

CYNGOR **GWYNEDD** COUNCIL



FOOD SAFETY
SERVICE DELIVERY PLAN

2008-09

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DEFINITIONS

CEFAS	-	Centre for the Environment Fisheries and Aquaculture Science
CIEH	-	Chartered Institute of Environmental Health
CPD	-	Continuing Professional Development
CSIW	-	Care Standards Inspectorate Wales
DPPW	-	Directors of Public Protection Wales
FLARE	-	Public Protection database system
FSA	-	Food Standards Agency
FTE	-	Full Time Equivalent
LA	-	Local Authorities
LACORS	-	Local Authorities Co-ordinating Office on Regulatory Services
MHS	-	Meat Hygiene Service
NPHSW	-	National Public Health Service for Wales
NWDSLGL	-	North Wales and Deeside Shellfish Liaison Group
NWFSTP	-	North Wales Food Safety Technical Panel
PHLS	-	Public Health Laboratory Service
SFBB	-	Safer Food Better Business
SME	-	Small to Medium Sized Enterprises
UK	-	United Kingdom
WFMF	-	Welsh Food Microbiological Forum
WFFU	-	Welsh Food Fraud Unit
WHoEH	-	Welsh Heads of Environmental Health
WHoTS	-	Welsh Heads of Trading Standards
WLGA	-	Welsh Local Government Association
WW	-	Welsh Water

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FOOD SAFETY SERVICE PLAN 2008-09

1.0 Introduction

This service delivery plan details the food safety enforcement service to be delivered in 2008/09 jointly by the Food Hygiene and Food Standards Teams of the Public Protection service of Gwynedd Council.

The Food Standards Agency (FSA) as part of its national food safety framework agreement requires all local authorities to prepare an annual service delivery plan. The plan reflects the work required of food authorities by the FSA, under the requirements of the Food Standards Act 1999 and the framework agreement on local authority enforcement.

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 the programmed inspection process, but also by ensuring that adequate provision is made to address food complaints, food poisoning notifications, advice to businesses, and also the ability to follow-up on intelligence driven areas of work such as sampling, targeted inspections, other reactive interventions and campaign work.

Gwynedd Council is responsible for the enforcement of food safety in 1986 food premises within the County. 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, and restaurants.

For 2008/09 the main focus of the function of the food safety enforcement service will be in the following areas:

- An annual programme of inspections and enforcement in accordance with statutory requirements, codes of practice and guidance.
- An annual sampling programme in support of the inspection programme and other investigative work.
- Investigation of complaints regarding food and food premises, and all outbreaks and incidents of food related illness.
- Acting as “originating authority” to certain food businesses based in Gwynedd and to carry out originating authority enquiries referred by other authorities or agencies.
- Supporting the annual inspection programme with targeted promotional advice and educational initiatives together with providing information and advice on food safety and related matters to food businesses and consumers, and co-ordinating training.

For 2008/09 the following areas of service development and improvements have been identified:

- Improve food hygiene inspection performance and attempt to inspect 95% of high risk premises and other risk premises respectively.
- Maintain food standards inspection performance and attempt to inspect 100% of high risk premises.
- Continue the progress made in food businesses in implementation of food safety management, namely 'Safer Food Better Business'.(SFBB)
- Undertake customer satisfaction survey for relevant food service areas.
- Implement changes in line with the review of the Food Law Code of Practice (Wales) 2006.
- Prepare for the introduction of a 'Scores on the Doors' scheme for food premises within the County, adopting a scheme in common with other local authorities in Wales.
- Establish contact with new food businesses early in the life of those businesses
- Encourage all primary producers to adopt high standards of food hygiene practices
- Ongoing development of council web pages.
- Develop and improve joint working programmes internally and with external agencies.

2.0 Service Objectives

2.1 Aim

The Public Protection service is committed to ensuring that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within the County is without risk to the health and safety of the consumer.

