

Craven District Council

Food Service Plan 2019-20

(Approved by Corporate Leadership Team on 14 May 2019)

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EXECUTIVE SUMMARY

This Service Plan sets out how Craven District Council will work over the coming year to ensure that food made or sold in Craven is safe and complies with the law.

The focus of this service is on ensuring that all food produced and sold in Craven is safe and wholesome to eat. The overall cost of this service in the coming year will be around £109,194 which is equivalent to around £2.04 per Craven resident.

This Service Plan details the food safety enforcement service for 2019-20. The plan reflects the work required of food authorities by the Food Standard Agency (FSA), in its national "Food Standard" and guidance documents. It is designed to ensure that local people and residents can clearly see what we do, how our services are delivered and what resources we have available to us to do this. It also allows the Food Standard Agency to assess the services that we offer, so that they can ensure that our services meet the standards required and that we are effectively implementing and enforcing national law at a local level.

The main focus of work will be in the following areas:

- Complete all outstanding interventions 2018-19 and programmed interventions 2019-20.
- A planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice targeting in particular those premises that are not currently 'broadly compliant' with the food safety legislation;
- The use of alternative interventions as defined by the Food Standards Agency Code of Practice for businesses that are classed as low risk;
- A coordinated food sampling programme in support of the above making full use of the Public Health England allocation;
- Investigation of food and food premises complaints, and all outbreaks and incidents of food related illness;
- Continue to develop existing officers to maintain competence and increase flexibility;
- Train/develop Environmental Technical Officer from within Environmental Health to undertake food inspections (C's to E's) and to assist with initial inspections of new businesses;
- Continue to train/develop Senior Environmental Health Officer from within Environmental Health to undertake food inspections (A's and B's) plus approved premises;
- Train/develop Environmental Health Technical Officer to investigate infectious diseases and assist in outbreak situations when necessary;
- Train/develop Environmental Health Technical Officer to investigate food and food premises complaints;

- Food Hygiene Rating Scheme – assessment of businesses that have not been rated;
- Carry out data cleansing of electronic database on a regular basis;
- Carry out data cleansing of electronic database to ensure improvements to the IDOX database accuracy and validity.
- The provision of information and advice on food safety to food businesses and consumers;
- Consider any requests from local businesses for the Council to enter into a Primary Authority Agreement.

1. INTRODUCTION

The Council is responsible for the enforcement of food safety in 923 food premises within the District. This includes premises at all stages in the food chain ranging from farm producers of food, food manufacturers and processors through to retail food premises, restaurants and other premises involving catering.

The Food Standards Agency (FSA), as part of its national Food Safety Framework Agreement, requires all local authorities to prepare an annual service plan which reviews the implementation of the previous year's plan and details the delivery of their food safety enforcement responsibilities for the following year.

This plan is seen as an important document ensuring that national priorities and standards are addressed and delivered locally. This service plan will also:

- Focus debate on key delivery issues;
- Provide an essential link with financial planning;
- Set objectives for the future, and identify major issues that may cross service boundaries
- Provide a means of managing performance and making performance comparisons

The plan seeks to ensure that all national priorities and standards are delivered locally and provides a balanced approach to local food safety enforcement. This is achieved by not merely directing resources towards a programme of interventions, but also by ensuring that adequate provision is made to address food complaints, food poisoning notifications and other reactive work, advice to businesses, and also the ability to follow-up on intelligence driven areas of work such as sampling and targeted visits.

The overall aim will be for the local authority to choose the most appropriate action to be taken to drive up levels of compliance by food establishments with food law.

2. SERVICE AIMS AND OBJECTIVES

2.1 Aims and Objectives

It is this Authority's aim to ensure that public health is protected through the efficient and effective enforcement of any food safety laws falling to Craven District Council for enforcement. We will deliver this service in accordance with the five principles of good regulation:-

- proportionality (such as only intervening where necessary);
- accountability (to explain and justify service levels and decisions to the public and to stakeholders);
- consistency (to apply regulations consistently to all parties); and
- transparency (being open and user-friendly);
- targeting (to take a risk-based approach).

Objectives

Ensure the safe and hygienic production, storage, distribution and sale of food and drink through the enforcement of legislation, the provision of advice and information to consumers, and the operators of food businesses by:-

- Delivery of an annual programme of food hygiene interventions including inspections and enforcement in accordance with statutory requirements, codes of practice and guidance;
- Taking appropriate enforcement action in accordance with the Council's Food Safety Enforcement Policy;
- Supporting the annual interventions programme with an annual microbiological food sampling programme;
- Investigating and assessing the fitness of food and the hygienic conditions of food premises, practices and personnel;
- Investigating complaints within service standards and to take appropriate action in accordance with Codes of Practice and Guidance;
- Consider enquiries for us to enter into a Primary Authority agreement with local businesses;
- Supporting food businesses and consumers with targeted promotional advice and educational initiatives together with providing information and advice on food safety to food businesses and consumers. Fees may be charged for this service.

2.2 Links to the Corporate Objectives and Priorities

The Food Safety Service has the following links into the Council's Vision and Priorities:

Our vision

'For Craven to be an increasingly prosperous place with strong, vibrant communities that celebrate their unique rural and urban settings, and where all residents enjoy a good quality of life.'

Our priorities

- **ENTERPRISING CRAVEN** - *facilitating economic growth across Craven*
- **RESILIENT COMMUNITIES** - *creating sustainable communities across Craven*
- **FINANCIAL SUSTAINABILITY** - *ensuring a self-sustainable Council*

Our aim

The aim of the food service is to ensure that food produced, transported, stored, marketed or consumed in Craven is safe to eat.

Our work, detailed below, aims:

- to achieve high levels of compliance with food law;
- to assist businesses to understand and meet their legal obligations;
- to target resources at those businesses most in need;
- to seek and respond to customer feedback;
- to minimise the risk of food poisoning and control outbreaks should they occur.

