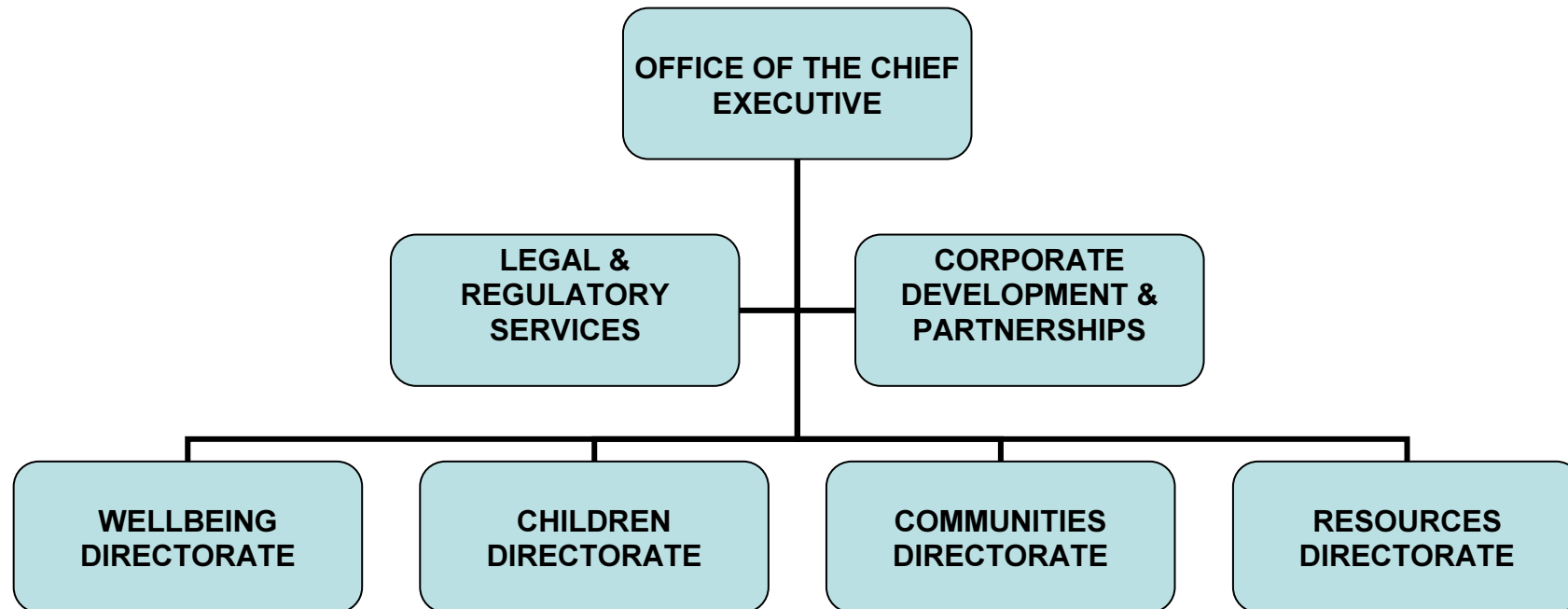
Staff legislation, combined with a review of strategy and policy by the Food Standards Agency, which is likely to result in a new reporting mechanism for Local Authority Food Enforcement with a comprehensive review of enforcement activities. This will all be combined with the results of the Hampton Review and Central Government's desire to reduce burdens on business while maintaining public protection, which it aims to do through the Local Better Regulation Office and the adoption of the Primary Authority Principle, the implications of which remain to be seen.

The provision of business advice and consumer education is becoming increasingly important and the service will be examining ways to expand its activities in this area. This links into the value of providing a healthy and nutritious diet to the long term health and wellbeing of the individuals and improving food safety standards in the catering sector and home.

The service will continue to closely monitor both local and national performance indicators applicable to the service and seek to put in place the mechanism necessary for continuous improvement in performance. In addition, the service is going through a re-organisation along with Job Evaluation and Peer Review of the Trading Standards Service.

**APPENDIX 1**

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**CORPORATE STRUCTURE**



## APPENDIX 2

### BRIDGEND COUNTY BOROUGH COUNCIL PUBLIC PROTECTION STRUCTURE