Staff will adopt an approach to enforcement based upon an assessment of the risk to public health and will include the investigation of cases of food poisoning and food complaints as well as the inspection of food premises.

The Public Protection service has adopted the enforcement concordat and staff will carry out activities in this service plan in accordance with that concordat and the public protection enforcement policy.

Regard will be had to guidance contained in the Food Law Code of Practice (Wales) 2006 and to guidance from recognised bodies such as the FSA and Local Authorities Coordinators of Regulatory Services (LACORS).

2.2 Objectives

The objectives of the food safety section are as follows:

- To carry out an annual programme of food hygiene and food standards inspections and enforcement in accordance with statutory requirements, the Food Law Code of Practice (Wales) 2006 and guidance. Subject to the availability of suitably qualified officers, such inspections will be undertaken co-incidentally with inspections undertaken in respect of other statutory functions.
- Support the annual inspection programme with an annual food sampling programme with regard to composition, labelling and microbiological standard.
- Investigate complaints and to take appropriate action in accordance with Food Law Code of Practice (Wales) 2006 and guidance.
- Act as “originating authority” to certain food businesses located in the County of Gwynedd and to respond to originating authority enquiries referred by other local authorities and agencies.
- Support food businesses and consumers with targeted promotional advice and educational initiatives together with providing information and advice on food safety and related matters to food businesses and consumers, and co-ordinating training.

2.3 Links to Corporate Objectives

These are the overarching priorities for the Authority and are derived from the Council’s Vision and Values. The strategic objectives are:

- a) ***To create opportunities to enable people to fulfil their full potential in work and in personal and social life.***

- b) Contribute towards creating a competitive, venturous and sustainable economy with a variety of working opportunities.**
- c) Promote better health, care and well-being for individuals, families and communities.**
- d) Promote active, safe and sustainable communities with the provision of suitable houses, facilities and services.**
- e) Protect the heritage, promote the culture of the area, and promote the use of the Welsh language.**
- f) Protect and improve the natural and the built environment of the County, and contribute towards safeguarding the world wide environment.**

The food safety service enhances and contributes to these objectives in the following ways:-

a) To create opportunities to enable people to fulfil their full potential in work and in personal and social life - The food safety service aims to protect the health and wellbeing of people who consume foodstuffs in Gwynedd and of those that consume foodstuffs manufactured in Gwynedd. In addition to protecting the residents of Gwynedd, the protection of visitors is essential to maintain and enhance the reputation of the area as a tourist area.

b) Contribute towards creating a competitive, venturous and sustainable economy with a variety of working opportunities – The production, processing and retailing of food makes up a significant part of the economy of Gwynedd and provides a substantial employment opportunities within the county. Gwynedd is a major primary producer of food, has numerous food processors and catering businesses many of which are linked to the tourist industry together with a wide range of food retailers. The food safety service provides free advice and assistance to these businesses with the objectives of ensuring that that satisfy the needs of their customers, provide employment locally and generate adequate return for their investors. Safeguarding health and wellbeing and promoting a healthy lifestyle is a major catalyst to maintaining a healthy and productive workforce. Monitoring and advising on regulatory standards assists in maintaining a level competition for a sustainable economy.

c) Promote better health, care and well-being for individuals, families and communities - Food safety is a key area which is essential for improving and maintaining the health, care and wellbeing of individuals, families and communities. Besides maintaining health, the consumption of good food also generates a feeling of wellbeing and provides recreation.

d) Promote active, safe and sustainable communities with the provision of suitable houses, facilities and services - The food safety service aims to promote active communities by ensuring that residents have access to healthy food and employment opportunities connected to the production, processing, distribution and

retailing of food. It aims to ensure that the food produced and consumed is safe, and that production is carried out in a sustainable manner.

e) Protect the heritage, promote the culture of the area, and promote the use of the Welsh language – The work of the food safety section supports local food production in this mainly rural County where agriculture and fisheries are an important sector of the economy. The quality of foodstuffs and food premises are essential factors so as to maintain Gwynedd as a key tourist area, protecting the heritage and promoting the culture of the area and maintaining the ability of the area to compete in a global market. The section provides a bi-lingual service at all times and with respect to all aspects of food safety this is essential as 70.19% of the population of Gwynedd speak Welsh.