3. BACKGROUND

3.1 Profile of the Authority

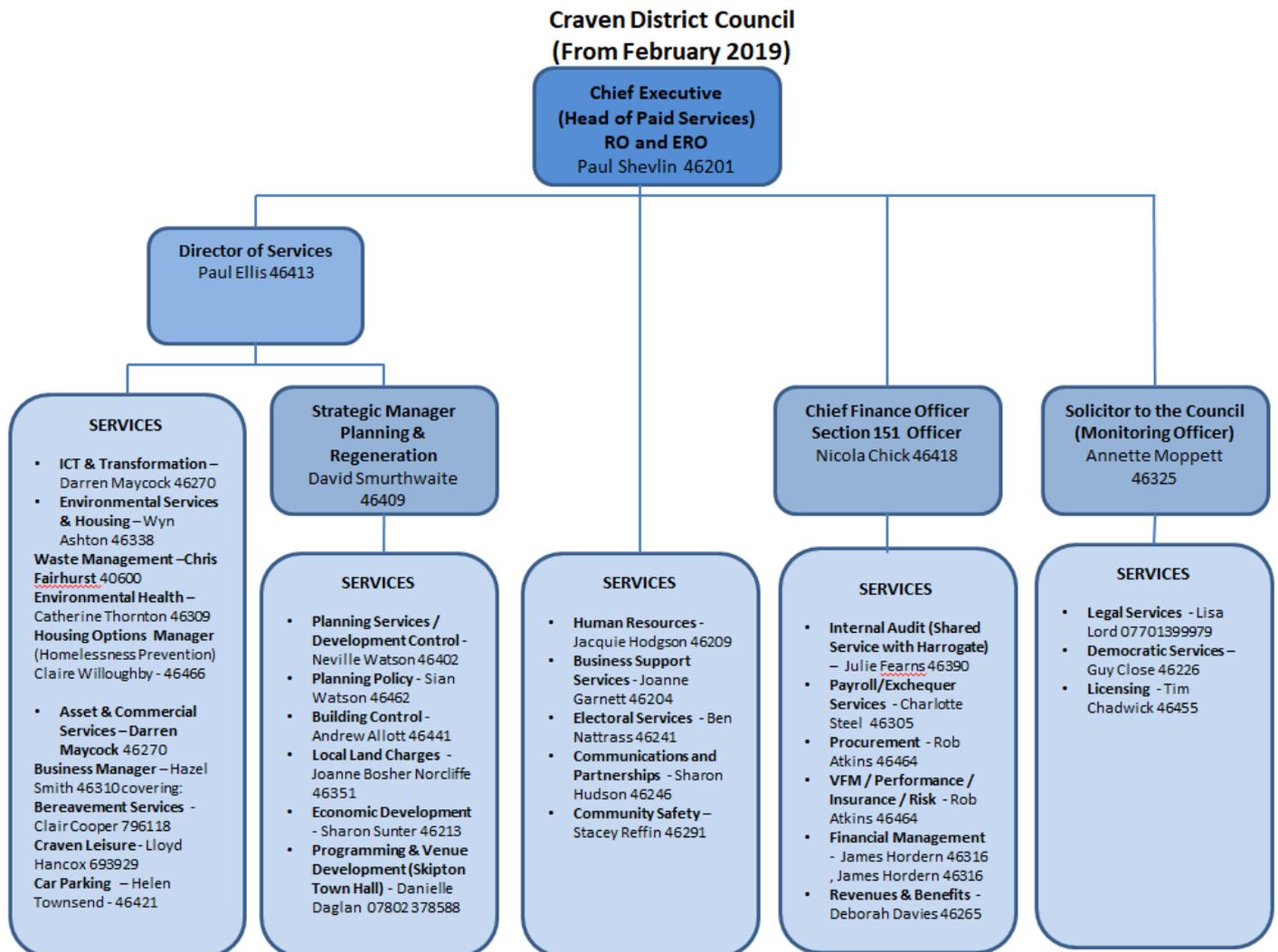
Craven District Council is one of seven District Councils, with one unitary authority York within the area of North Yorkshire and comprises a mix of rural and urban areas. The largest town in Craven is Skipton and other major population centres in the region include High Bentham, Settle and Grassington. A large part of the District's area lies within the Yorkshire Dales National Park. The tourist season in the area is almost all year round with a drop of in visitors between January and March. There is a relatively small total resident population of approximately 53,600 spread over 73 parishes in a large area covering 117,876 hectares.

With more than 5 million visitors to the Authority's area every year, the tourist economy has the largest number of businesses with a significant proportion being catering establishments including numerous pubs, restaurants and hotels. Craven is also known for its historical markets, where traditional and speciality foods are sold by local producers. With regard to local employment, the banking, finance and insurance sector has experienced significant growth in the area. Agriculture and land-based industries also form a significant part of the District's economy, particularly within the more remote areas.

Food standards and feeding stuffs law enforcement is carried out by the Trading Standards Service at North Yorkshire County Council. As a district authority, the Council is responsible for food hygiene law enforcement; the Food and Workplace Safety team within Environmental Health undertake this work.

Being essentially a rural district, there are 748 private water supplies. Many food businesses, outside the main towns and villages, are served by private water supplies and this poses additional problems in ensuring the safe operation of these businesses.

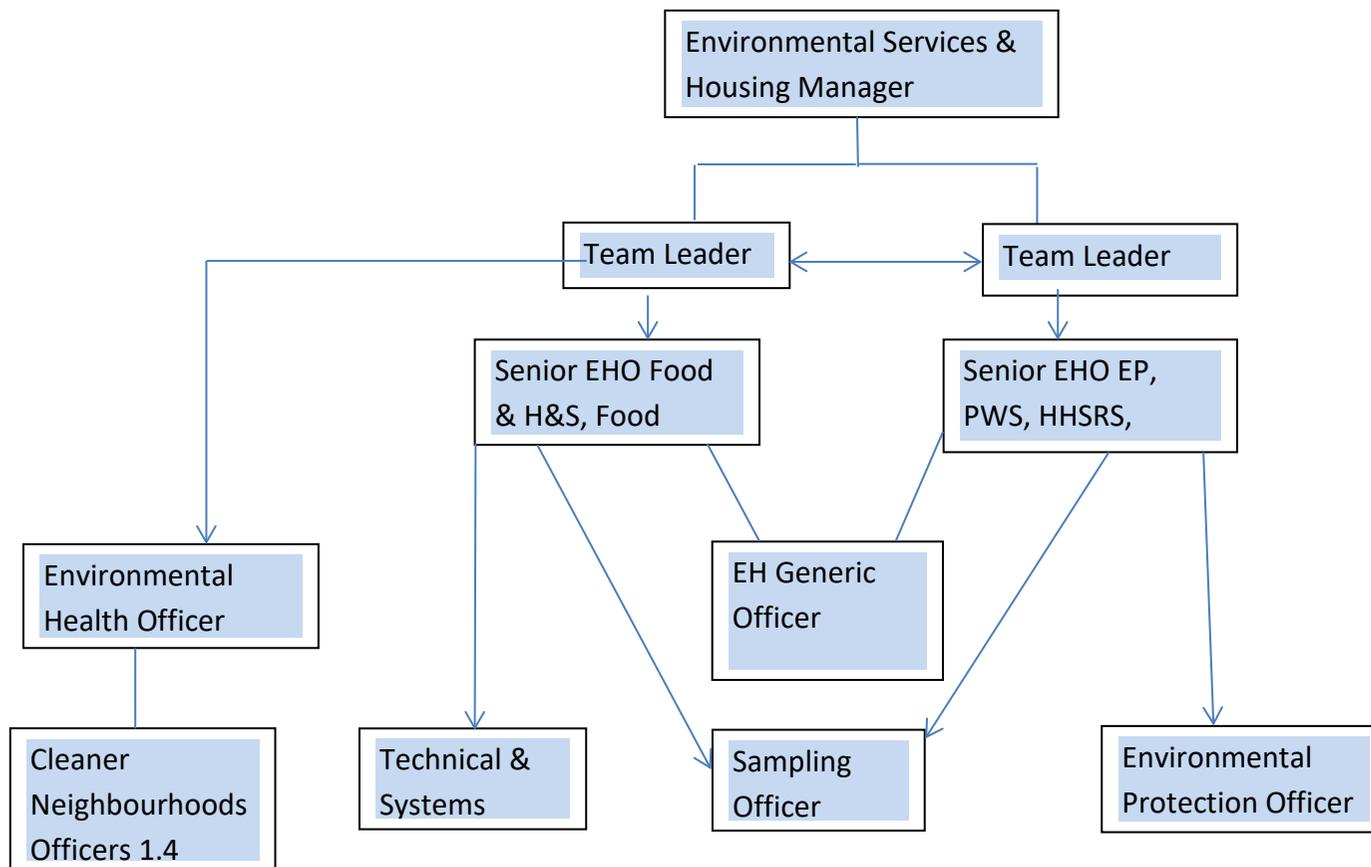
3.2 Organisational Structure



02/05/2019

ENVIRONMENTAL HEALTH

(Food, Health & Safety, Environmental Protection, Private Water Supplies, Clean Neighbourhood & Housing HHSRS)



Service Delivery Point:

Food & Workplace Safety Team
Environmental Health
1 Belle Vue Square
Broughton Road
Skipton
Yorkshire
BD23 1FJ



Email:

Web Site:

Out of hours:

Opening hours:

(01756) 706258

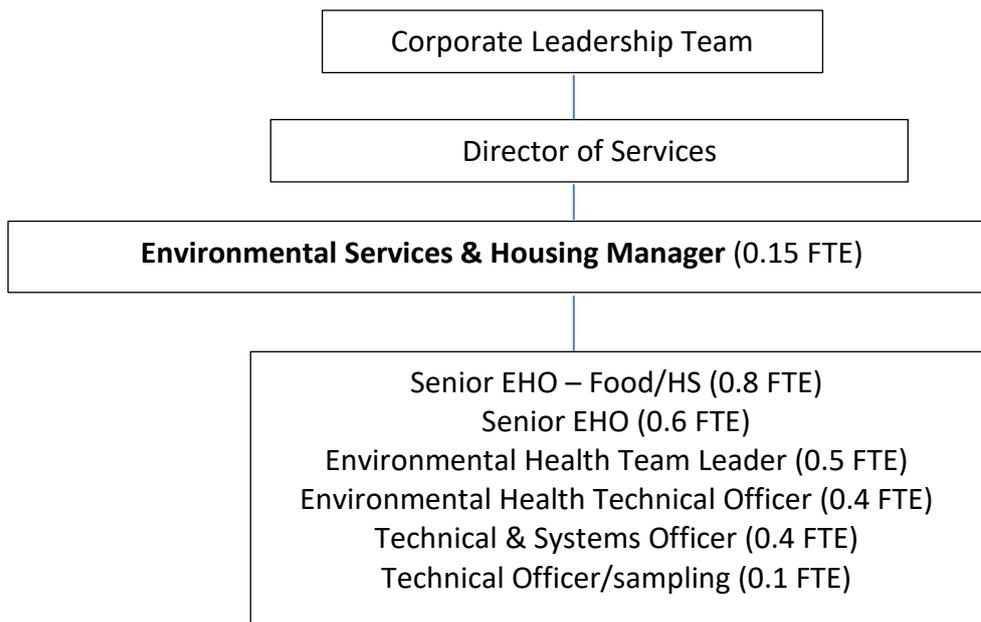
contactus@cravendc.gov.uk

www.cravendc.gov.uk

01653 699392

09:00 – 17:15 Mon – Thurs North
09:00 – 16:45 Friday

The Food Service Plan is approved by the Corporate Leadership Team and is delivered through this structure:-



3.3 Specialist External Services/Partners

Food Analytical Services: West Yorkshire County Analysts plus specialist Service providers as necessary

Food Examiner: Public Health England, North Yorkshire and the Humber Team, Block 2, FERA, Sand Hutton, York

Proper Officer: Public Health England, North Yorkshire and the Humber Team. Consultant in Communicable Disease Control

Health Protection: North Yorkshire and York Primary Care Trust - Director of Public Health

3.4 Scope of the Food Service

As the competent food authority the District Council is responsible for the full range of food hygiene duties under the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and associated EC Regulations for all food safety matters except regulations in slaughterhouses and meat cutting plants and the production of raw cow's drinking milk.

The enforcement of primary production of food, meat production and raw cow's drinking milk falls to the Food Standards Agency. Food standards and animal feed stuffs are the responsibility of the North Yorkshire County Council's Trading Standards Service.

The Food and Workplace Safety team deliver the following services:-

- Approval of products of animal origin premises such as meat products, fishery products, milk & dairy products
- Food Hygiene Inspections, complaints, requests for service, sampling
- Health & Safety Inspections, complaints, accident investigations (see H & S Service Plan 2019-20)
- Infectious Disease Control
- Licensing of Animal activities and Zoos
- Registration of body piercing, semi-permanent make up, tattooing, ear piercing, electrolysis and acupuncture
- Private Water supplies

The competencies of officers carrying out enforcement activities are based on qualifications, training and experience. These are reviewed as part of the annual performance review process, and whenever new legislation is introduced.

3.5 Demands on the Food Service

The area contains a mix of manufacturing, retail and catering premises. Catering and retail are the dominant sectors within this mix. The businesses are predominantly small to medium sized establishments.

The profile of food hygiene businesses in Craven is as follows: -

11.4.19)		Estimated Number of premises (as at
Premises	Primary Producers	3
	Manufacturers/Packers	40
	Importers/Exporters	0
	Distributors/Transporters	11
	Supermarket/Hypermarket	10
	Smaller Retailers	91
	Retailer – Other	18
	Restaurant/Café/Canteen	155
	Hotel/Guest House	92
	Pub/Club	118
	Take-away	51
	Caring premises	55
	School/College	46
	Mobile Food Unit	24
	Restaurant and Caterers – other	61
	Outside FSA Scheme	148
	Total	923
Of which:	Premises Approved	8

External factors impacting on service delivery:-

- Tourist Trade and Seasonal Events
- Five or six festivals i.e. Grassington Festival, Yorkshire Dales Food Festival, Yuletide Festival & Christmas Market, Market stall traders
- FSA Promotions/Initiatives

3.6 Enforcement Policy

Corporate adoption of the Enforcement Concordat –

The Enforcement Working Procedure 4 has been developed as part of the North Yorkshire Management System and this needs to be agreed by CLT as an Annex to a Corporate Enforcement Policy once this has been completed.

The authority takes a graduated approach to enforcement, and seeks to ensure that information and advice is provided to businesses wherever possible. Any enforcement action will be undertaken having regards to the Enforcement Policy. This may range from informal action, through to the service of formal hygiene improvement or hygiene emergency prohibition notices, or ultimately the issue of simple cautions or prosecution.

Enforcement action is taken in accordance with the appropriate guidance from the Local Better Regulation Office, the Food Standards Agency and takes into account issues such as the nature of the breach and the history of compliance of the food business operator or in the case of new businesses, an assessment of the food business operator's willingness to undertake the work identified by the officer. When considering whether to initiate enforcement action, should take account of the Code for Crown Prosecutors, Enforcement policy and the Regulators Code.

Except where circumstances indicate a significant risk, officers will operate a graduated and educative approach (*the hierarchy of enforcement*) starting at the bottom of the pyramid ie advice/education and informal action and only moving to more formal action where the informal action does not achieve the desired effect, which in turn should lessen the likelihood of a legal challenge.

3.7 Management System (MS)

The Food Standards Agency requires that enforcement work be carried out in a consistent way throughout the United Kingdom. The mechanism for this is using Liaison Groups. The North Yorkshire Chief Environmental Health Officers have vested this work to the North Yorkshire Food and Safety Liaison Group. The North Yorkshire Management System, is overseen by the North Yorkshire Food and Safety Liaison Group, and has been developed to address the issue of consistency.

The Council is a signatory to the North Yorkshire Chief Environmental Health Officer's Food Management System (MS). It is the Council's policy to carry out all areas of food service delivery in accordance with this system and in particular to fulfil the inter authority audit requirements as set out in the management system. The MS helps to deliver a consistent service across the region. The implementation of the procedures within the MS and monitoring has to be undertaken by the Lead Officer for Food. The MS has undergone a review and is now based on a more technical level which will meet the requirements of the Food Standards Agency when external audits are carried out by them.

Paper work/meetings 20 days x 7.4	148 hours
File monitoring across all enforcement activities 20 days x 7.4	148 hours
Accompanied visits 3 x 7.4	22 hours
Peer review x 1 day	7 hours
Food team meetings	24 hours
MANAGEMENT SYSTEM ESTIMATION OF STAFFING RESOURCES REQUIRED	350 HOURS

In addition to improved consistency the MS helps operational staff to build better working relationships with staff within other authorities, removes any insularity and helps to improve the speed at which best practice is developed, as officers recognise the value of their own input.

The authorities have a pragmatic approach to the use of such systems and they recognise they are there to push standards forward not just develop paper mountains. The integrity of the system must however stand up to examination and in this respect the Chief Officers Group challenges the integrity of the system through the review system.

The main purpose of the participating Authorities is the enforcement of legislation but within that work are a number of discrete areas.