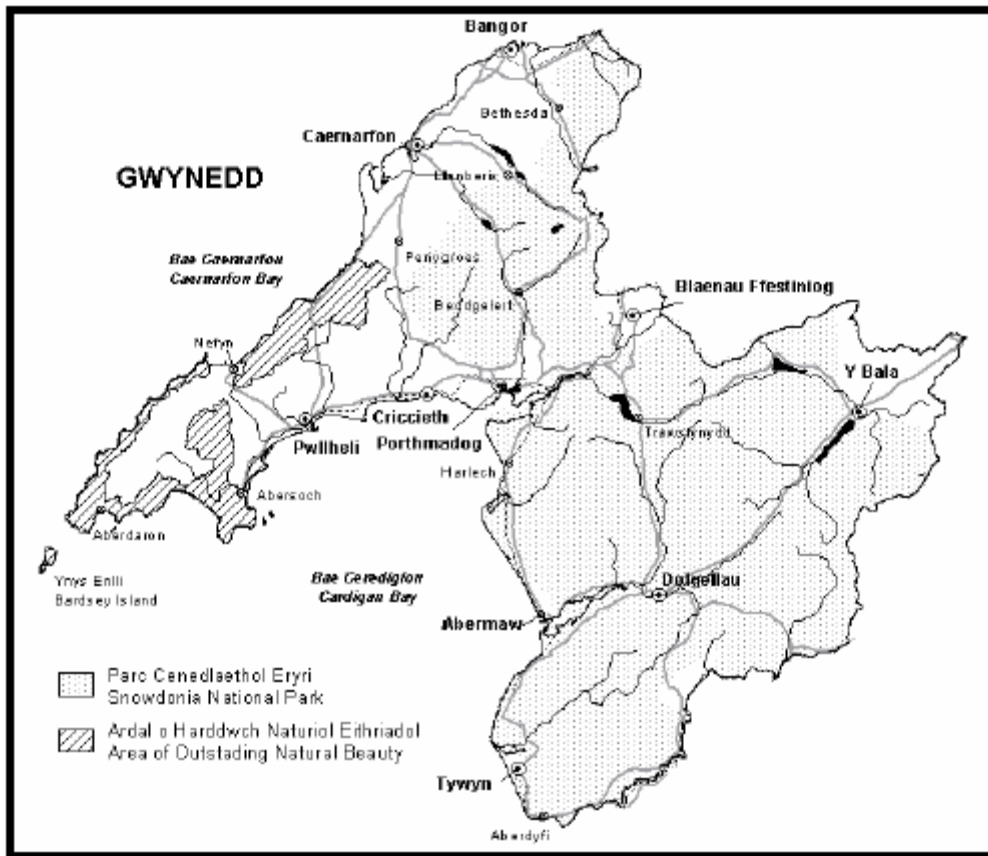
f) Protect and improve the natural and the built environment of the County, and contribute towards safeguarding the world wide environment - Confident communities with a cohesive language and cultural identity are sustained by a thriving healthy population free from the effects of ill health and disease.

3.0 Background

3.1 Profile of Gwynedd

Gwynedd is located in North West Wales. It is the second largest County in Wales, accounting for 12.26% of the total land area, covering an area of 2,548 square kilometres. Gwynedd extends from Abergwyngregyn in the north to Aberdyfi in the south, a road distance of 130 kilometers, and from Uwchmynydd in the west to Llandderfel in the east; a road distance of 103km. At 301 kilometres, Gwynedd has the longest coastline of all Unitary Authorities in Wales. The main settlements in Gwynedd are Caernarfon, Bangor, Porthmadog, and Dolgellau.

The population of Gwynedd was recorded as 116,843 in the 2001 Census of Population and 117,985 in the 2005 Mid-Year Estimates. There is a concentration of the population resident in the north of the County in Bangor, Caernarfon and surrounding towns and villages.



3.2 Organisational Structure and Reporting lines

The food safety section is located within the Administration and Public Protection Service of the Resources Directorate of Gwynedd Council. The food safety section reports to the licensing committee on all food safety matters.

The food safety section sits within the authority structure as follows:



3.3 Scope of the Food Safety Section

The scope of the food safety section is as follows:

- Establishing and maintaining an up to date register of all food premises within the County.
- Planned Inspection of Food Premises – All food premises are inspected on regular basis (primary inspections). The inspection frequency of each food premises is programmed according to the risk rating system prescribed in Food Law Code of Practice (Wales) 2006 which takes into account potential hazards, level of compliance and confidence in management control systems. Officers advise on good practice and ensure compliance with legal requirements.
- Secondary Visits/Revisits – Where the operator of a food business is required to undertake works in order to comply with the food safety legislation, a revisit (secondary inspection) may be undertaken after the date specified for compliance.
- Investigation of Complaints – The section responds to all complaints about food premises and food purchased within the area of Gwynedd Council. Each complaint is investigated to determine appropriate enforcement and to ensure precautions are taken to prevent a recurrence. This often involves contacting manufacturing companies and other local authorities.
- Investigation of Food Borne Illnesses – Notification of cases of food poisoning is received from general practitioners, the National Public Health Service for Wales (NPHSW) and their laboratory services. Each notification is investigated and appropriate action taken to prevent spread of infection.
- Food Hygiene Promotion and Education – As part of the services commitment to promoting public health the service undertakes various food safety initiatives. These have included seminars to local businesses, food safety week, provision of news letters and providing advice and assistance to businesses at the time of inspection and on request.
- Food Alerts and Incidents –When food alerts are issued by the FSA in respect of certain foodstuffs and where necessary the section takes all appropriate measures to ensure foods are withdrawn from sale within the County.
- Food Premises Approvals – Certain food operations require prior approval by the local authority. In Gwynedd these include dairy products, meat products, fish products and shellfish depuration premises. Premises are inspected prior to issuing approvals and are regularly monitored thereafter to ensure continued compliance with the legal requirements.
- Food Sampling – Sampling is undertaken to monitor food safety standards during inspection and as part of national and local microbiological food sampling programmes.

- Shellfish Sampling - Sampling is undertaken to monitor the hygiene status of designated shellfish production areas.
- Imported Food - Investigate allegations or circumstances which indicate that imported food might be contaminated or has been illegally imported and take necessary action.
- Private Water Supplies - Sampling is undertaken to monitor quality of private water supplies as part of sampling programmes.
- Other Services – Food safety officers are expected to address occupational safety matters arising during the course of food safety inspections. They also, where necessary, investigate water borne incidents and infectious disease other than food poisoning; comment on applications for premises licences under the Licensing Act 2003 and on planning and building control applications regarding food premises.

3.4 Specialist External Services/Partners

Food Analytical Services	Eurofins Laboratories Ltd
Food Examiner	National Public Health Service for Wales
Proper Officer	National Public Health Service for Wales

3.5 Location of Services

The service is delivered from three area offices which are Swyddfa Ardal Arfon, Caernarfon; Swyddfa Ardal Dwyfor, Pwllheli and Swyddfa Ardal Meirionnydd, Dolgellau. The office opening hours are Monday to Friday 09:00 – 17:00. Out of hours inspections are carried out where premises do not trade during the daytime. It is the policy for food inspections, unless in exceptional circumstances, to be carried out unannounced to allow the actual business operations to be observed. There is also a plan for an out of hours service for emergencies.