The MS aims to:

- Carry out inspections and investigate complaints to a consistently high standard. To achieve this, checks will be carried out on various stages within the process and recorded in an appropriate manner consistent with either the MS or the authority's internal systems.
- Continuously monitor performance of the system and make changes and improvements where appropriate. To achieve this, the MS will be subject to audits and management reviews.
- Ensure that only properly qualified, experienced and competent personnel are involved in Food Enforcement. To achieve this Nominated Officers have specific responsibilities for assessing officers against the MS competency matrix and Food Law Code of Practice Competency and Authorisation requirements.
- The MS has been designed to suit the needs of each individual authority whilst maintaining consistency. The discrete Law Enforcement processes are detailed in the Framework documents and reflected in local procedures. All personnel dealing with these areas of Law Enforcement are expected to contribute to the quality effort and comply with the relevant Management System and Local Procedures.

The issue of consistency is discussed at the Food and Safety Liaison group meetings and consistency exercised are regularly conducted within the team and across North Yorkshire.

The food service operates out of the Council's Belle Vue Square Office with members of the public having access during office hours. A range of information concerning the Food Safety and enforcement is available on the Council web site which allows online application for registration of a food business establishment, and queries and complaints to be submitted via e-mail.

Much of the service is delivered at the business premises and officers also visit residents to complete questionnaires, collect/deliver specimen pots and collect statements etc. Although most work is carried out during normal office hours, inspections, complaints and food complaint/premises investigations may be undertaken outside of office hours.

The Council has an emergency call out system outside of normal office hours with access to advice in the event of an emergency.

4. SERVICE DELIVERY

4.1 Interventions at Food establishments

It is the Council's policy to carry out programmed interventions in accordance with the minimum frequencies specified in the current Food Safety Act; Food Law Code of Practice (England) (March 2017). The Code defines the different types of interventions that Food Authorities may use and the circumstances in which they should be applied. Interventions are key to improving compliance with food law by food business operators. The range of possible interventions allows authorised officers to use their professional judgement to apply a proportionate level of regulatory and enforcement activities to each food business. Interventions are applied in a risk-based manner such that more intensive regulation is directed at those food businesses that present the greatest risk to public health.

Interventions are defined as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to, "official controls".

"Official controls" are defined at EU level at Article 2(1) of Regulations 882/2004. They are any form of control for the verification of compliance with food law. Interventions that are official controls include:

- Inspections
- Monitoring
- Surveillance
- Verification
- Audit and
- Sampling where the analysis/examination is to be carried out by an Official Laboratory

Other interventions, i.e. those which do not constitute official controls include:

- Education, advice and coaching provided at a food establishment; and
- Information and intelligence gathering (including sampling where the analysis or examination is not be carried out by an Official Laboratory).

Where possible, any official control carried out at a food establishment will be undertaken without prior notification, except in cases such as audits where prior notification of the food business operator is necessary. There will, however be circumstances when it is advantageous to give advance notice, particularly when the purpose of an intervention is to see a particular process in operation. Authorised officers will exercise discretion in this area guided by the overriding aim of ensuring compliance with food legislation.

Inspections/audits are all prioritised in accordance with the food safety risks posed by the premises. This is assessed in particular, in relation to the nature of the food handling involved, the level of compliance, and the quality/confidence of management.

The Code sets out how to risk-rate businesses and sets the minimum frequency of inspection. The risk categories range from A to E and inspection frequencies are shown below, alternative enforcement strategies may be used for low risk E rated premises.

Risk Band	Inspection Frequency
A	6 months
B	12 months
C	18 months
D	24 months
E	3 years

TIME REQUIRED TO UNDERTAKE AN INTERVENTION (INSPECTION) PER RISK CATEGORY

Category	Time requirement per/intervention (hours)
A	15
B	7.5
C	5
D	4
E	2
Unrated – New businesses	3.5

INTERVENTIONS

Premise Profile Risk Categories A-E	Inspection Time Requirement	Overdue interventions 2018- 19 as at 31 March 2019 (Food Service Plan)	Time requirement (hours)	Programmed interventions 2019-20	Time requirement (hours)
Category A	15	0	0	1	15
Category B	7.5	1	7.5	18	135
Category C	5	29	145	37	185
Category D	4	165	660	87	348
Category E*	2	13	26	72	144
Outside	0	0	0	0	0
Unrated	3.5	76	266	25	87.5
Total		284	1104.5	240	914.5

TOTAL INTERVENTIONS 524

TOTAL HOURS FOR PROGRAMMED INTERVENTIONS

REVISITS

	Re-visit Percentage to be undertaken	Hours per Visit	Total Re-visit Hours Requirement
Programmed Interventions 2019- 20	20%	2	96

ADDITIONAL INSPECTIONS

	Number	Hours/Visit	Total hours
Estimated number of additional inspections to new premises/change of food business operator	100	3.5	350

	Number	Hours/Visit	Total hours
Estimated number of pre-inspection visits	10	3	30

	Number	Hours/Visit	Total hours
Enforcement Action (Formal on overdue and planned interventions)	8%	4	76.8

	Percentage	Hours/Enforcement Action	Total hours
Food Hygiene Rating Request for Re-visits	15%	2	72
CUMULATIVE TOTAL INTERVENTIONS, REVISITS AND ADDITIONAL INSPECTIONS			2644 HOURS

Local areas of targeted inspection:

- Approved premises (food manufacturers not selling to the final consumer)
- Premises with a Food Hygiene Rating score of 0, 1 & 2
- Festivals and outdoor events

PERFORMANCE INDICATORS: 100% - A & B PROGRAMMED FOOD INTERVENTIONS

All premises subject to inspection are risk rated in accordance with the Code of Practice, and the details entered on the database so that future inspections can be programmed.

Each year, the number of inspections to be carried out in the following year are calculated, based on their risk, the date of the last inspection and other factors as appropriate, and these are then included in the Service Improvement Plan.

All new food establishments for the first time will be subject to an initial inspection following which intervention ratings for the establishment will be determined. When a Food Registration form is received it will be entered onto the IDOX database and an inspection date set up, the new premise will be saved as a tagged premise and included in the programmed inspection total for that year. New premises should be inspected within 28 days of registration or from when it becomes aware that the establishment is in operation, having regard to the likely risk the premises present in terms of their size and the types of operation carried out there. However, premises registering with the authority may not

always be subject to immediate inspection where they are not yet ready to open for business and/or where they are low risk.

Premises requiring approval under EC Directives are inspected in the first instance, generally prior to opening for business, by authorised officers with specialist knowledge of the process and appropriate legislation, and by suitably qualified staff thereafter.

Where new information arises, in the case of a justified complaint or unsatisfactory sampling result, the Council will consider whether it is appropriate to conduct an inspection, partial inspection or audit to investigate the matter on a risk based approach.

4.1.1 Food Enforcement Interventions

All interventions will be carried out at appropriate intervals in accordance with the prescribed frequencies specified in the Code of Practice.

Establishment's intervention rated category D

Establishments that have been given an intervention rating of category D for food hygiene must receive an intervention at appropriate intervals, i.e. every 2 years in accordance with the prescribed frequencies specified in the Food Hygiene Scoring System. These interventions can alternate between either an intervention that is an official control or an intervention that is not an official control (i.e. education, advice and coaching).

Any establishments that are category D, but are also rated 30 or 40 for "type of food and method of handling" within the Food Hygiene Scoring System, the official control for these establishments must be an Inspection, Partial Inspection or Audit.

A reduced inspection form has been introduced, which covers food safety management system, practices and procedures plus structure. The aim is to cover all specified areas but reduce the amount of time on site, to enable extra time to be spent at higher risk premises.

Establishment's intervention rated Category E

Establishments that have been given an intervention rating of Category E for food hygiene will be subject to an Alternative Enforcement Strategy. Establishments will continue to be subject to official controls to investigate complaints. They must as a minimum, be subject to an intervention, which may take the form of an Alternative Enforcement Strategy (ie low risk questionnaire), not less than once every three years.

Alternative enforcement strategies will be considered for the majority of low risk E category food establishments in accordance with the Food Law Code of Practice, and the North Yorkshire Chief Environmental Health Officers' Food Management System procedures. This will involve questionnaire surveys to assess the hazards and risks associated with the businesses. Where risks are perceived as low these premises will be put on a 3 year inspection programme and not receive an inspection. Premises such as Bed and Breakfasts require an inspection in order to receive a food hygiene rating; inspections to these premises will only be undertaken upon request by the food business operator. Where intelligence through complaints or routine sampling, for example, suggests that problems may exist, all such premises will be inspected as a matter of course.

New legislation is responded to as necessary, through additional inspections and/or information for affected businesses. Where the impact of new legislation is known in advance, it will be included in the Service Improvement Plan and in the resource planning process as appropriate.

Food information Regulations 2014

A Memorandum of Understanding (MoU) has been agreed between the North Yorkshire Food and Safety group and North Yorkshire County Council, Trading Standards who are the enforcing authority for the Food Information Regulation 2014 legislation. The MoU details the requirements for parties involved in the advice and enforcement relating to the provision of allergen information to food business operators in catering and retail premises during programmed interventions and referral of non-compliance to them.

4.1.2 The National Food Hygiene Rating Scheme

On the 1st October 2010, the Food Standards Agency launched its 'National Food Hygiene Rating Scheme' (NFHRS). The NFHRS has been designed to provide consumers with an indication of the food hygiene standards within premises included in the scheme. The aim of the scheme is to give consumers an informed choice about hygiene standards when choosing where to eat or buy food.

Craven District Council launched the scheme on 1 April 2012, the scores for businesses included in the scheme and inspected since 2012 can be found on the Food Standards Agency website.

One of the safeguards for food businesses is the ability to request a re-visit following an intervention with a view to receiving a higher rating. The re-visit mechanism applies in cases where FBOs with ratings of '0' to '4' have made the necessary improvements to address non-compliances identified during the authority's planned interventions of the establishment.

The FBO can make a request for a re-inspection/re-visit to re-assess the food hygiene rating any time after the planned intervention. A charge of £216.00 is made for each revisit and there is no limit on the number of requested re-inspections/re-visit a business can make. The 'standstill' period will no longer apply when a fee is charged. The requested re-inspection/re-visit must be carried out within three months of payment of the fee.

4.1.3 Actions following inspections

Each premises inspected will receive a written report of that inspection giving, where appropriate, information on the contraventions found, if any, the action needed to remedy these contraventions and an appropriate timescale for any work, and any recommendations being made by the inspecting officer. Information and advice will also be given as appropriate, including a range of leaflets, face to face advice and information on-line via our web-site.

The actions that can be taken by the officer following an inspection are outlined in the appropriate Enforcement Policy, and these will include the full range of enforcement sanctions available including informal letters and advice, statutory notices, voluntary and emergency closure procedures through to prosecution where appropriate. In most instances, statutory and formal actions are only considered in the most serious cases, where informal action is unlikely to succeed or has previously failed to bring about improvements,

or where there is a clear need to take such action to protect the public interest. This will also include those premises which improve after a planned intervention but standards deteriorate substantially between these interventions.

Food businesses that fail to comply with significant statutory requirements will be subject to appropriate enforcement sanctions and revisit(s). Revisits will focus on the contraventions identified at the programmed intervention and ensure that they have been remedied before deciding that no further action is required. The timing of the revisit will be determined by the risk and the action taken following the initial intervention. Such a revisit, whenever practicable, will be undertaken by the officer who undertook the original intervention. Premises may result in at least one revisit to ensure compliance. The decision to make a revisit is carried out on a professional judgement basis and the following:

- The seriousness of the risk to health presented by the work required or the nature of non-compliance with appropriate legislation. All revisits to check on high risk contraventions will be carried out within 10 days of initial inspection.
- The likelihood that the business will carry out the work, the period of time allowed for the work compared to the date of the next inspection.
- Premises with a FHR score of '0', '1' or '2' will be prioritised for a re-visit and extra resources targeted to these premises with the aim of increasing compliance, hygiene standards and the FHR score.
- As specified in the Code of Practice. Such businesses will be identified by a compliance score of 15 or higher for hygiene and/or structure and/or structure and/or a confidence in management/control procedures score of 20 or higher as set out in the Intervention Rating Scheme.

Revisits will focus on the contraventions identified at the programmed intervention and will ensure that these have been remedied before deciding that no further action is required.

4.1.4 Recording Inspections

Premises interventions are recorded on our IDOX database for food establishments, which generates re-inspection dates and statistical reports as required by the Food Standards Agency. This information is backed up and saved as appropriate to minimise the risk of corruption or the loss of data.

Food premises establishment records are kept, inspections and any contraventions found are kept on file, along with details of any food complaints and other correspondence relating to that premises. Establishment records are maintained for a minimum of 6 years with all earlier data shredded.

4.2 Requests for Service

Requests for service about the condition of food, food premises, practices or personnel are investigated. Where food complaints are received from large Supermarkets these will be referred to the Customer Services section of the relevant supermarket unless it is a serious foreign body/fitness complaint which will be investigated by this authority.

Food and food establishment complaints are dealt with in accordance with the North Yorkshire Food and Safety Management System. Monitoring of food and food establishment complaints is a service monitoring indicator within the Management System. The Council's policy is to give a first response to the complainant within 5 working days.

The 2019-20 performance target is to respond to 95% of complaints within 5 working days.

Food complaints – any investigation must commence within 1 working day of receipt.

Food premise complaints – any investigation must commence within 3 working days of receipt.

Estimated number of food complaints: 10 Time requirement per complaint: 10 hours	
Estimation of staffing resources required:	100 hours
Estimated number of food premises complaints, including food premise waste: 35 Time requirement per complaint: 7 hours	
Estimation of staffing resources required:	245 hours
FOOD AND FOOD PREMISE COMPLAINTS	345 HOURS

4.3 Home Authority Principle

Where enforcement action is being considered, Craven District Council will, where necessary, have regard to the Local Better Regulation Office's (LBRO) Home Authority Principle. Craven District Council are not the formal Home Authority for any company at the moment.

4.4 Primary Authority Scheme

The operation of the Primary Authority scheme is a statutory responsibility of the Better Regulation Delivery Office (BRDO). The Primary Authority scheme ensures that businesses trading across authority boundaries are regulated in a consistent way. Companies have the legal right to form a partnership with a 'primary authority' providing robust and reliable advice on compliance which other councils must take into account, and setting inspection plans to guide and co-ordinate activity.

Craven District Council will consider entering into this scheme should such a request be made and will adhere to the requirements of the scheme when undertaking inspection and enforcement work.

4.5 Advice to Business

The Council has a policy of offering advice to any business that has trading premises within the Craven District area and in line with the government guidelines on 'Better Business for all'.

The giving of advice is an important part of the work of the Food and Workplace Safety team. It may be during interventions or as a result of telephone or personal enquiries. Advice is also given when planning applications are submitted relating to new food businesses.

Food hygiene training is not delivered directly by officers of the department but there are a number of local trainers who run courses on a regular basis.

Craven is continuing to develop its website in order to improve, in particular, the access to specialist food safety advice.

This authority will seek to assist businesses wherever possible through: -

- Help and advice as part of the inspection process,
- Responding to Service Requests from businesses.
- Examination of plans etc. on request or as part of a planning application.
- The sampling of food products to provide information regarding the effectiveness of their processes.
- Extensive Information and advice on our web-site, including forms and leaflets where appropriate
- Updates on changes to the law and other issues that could affect businesses and local residents, via mail-shot letters, the Craven web-site and/or when an inspection or visit is being carried out.