3.6 Demands on the Food Safety Section

Gwynedd contains a mix of manufacturing, retail and catering premises. Catering and retail are the dominant sectors. The businesses are predominantly small to medium sized enterprises (SME).

As on the 1st April 2008 we have identified that Gwynedd Council is responsible for enforcing food safety in 1986 food premises within Gwynedd.

The risk assessment programme for food safety is set out in the Food Law Code of Practice (Wales) 2006 inspection rating scheme and the criteria provides that all food premises should be subject to a degree of surveillance although the Food Law Code of Practice (Wales) 2006 allows alternative enforcement methods to be used with the lowest risk premises.

		Estimated Number of premises (As at 01/04/08)
	Producers	36
	Slaughterhouses	2
	Manufacturers/Processors	30
	Packers	3
Premises	Importers/Exporters	0
	Distributors	20
	Retailers	491
	Restaurants and other caterers	1351
	Manufacturers selling mainly by retail	52
	Materials and Articles	1
	Total	1986
Of which:	Premises Approved	11

Factors likely to have impact on service delivery this year include:-

- Food Law Code of Practice (Wales) 2006 – Implementation of changes following review of the Food Law Code of Practice (Wales) 2006. The time scale is dependant on introduction by FSA Wales.
- Scores on the Doors – The implementation of a system for scores on the doors throughout the County. Time scale dependant on introduction by FSA Wales.
- Best Practice Standards – Achieving appropriate level of compliance with best practice standards in environmental health.
- SFBB – Continuing introduction of SFBB within food businesses.
- Maternity – The Public Protection Manager will be taking maternity leave from the second month of this plan year.
- Seasonal Events e.g. Wakestock, Gwyl y Faenol – Proactive and reactive interventions.
- Competence and training requirements for officers.

3.7 Enforcement Policy

The food safety section has adopted the government's enforcement concordat which means that it is committed to open and fair enforcement of the law pertaining to food safety. The public protection enforcement policy has been approved by Committee (28 February 2002) and is in accordance with the principles set out in the enforcement concordat.

The enforcement policy can be found on the food safety section's webpage or a paper copy can be obtained from the area offices. Enforcement decisions will be documented and monitored to demonstrate adherence with the policy. In addition to this there are comprehensive procedures available to ensure consistency of service.

4.0 Service Delivery

4.1 Food Premises Inspections

4.11 Food Hygiene Inspections

It is the food safety section's policy to carry out programmed Food Hygiene inspections in accordance with the minimum inspection frequencies specified in the Food Law Code of Practice (Wales) 2006. These inspections are all prioritised in accordance with the food safety risks posed by the premises. This is assessed by consideration of the nature of the food handling involved, the standards maintained, and the quality of management.

The following table shows the inspections that will need to be carried out in the year 2008/2009. These figures include inspections outstanding from the previous year.

Premise Profile: Food Hygiene (Risk Categories A-E)	Estimated Number of Premises (As at 01/04/08)	Estimated number of primary inspections required during the year (01/04/08 - 31/03/09)
Category A	36	36 x 2
Category B	253	253
Category C	1047	571
Category D	253	152
Category E*	369	Alt Enforcement
Approved Premises	11	11
Outside Programme	12	-
Unrated	5	5
TOTAL	1986	1064

It is a target that 95% of the high risk inspections (A-C) are completed.

* Alternative enforcement strategies will be considered for the majority of these low risk food premises in accordance with the revised Food Law Code of Practice (Wales) 2006. This will involve questionnaire surveys to assess the hazards and risks associated with the businesses. Where risks are perceived as low information packs will be sent out to businesses to assist them with compliance with food safety legislation and good practice. Where intelligence through complaints or routine sampling, for example, suggests that problems may exist, those premises will be inspected as a matter of course.