Whilst the provision of advice, particularly to small and medium sized businesses, is important, the authority also recognises that this should not conflict with the enforcement role. The issue of advice to businesses is addressed within the appropriate Enforcement Policies.

Estimated number of service requests from business: 55 Time requirement: 1 hour 250 Time requirement: 30 minutes	300 service requests
ADVICE TO BUSINESSES	138 HOURS

4.6 Food Sampling and Inspection

The policy of the Council is to sample food and drink, supplied, produced and sold within the District, in accordance with a planned sampling programme to assess its safety and quality and where necessary, in response to food complaints and investigations.

All food sampling will be carried out in accordance with the sampling policy and sampling programme which are reviewed annually. To monitor food safety, approximately 300 food samples are taken for routine analysis each year, in accordance with the food sampling programme. The sampling programme also consists of national sampling programmes and locally determined priorities. In addition to the National programme the Council has agreed to also participate in the following additional studies:-

- XR37 – Any premises preparing ready-to-eat food that does not have a dishwasher, with a single multi-purpose sink. To assess the general hygiene in premises without dishwashers. Running 1 April 2019 to 30 September 2019.

- XR38 – Any premises using SFBB and 2 stage cleaning with a single use item as part of the second stage. To investigate whether single use items result in improved hygiene standards in food premises using 2 stage cleaning. Details of the cleaning agents in use will also be collected during the survey. Starting 1 April to 31 March 2020.
- XR39 – Any premises selling fresh vegetables eg Supermarkets, farm shops, green grocers, market stalls, small holdings etc. Starting 1 May 2019 to 31 October 2019.
- XR40 – Any premises selling pre-made, pre-packaged sandwiches with shelf-lives of p+2 days or more. To test sandwiches at the end of their shelf-life to determine their quality and safety. In addition, details of the labelling used with particular focus on the allergens present will be collected. Starting 1 July 2019 to 31 October 2019.
- Study 67 – Any premises with a Vac/Map machine in use. To provide microbiological quality date on RTE vacuum packed foods and the hygiene of vacuum packing machines. Starting 1 April 2019 to 31 March 2020.
- National Study 68 Raw milk cheeses (UK and non-UK), Study 69 – EU Exit – awaiting details from Public Health England.
- Local survey – Topic pending.

All formal food and routine food samples are submitted to the Public Health England, North Yorkshire and the Humber, York or to The West Yorkshire County Analyst (foreign body complaints) for analysis for examination.

Food sampling is carried out by the Technical and Systems Officer within the Environmental Health Service. Sampling is important to help protect public health and safety by testing foods to ensure they meet chemical and micro-biological safety standards. Where food is found not to meet those standards, appropriate interventions will be taken to correct any shortfalls or in instances where a significant public health issue is identified to ensure the food is removed from the food chain.

Results are placed on the appropriate premise file. Any unacceptable sample results initiate a follow up visit, which attempts to identify and rectify the cause of the failure.

All formal sample results are notified to the food business operator as appropriate, and unsatisfactory results will be the subject of further action by this authority. Samples are recorded on the database so that reports can be produced in a format required by the Food Standards Agency.

Estimated number of routine food samples as part of the sampling programme: 200 Time requirement per sample: 1 hour per sample	200 hours
Estimate number of samples taken as part of survey: 100 Time requirement per sample: 100 @ 1 hour	100 hours
Unsatisfactory result – follow up 15% @ 1 hour	45 hours

Estimated number of food complaint samples which will be submitted for examination/analysis: 5 Time requirement per sample: 2 hours Estimation of staffing resources required:	10 hours
SAMPLING TIME TOTAL	355 HOURS

Performance Indicator: 60 % of target within local food sampling plan

4.7 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Council investigates all outbreaks and notifications of food related disease in accordance with procedures agreed with its North Yorkshire partners and advice from its Proper Officer. Close working links exist with the North Yorkshire & York Community Infection and Control Service and Health Protection Agency.

The investigation of food poisoning incidents/food borne illnesses is carried out in accordance with the North Yorkshire and York Gastro-Intestinal Disease Management Protocol and North Yorkshire Management System. Outbreaks are investigated in line with the Public Health England Outbreak Control Plan.

During 2018/19 – 29 cases of infectious diseases were notified and investigated by Craven. All these required further investigation by officers from the Food and Workplace Safety team. On average each investigation takes approximately 2 hours to complete. Fortunately these were all individual cases. Outbreaks cannot be predicted, but are very time consuming if they occur, and this results in major disruption to other planned work.

		Investigation Time (hrs)	Staffing Resource Requirement (hrs)
Estimated number of notifications of food related infectious disease: 25 x 2 hours	29	2	58
Estimated number of outbreaks:	1	100	100
Allegation of food poisoning:	18	4	72
Cumulative Total of Hours			230

Note: The numbers have reduced due to the change in notification of Campylobacter isolations, which are no longer reported to the authority by Public Health England.

4.8 Food Safety Incidents

The Council will comply with the Food Law Code of Practice in relation to the handling of national food safety incidents and alerts. This now includes allergy alerts.

It is the policy of the Council to comply with the Food Standards Agency Code of Practice and any guidance issued in relation to the handling of national food safety incidents and alerts, which includes Allergy Alerts.

The procedures followed in respect of food alerts include the circulation of information to food enforcement officers. The action taken in respect of any Alert will depend on the nature of that Alert, and on any action requested/required by the Food Standards Agency.

The decision process in respect of all Food Alerts, whether for information or for action, are recorded on the database, and these decisions are made by suitably qualified and authorised officers.

Measures are in place to ensure that Food Alerts are received and considered outside normal working hours, and that they are responded to as appropriate

Estimated number of food alerts/incidents: 15	
Time requirement per alert/incident: 1 hour	
ESTIMATION OF STAFFING RESOURCES REQUIRED:	15 HOURS

Performance Indicator: 100% actioned in accordance with local decisions
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4.9 Liaison with other Organisations

The Council participates with the following liaison groups or organisations related to food safety issues in an endeavour to ensure that the service and/or any enforcement action taken within the Craven District is consistent with those of neighbouring local authorities, that service improvements can be identified, and that competence based training can be accessed.

- North Yorkshire Chief Environmental Health Officers Group and Associated Liaison Group
- Food Standards Agency
- IDOX User Group (Environmental Health IT System – Uniform)
- Care Quality Commission
- North Yorkshire District Control of Infection Committee (NYDCIC)
- PHE/North Yorkshire Food Sampling Liaison Group Meeting
- Public Health England – Yorkshire and the Humber Team

Consultation on planning and building control applications takes place regularly, via internal consultation memos on all applications prior to their determination with the Council’s planning section and the Yorkshire Dales National Park Authority.

Estimated number of Planning and Building Consultations:	26
10 @1 hour, 16 @ 0.33 hours	
ESTIMATION OF STAFFING RESOURCE REQUIRED:	15 HOURS

4.10 Food safety and promotional work and other non-official interventions

Due to limitations on resources the Council will only be involved in FSA promotional activities which require a minimum of staff resources.

We promote food safety with information on the Council's website and leaflets which are available and this includes Food Safety week which also extends to Facebook and messages are tweeted.

5. RESOURCES

5.1 Financial Allocation

The Food Service financial costs are contained within the Environmental Service Unit cost centre.