4.11 Food Standards Inspections

It is the food safety section's policy to prioritise the inspection of food premises in

respect of Food Standards in accordance with the food safety risks posed by the premises. This is assessed by consideration of the nature of the food handling involved, the standards maintained, and the quality of management following a recommended Risk Assessment process. The authority has recently changed from using the LACORS 'total business activity' Risk Assessment scheme to the specific Food Standards scheme contained in the Food Law Code of Practice (Wales) 2006 and is currently reassessing the Risk rating of businesses for Food Standards Risk.

It is the food safety section's policy to carry out programmed Food Standards inspections in respect of Category A (High Risk) premises accordance with the minimum inspection frequency specified in the Food Law Code of Practice (Wales) 2006, i.e. every 12 months.

Because of shortage of resources and commitments to other enforcement regimes, it is not possible to carry out programmed Food Standards inspections in respect of Category B (Medium Risk) premises accordance with the minimum inspection frequency specified in the Food Law Code of Practice (Wales) 2006, i.e. every 24 months. It is the policy of the authority that such premises should be inspected with a minimum frequency of half that specified, i.e. every 48 months. In practice, it is expected that this level of performance will be exceeded.

Because of the shortage of resources, it is the food safety section's policy not to carry out programmed Food Standards inspections in respect of Category C (Low Risk) premises as a matter of routine. However, because of the need to revise risk assessments of businesses so categorized, Category C premises will be inspected when it is necessary to visit those premises in connection with inspections carried out in respect of other enforcement activities. Consideration will also be given to implementing Alternative Enforcement Strategies at such premises when resources permit.

The following table shows the inspections that need to be carried out in the year 2008/2009 accordance with the minimum inspection frequency specified in the Food Law Code of Practice (Wales) 2006.

Premise Profile: Food Standards (Risk Categories A-C)	Estimated Number of Premises (As at 01/04/08)	Estimated number of primary inspections required during the year (01/04/08 - 31/03/09)
Category A	30	30
Category B	800	456
Category C	1008	
Outside Programme	15	
Unrated	133	
TOTAL	1986	486

4.2 Food Complaints

All food complaints are investigated. It is the food safety section's policy to give a first response within 5 working days to all food and food premises complaints. The section receives approximately 100 complaints a year with respect to foodstuffs and food premises.

It is estimated there will be 100 food complaints in the year 08/09.

4.3 Advice to Business

The food safety section offers advice to any business that has trading premises within Gwynedd unless the trader has a Home Authority arrangement with another local authority. This is achieved by providing advice directly to businesses and through the provision of training courses which are held locally e.g. SFBB training courses.

It is estimated that 4 training courses will be held in the year 08/09.

The food safety section is continually developing its webpage in order to improve, in particular, the access to specialist food safety advice

4.4 Food Sampling and Inspection

The food safety section undertakes sampling of food and drink supplied, produced and sold within the County, in accordance with a planned sampling programme to assess its safety and quality and where necessary, in response to food complaints/investigations. The food safety section will also participate in North Wales, UK and European sampling programmes where relevant. Approximately 180 routine food samples will be taken in 08/09.

The food safety section undertakes routine sampling of shellfish harvesting area to monitor the hygiene status of the shellfish harvesting areas. Data obtained from the sampling is used in maintaining the classification status of shellfish harvesting areas.

Food samples are analysed by the Public Health Laboratory Service (PHLS) based in Ysbyty Gwynedd, Bangor; the Public Analyst, (Eurofins Scientific Laboratories) in Birkenhead, and the Centre for the Environment Fisheries and Aquaculture Science (CEFAS) laboratories are used occasionally.

4.5 Control of the Investigation of Outbreaks and Food Related Infectious Disease

The food safety section investigates all outbreaks and notifications of food related disease in accordance with accepted procedures and advice from its Proper Officer.

Between the NPHSW and the food safety section, there are formal arrangements in place to identify and investigate cases of food poisoning. All laboratory identified cases of food poisoning are notified directly to the food safety section for investigation.