	Food service costs (£)
Senior Environmental Health Officers	<i>£56,521</i>
Environmental Health Technical Officer	<i>£6,921</i>
Technical & Systems Officer	<i>£11,033</i>
Environmental Health Team Leader	<i>£21,524</i>
Environmental Health & Housing Manager	<i>£2,195</i>
Technical Officer/Sampling	<i>£3,000</i>
Contractor	<i>£8,000</i>
TOTAL	£109,194

The Food and Workplace Safety Team consists of 2 Senior Environmental Officers, 1 Technical & Systems Officer, 1 Environmental Health Technical Officer, 1 Environmental Health Team Leader. At present 3 of the EHO/Team Leader are qualified to carry out food law enforcement. The team is responsible for the delivery of a range of services in addition to food safety, i.e. health and safety, infectious diseases, environmental protection, housing, and private water supplies.

Time Requirements to Deliver Food Service Plan	
	Hours
Quality Management System	350
Interventions and Revisits	2644
Food Complaints	345
Advice to Businesses	138
Sampling	355
Outbreaks and Food Poisoning	230
Food Alerts	15
Planning & Building Consultations	15
Training	105
Time Requirements to Deliver Food Service Plan	4196

(Intervention figures are actual and retrieved from the Database. All other figures are estimated and based on the numbers carried out in the previous year.)

Officer Time Available to Deliver Food Service Plan	5230.875 hrs
Resource hours remaining	1035
Remaining to undertake Food Service Plan delivery	0.54

5.2 Staffing allocation

THE TOTAL STAFFING RESOURCE CURRENTLY AVAILABLE TO DELIVER THE FOOD SERVICE PLAN –	3.25 FTE
Qualified, Competent and experienced EHO's as at 1.5.19 includes	
Food Contractor	2.2 FTE
Environmental Health Technical Officer	0.4 FTE
Technical and Systems Officer – Sampling and support to Food Service	0.4 FTE
Environmental Services and Housing Manager	0.15 FTE
Technical/sampling Officer	0.1 FTE

This staffing allocation above is sufficient to deliver the Plan. Due to the shortfall of interventions from 2018/19 a competent contractor is to be bought in to clear the outstanding interventions.

5.3 Staff Development Plan

It is the policy of the Council to comply fully with the requirements of the Food Law Code of Practice in relation to staff training and the qualifications of Authorised Officers. This requires that food safety work is only undertaken by appropriately trained and experienced officers. This necessitates access to external training on specialist topics, supplemented by regular in-house and liaison group arranged update training for authorised food safety officers.

The Food Law Code of Practice that came into force on the 7 April 2015, states that we must implement the requirements of Chapter 4 in full by April 2016. Therefore lead and authorised officers must now possess the relevant baseline qualification (or equivalent), meet the relevant competencies and demonstrate that they have maintained their Continuing Professional Development (CPD) in accordance with the Food Law Code of Practice.

The method of authorising officers and demonstrating competence has been built into the personal development plans; the RDNA initiative on the BRDO website will also be incorporated into this. The Food Safety Management System documents also need to be included.

It is anticipated that a significant amount of update training will again be necessary this year for all enforcement officers. This will be provided to ensure continued professional development and officer competency.

Performance review interviews are carried out annually for each member of staff, and, as part of this process; training needs are identified and programmed.

Staff training and development will include: -

- In-house training on a monthly basis on revised local operational procedures
- Information on any Enforcement Policies, including copies of any documentation needed on a day to day basis.
- Circulation of any new information from FSA, Local Government Regulation etc.
- In house or external training on any new legislation/feedback from courses undertaken by other officers.
- A minimum of 20 hours CPD training per year must be obtained per year, split into:
 - A minimum of 10 CPD hours on core food matters directly related to the delivery of official controls;
 - 10 hours on other professional matters. This could include training needs identified by the Lead Food Officer during competency assessments/appraisals.
- Specialist processes i.e. vacuum packing; sous vide training provided by FSA.
- Train/develop Environmental Health Technical Officer from within Environmental Health to undertake food inspections (C's to E's) and to assist with initial inspections of new businesses.
- HACCP and Imported Food training for Environmental Health Officer and Team Leader.
- Train/develop Senior Environmental Health Officer from within Environmental Health to undertake food inspections (A's to C's) and approved premises;
- Train/develop Environmental Health Technical Officer to investigate infectious diseases and assist in outbreak situations when necessary;
- Train/develop Environmental Health Technical Officer to investigate food and food premises complaints;

Records of all staff qualifications and training are kept by staff as well as evidence of on-going continual professional development.

The use of Food Standards Agency, Chartered Institute of Environmental Health and liaison group free or low cost training greatly assists in ensuring that the necessary levels of training are maintained.

TRAINING TO BE UNDERTAKEN	105 HOURS
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5.4 Staff Performance

All the Environmental Health Officer's performance will be monitored on a monthly, quarterly and annual basis to ensure that planned interventions (visits for 2019/20 including revisits etc.) are undertaken in accordance with the officer performance schedule below:-

Overdue interventions from 2018/19 = 284

Programmed interventions 2019/20 = 240

Total interventions = 524 less 200 interventions Contractor to complete = 324

Revisits (20%), request for Food Hygiene Rating (FHR) revisits (15%), New Premises/Change of FBO (100) and Enforcement Action (8%) = 578

FTE	Planned (min) Visits/FTE /Annum	Planned Visits/FTE /Qtr.	Planned Visits/FTE/ Month	20% Re-visits/An num/FTE	20% Re-visits/Qtr./ FTE	20% Re-visits/Month /FTE	20% Request for FHR Re-visits
0.8	113	28	9	36	9	3	36
0.5	70	18	6	23	6	2	23
0.6	85	21	7	27	7	2	27
0.4	56	14	5	18	5	2	18

2.3 324

FTE	New premises Change of FBO (70)	Enforcement Action
0.8	24	9
0.5	24	9
0.6	12	4
0.4	10	3

Quality Check of Interventions

EHO FTE	Planned Number of Visits/Annum per Officer	15% Quality Check/Annum	15% Quality Check/Quarter
0.8	113	17	4
0.5	70	11	3
0.6	85	13	3
0.4	56	8	2
2.3		49	12

6. QUALITY ASSESSMENT

6.1 Quality Assessment and internal monitoring

Craven operates its Food Safety Service in accordance with a fully documented and audited Management system (MS).

The MS defines eight quality monitoring criteria against which the service is measured. All North Yorkshire district councils and York City Council use these monitoring criteria. All

areas of food service delivery are carried out in accordance with the MS system and quality, monitoring is part of this system.

Documented procedures for internal monitoring have been produced. Statistics are produced to assess progress against the Service Plan and are reported quarterly to the Environmental Health & Housing Services Manager. A performance review of the Service plan is undertaken on a 6 monthly basis and reported to the Director of Services.

The authority is committed to ensuring quality through policies and procedures for food hygiene enforcement. Inter- authority audits are undertaken by other local authorities. Monitoring procedures allow an accurate assessment of the work being carried out against targeted work; at least 15% file inspections per officer are checked for accuracy and completeness. Each officer has an accompanied inspection on an annual basis which checks against set criteria. File reviews across all areas of food enforcement are undertaken on a monthly basis. All policies and procedures are reviewed annually or whenever new legislation is introduced to ensure compliance with that legislation.

Food Standards Agency audits are carried out at the request of the FSA. In December 2012 the Authority's food safety service was audited by The Food Standards Agency (FSA). Two performance indicators NI EH 4 Percentage of programmed high risk food inspection completed and NI EH 6 The number of enforcement actions taken i.e. Hygiene Improvement Notices, Hygiene Emergency Prohibition Notice are assessed and monitored on a quarterly basis, the results are fed back to Corporate Leadership Team.

6.2 Customer Consultation and Feedback

The authority has a number of mechanisms in place in respect of customer consultation and feedback. Questionnaires are sent out to all service users following food safety interventions; the levels of customer satisfaction are extremely high. Questionnaires have been devised for contact with other service users following the investigation of food and food premises complaints; these are sent out to every service user.