All incidents of food poisoning or alleged food poisoning are investigated with a view to tracing the source and preventing spread and reoccurrence.

It is estimated there will be 265 food poisoning cases and 3 potential outbreaks in the year 08/09.

4.6 Food Safety Incidents

The food safety section will comply with the Food Law Code of Practice (Wales) 2006 in relation to the handling of national food safety incidents and alerts. This now

includes allergy alerts. This also includes details of any local action taken by the food safety section.

It is estimated there will be 81 food alerts in the year 08/09.

4.7 Liaison with other Organisations

The food safety section 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 County of Gwynedd is consistent with those of neighbouring local authorities, that service improvements can be identified, and that competence based training can be accessed.

- Directors of Public Protection Wales (DPPW)
- Welsh Heads of Environmental Health Group (WHeEH)
- Wales Heads of Trading Standards (WHeTS)
- North Wales Food Safety Technical Panel (NWFSTP)
- North Wales Heads of Trading Standards Food & Metrology Group
- Welsh Food Microbiological Forum (WFMF)
- National Public Health Service for Wales (NPHSW)
- North Wales and Deeside Shellfish Liaison Group (NWDSLGL)
- Care Standards Inspectorate Wales (CSIW)
- Centre for Environment, Fisheries and Aquaculture Science (CEFAS)
- Welsh Water (WW)
- Local Authorities Co-ordinators of Regulatory Services (LACORS)
- Food Standards Agency (FSA)
- Meat Hygiene Service (MHS)
- Welsh Food Fraud Unit (WFFU)
- Gwynedd Licensing Section (GLS)

4.8 Food Safety Promotion

The food safety section carries out health promotion exercises covering food safety and hygiene. This includes the provision of hazard analysis training, food hygiene awards, and to undertake activities in the national food safety week.

4.9 Food Safety Training for Officers

A staff training programme is being prepared for 2008/09. Staff training needs are identified during the appraisal process and a training programme is developed once this process is complete.

It is the policy of the food safety section to comply fully with the requirements of the

Food Law Code of Practice (Wales) 2006 in relation to staff training and the qualifications of authorised officers. This requires that appropriately trained and experienced officers must undertake food safety work. This necessitates access to external training on specialist topics, supplemented by regular in-house update training for authorised food safety officers.

It is the food safety section's policy to ensure that officers involved in enforcing food safety legislation receive a minimum of 15 hours continuing professional development training.

4.10 Food Safety Formal Action

All enforcement action will be taken having regard to the Public Protection Enforcement Policy. This may range from informal action, through to the service of formal hygiene improvement or emergency prohibition notices, or ultimately the issue of cautions or recommendations for prosecution. The main aim is to ensure that all food businesses within Gwynedd produce food that is safe to eat and that they comply with the requirements of the food safety legislation. This enforcement policy can be accessed through the Council's website.

4.11 Safer Food Better Business (SFBB)

To assist proprietors of food businesses in meeting the new legal requirements which came into force in January 2006, the FSA has introduced a simplified food safety management system, SFBB, that they suggest should be promoted to food businesses that need assistance with hazard analysis requirements.

In 2008/09 we will continue to promote the uptake of this food safety management model within the County of Gwynedd.

5.0 Resources

5.1 Financial Allocation

Total net cost of the food safety section is £546,270 of which staffing costs accounts for approximately 80% of the total cost. The total net cost of the food safety section based on the 2005 mid year population estimates works out at approximately £4.58 per Gwynedd resident.