6.3 Formal Complaints

The Authority operates a formal complaints procedure and makes information on this available to the public. All complaints follow an investigation process, and records are kept of the complaints and any outcomes.

The final stage of the complaints process allows referral of the complaint to a Local Government Ombudsman, in order that independent adjudication can be carried out.

7. REVIEW

7.1 Reviews against the Service Plan

A six monthly documented performance review based on the food service delivery plan will be undertaken and the results reported to the Environmental Services & Housing Manager.

7.2 Identification of any Variation from the Service Plan

The reactive targets specified in last years' service plan were for the most part met. This year has been an extremely busy year and the pressures on the team have been significant, with heavy officer workloads from the routine inspections and investigations in both food

safety as well as other areas of Environmental Health which have had a knock on effect and taken staff away from their day to day workloads.

Also the introduction of a new computer system has involved a significant amount of training and one member of the team was asked to play a significant role in the implementation and introduction of the new IT system for Environmental Health.

A further challenge this year has been the significant number of 'unrated' food businesses arising from new food business registrations. Due to the aforementioned challenges we have not been able to fully deliver the 2018/19 programme and the Plan for 2019/20 addresses this. It is estimated that the service requires the assistance of an external contractor to deal with the 200 food premises intervention backlog.

Our involvement in work associated with the approval and inspection of manufacturing premises under the product specific legislation, has continued. This work requires a high level of technical skill and is very demanding on resources.

7.3 Service development

The following areas of service development have been identified for 2019/20:-

- Complete all outstanding interventions 2018-19 and programmed interventions 2019-20.
- Deliver a planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice, targeting in particular those premises that are not currently 'broadly compliant' with the food safety legislation.
- Review, develop and implement procedures to meet with the updated Management system.
- The use of alternative interventions as defined by the Food Standards Agency Code of Practice for businesses that are low risk.
- Where an alternative intervention has been used for low risk establishments and reminders sent, follow up those establishments who have not returned their questionnaires.
- The use of a reduced inspection form when undertaking interventions at D rated Establishments.
- A co-ordinated food sampling programme in support of the above making full use of the Health Protection Agency laboratory allocation.
- Investigation of food and food premises complaints, and all outbreaks and incidents of food related illness.
- Train/develop Environmental Technical Officer from within Environmental Health to undertake food inspections (C's to E's) and to assist with initial inspections of new businesses;

- Continue to train/develop Senior Environmental Health Officer from within Environmental Health to undertake food inspections (A's and B's) plus approved premises;
- Train/develop Environmental Health Technical Officer to investigate infectious diseases and assist in outbreak situations when necessary;
- Train/develop Environmental Health Technical Officer to investigate food and food premises complaints;
- Food Hygiene Rating Scheme – assessment of all businesses that have not been rated.
- Carry out data cleansing of electronic database to ensure improvements to the IDOX database accuracy and validity.
- The provision of information and advice on food safety to food businesses and consumers.
- Carry out pre-inspection food hygiene visits – to generate income.
- Carry out food hygiene rating request for re-inspection/re-visits – to generate income.
- Consider any requests from local businesses for the Council to enter into a Primary Authority Agreement – to generate income.
- Carry out any work required before the introduction of changes to the delivery of food interventions governed by the Food Standards Agency – Regulating our Future.
- Introduce/implement any changes required prior to and after the EU exit.

8. GLOSSARY OF TERMS

Approved Premises

Are premises that require specific approval from the local authority under EC Regulation 853/2004? These are primarily premises that manufacture food for sale not to the final consumer.

Authorised Officer

Is a suitably qualified officer who is authorised by the local authority to act on its behalf in, for example, the enforcement of legislation?

'Broadly Compliant'

"Broadly compliant", in respect of food hygiene, is defined as a food business that has an intervention rating score of not more than 10 points under each of the following three parts of Annex 5 of the Food Standards Agency Code of Practice:

- Level of (Current) Compliance – Hygiene;
- Level of (Current) Compliance – Structure; and
- Confidence in Management

Hygiene Emergency Prohibition Notice

See also 'Hygiene Improvement Notice'. Notice served by appropriate Officer of the Public Protection Division of Harrogate Borough Council where there is an imminent risk to health because of a serious and acute hygiene problem. (See section 8).

E.coli 0157

E.coli 0157 belongs to the group of Vero toxigenic *E.coli* (VTEC) bacteria which are a toxin-producing strain of *Escherichia coli* that occur naturally in the gastrointestinal tract of animals such as cattle and sheep are pathogenic to humans. *E.coli* 0157 is the VTEC strain that has been most commonly implicated in human infection in the UK.

Enforcement Concordat

This is an initiative instigated by the 'Better Regulation Unit' within the Cabinet Office of Central Government to improve the standard of enforcement by Statutory Bodies such as Local Authorities and the Police.

Food Hygiene Rating Scheme

The Food Hygiene Rating Scheme provides information to the public about hygiene standards in catering and retail food establishments. It is run by local authorities in partnership with the Food Standards Agency. Businesses that fall within the scope of the scheme are given a 'hygiene rating' which shows how closely the business was meeting the requirements of food hygiene law at the time of the inspection. The scheme also encourages businesses to improve hygiene standards.

Food Safety Management System

Is a written permanent procedure, or procedures, based on HACCP principles. It is structured so that this requirement can be applied flexibly and proportionately according to the size and nature of the food business.

Full Time Equivalent (FTE)

Is a figure which represents that part of an individual officer's time available to a particular role or set of duties. It reflects the fact that individuals may work part-time, or may have other responsibilities within the organisation not related to food and feed.

HACCP

Hazard Analysis and Critical Control Point – a food safety management system used within food businesses to identify points in the production process where it is critical for food safety that the control measure is carried out correctly, thereby eliminating or reducing the hazard to a safe level.

Home Authority

Is the Authority chosen by agreement between a business with multiple outlets in two or more Local Authority districts, and the authority for those districts? The Home Authority will usually be the Local Authority in whose area the principal administrative base is located. The arrangement involves the Home Authority co-ordinating food safety related approaches to the business from other Local Authorities by providing assistance and information arising out of routine inspection and complaints.

Interventions

These are activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to, monitoring, surveillance, verification, audit, inspection, and sampling and analysis.

In addition, interventions may also include other activities that are effective in supporting food businesses to achieve compliance with food law, such as the provision of targeted education and advice that takes place at food establishments, or information and intelligence gathering.

Hygiene Improvement Notice

See also 'Emergency Prohibition Notice'. Notice served by an Authorised Officer of the Public Protection Division of Harrogate Borough Council to secure a necessary improvement within a given time period.

LGR

'Local Government Regulation', a central Government agency that has the responsibility of raising standards and promoting consistency amongst food safety enforcement bodies.

North Yorkshire Chief Environmental Health Officers (NYCEHO) Food Safety Quality Management System

A quality system developed through the Chief Environmental Health Officers within North Yorkshire to raise standards and consistency of food safety enforcement within the region.

Primary Authority Scheme

The Better Regulation Delivery Office's (BRDO) Primary Authority Scheme is the gateway to simpler, more successful local regulation. It gives businesses the right to form a statutory partnership with a single local authority, which then provides robust and reliable advice for other councils to take into account when carrying out inspections or dealing with non-compliance

“Safer Food Better Business”

Is a food safety model which has been adopted by the FSA in England, to assist small businesses with the implementation of suitable management arrangements to control food safety within their business?

Simple Caution

Is a documented acceptance of guilt by the offender as an alternative to an outright prosecution, where the latter could be seen as harsh (in terms of adverse publicity or the likely fine) for a variety of reasons?

Stakeholder

A person or body, both within the community or the organisation in question, who either uses, or is affected by, or has some interest in, the service in question.