5.2 Current Staffing Levels

At the time of writing there are 10.6 Full Time Equivalent (FTE) officers within the food safety section. The above figure can be broken down into officers as detailed below:

	Number
Environmental Health Officers/Trading Standards Officers	4.5/1.4
Food Safety Officers/Enforcement Officers	4.6/1.2
Food Sampling Officers	1/0
Public Protection Manager (Food and H&S)/(T.S)	0.5/0.2
Administration FH/FS	1/0.4
TOTAL (FH/FS)	11.6/3.2

6.0 Quality Assessment

The food safety section has been audited by the FSA and will continue to act on any advice given to ensure a quality service is provided. There is an internal monitoring process to ensure officers are following the procedures and acting in accordance with statutory requirements.

7.0 Review and Monitoring

7.1 Review Against the Service Plan

The service delivery plan will be reviewed at least annually and reported to the licensing committee. The review will link into the annual business planning process.

Performance is monitored monthly with a quarterly management review of progress.

Performance is monitored using the following methods:

- Monitoring performance against service and officer targets.
- Monitoring actual working practices against procedures and protocols for:
 - Inspection of food businesses
 - Investigation of complaints and food poisoning notifications
 - Enforcement
- Undertake customer satisfaction surveys for relevant areas of the food service. The level of performance for 07/08 was 100% for Food Hygiene and 94% for Food Standards..

Monitoring arrangements: Food Safety

Performance monitoring will be undertaken by generating monthly reports from the FLARE database on:

- Inspections, for comparison against the annual programme and other service requests to monitor progress.

Working practices will be monitored routinely through close contact between the food safety officers and the Public Protection Manager (Food, Health and Safety) and by:

- Submission of inspection reports including copy letters to Public Protection Manager (Food, Health and Safety) for scrutiny of at least 10%
- Scrutiny of at least 10% complaint/ service request/sampling and food poisoning notification files.
- Referral of contentious issues and formal enforcement to Public Protection Manager (Food, Health and Safety) / Senior Public Protection Manager for confirmation of action being taken
- At least one annual joint food hygiene inspection between Food Safety Officers and at least one annual monitoring inspection between the Public Protection Manager (Food, Health and Safety) and each Food Safety Officer.

Monitoring Arrangements – Food Standards

The Public Protection Manager will monitor performance by generating 3 monthly reports from the FLARE database in respect of

- Inspections which will be compared against the annual programme and
- Service requests which will be used to monitor progress.

Working practices will be monitored routinely through close contact between all staff undertaking Food Standards enforcement and the Public Protection Manager (Trading Standards).

In addition, Senior Trading Standards Officers will monitor the working practices of the staff within their Teams by:

- Scrutinizing at least 10% of inspection reports
- Scrutinizing at least 10% complaint/ service request/sampling and Food Hazard Warning notification files.
- Conducting at least one annual monitoring inspection per member of staff

The Senior Trading Standards Officers may delegate this duty to the Trading Standards Officer in respect of monitoring the working practices of Technical Officers. The Senior Trading Standards Officers will also monitor each other.

All contentious issues and formal enforcement will be referred to the Public Protection Manager (Trading Standards) / Senior Public Protection Manager for confirmation of action being taken

At the end of the service plan period the food safety section will compare the years performance targets and performance standards included in this service plan. Any variation and the reasons for the variation will be included in the review and any service development or improvement will be identified as necessary.

7.2 Key Service Achievements 2007/08

In addition to routine work, significant progress has been made in relation to overall service improvements. Key service achievements over the period of last years plan include: -

- Level of inspection of high risk premises increased from 50% to 94%
- SFBB project implemented and training days held.
- Ongoing development of food safety section web pages.

7.3 Areas for Improvement 2008/09

The following areas of service development have been identified for 2008/09: -

- Improve level of food hygiene inspection of high risk premises to 95%.
- Consolidate the progress made in food businesses following the successful completion of the SFBB project.

- Prepare for the introduction of a 'Scores on the Doors' scheme for food premises within Gwynedd. This will build on the experiences of those authorities that are already piloting a FSA scheme or those who have successfully introduced their own scheme based on similar principles.
- Undertake customer satisfaction survey for relevant food service areas.