

Gateshead Council

Annual Service Plans for the Food and H&S services 2011 - 2012

PART THREE - FOOD CONTROL SERVICE PLAN

| | |
|--|-----------|
| Foreword..... | 2 |
| 1. Service Aims and Objectives | 4 |
| 1.1 Aims and Objectives..... | 4 |
| 1.2 Links to corporate objectives and plans..... | 5 |
| 2. Background | 10 |
| 2.1 Profile of the local authority | 10 |
| 2.2 Organisational structure | 10 |
| 2.4 Demands on the food service..... | 10 |
| 2.5 Regulation Policy..... | 11 |
| 3. Service delivery | 12 |
| 3.1 Interventions at food establishments | 12 |
| 3.2 Food complaints | 14 |
| 3.4 Advice to business..... | 15 |
| 3.5 Food sampling | 15 |
| 3.6 Control and investigation of outbreaks and food related infectious disease ... | 16 |
| 3.7 Food safety incidents..... | 16 |
| 3.8 Liaison with other organisations | 16 |
| 3.9 Promotional work, and other non-official controls interventions..... | 17 |
| 4. Resources | 18 |
| 4.1 Financial allocation | 18 |
| 4.2 Staffing | 19 |
| 5. Quality Assessment | 20 |
| 5.1 Quality assessment and internal monitoring..... | 20 |
| 6. Review | 21 |
| 6.1 Review against Service Plan 2010/11 | 21 |
| 6.2 Identification of any variation from the Service Plan..... | 24 |
| 6.3 Areas of improvement | 24 |
| 7. Intervention Plan 2011 - 2012 | 25 |
| 7.1 Food Control Intervention Plan 2011 – 2012 | 27 |

Foreword

2010/11 was another extremely busy year. Some issues of interest include:

- The North East Food Liaison Group (NEFLG) was awarded more than £45K from the Food Standards Agency (FSA) to sample imported foods across the region. Gateshead also took responsibility for managing finances. Whilst the majority of samples taken did meet the relevant standards, of particular interest was a survey of cadmium in 150 samples of cocoa liquor sourced from all over the world (cocoa liquor is the raw material used to start making chocolate and cadmium affects kidney function). There were some concerning results – in some cases, an adult consuming a bar of chocolate could receive 3.9 times more cadmium than the Tolerable Daily Intake (TDI) and a child could get 13.6 times more than the TDI. These results were reported back to FSA with a recommendation for further national work.
- Some Food Control performance related information:
 - 350 programmed high risk premises inspected for food hygiene
 - 200 programmed high risk premises inspected for food standards
 - 1000 samples taken for analysis
 - 400 cases of food related illness reported with 100 investigated
 - 300 requests for service investigated
- Another regional survey tested the quality of meat being sold from butchers. Some butchers will mask an off-taste and smell in raw meat by applying a marinade which often has a strong colour and smell of its own. The survey determined the freshness of the meat by analysing the total volatile nitrogen (TVN) of the meat. 33 samples of marinated meats were tested by the Public Analyst (PA) and it was found the meat had started to putrefy in 24 cases. In Gateshead this applied to five of the seven samples taken and resulted in warnings being issued together with a letter to all registered butchers and supermarkets where fresh meat is sold to remind food business managers of the need to only use fresh meat in marinades. Further sampling is planned in the coming year and enforcement action will follow. The local press also published the matter.
- A referral was received concerning the lack of certification for frozen rice products that were imported from China confirming that it was free of genetically modified organisms (GMOs). A Notice was served to detain a quantity of rice pending results of a formal sample submitted for analysis. Fortunately the rice did not contain GMO and was later released.
- Consistency of enforcement is one of the main national concerns reported by business about enforcing authorities. We take this very seriously and are working as a region to minimise inconsistencies. This year we have participated in a desk top exercise (results in the team were good with no major inconsistencies identified) and have reviewed our inspection and sampling paperwork, adopting a more consistent regional approach.
- Maintaining officer competency is a legal and professional requirement necessary to maintain our high standards of service delivery. With new officers of limited food experience joining the team during the past year this was particularly important, and the team benefited from a number of training workshops provided by the FSA, Health Protection Agency (HPA) and Chartered Institute of Environmental Health (CIEH).

- The HPU Laboratory service moved to Leeds with a central collection point negotiated for the region at the Tyne and Wear Metrology Laboratory in Saltmeadows. Microbiological sampling methodology was also updated by HPA accompanied by officer training.
- The team temporarily relocated to accommodate the Civic Centre office refurbishment.

In 2011/12 the Food Control service faces major change on all fronts and will need to work even more effectively and efficiently to safeguard and improve public health:

- The Comprehensive Spending Review impacts from April 2011. There will be the equivalent of a staff reduction of 0.5FTE due to losing the contracted officer responsible for an estimated 25% of the medium risk rated inspections and £5,000 less allocated to the sampling budget. The review impact on our partners will also impact on us – for example, reduced FSA funding for sampling, increase in analysis costs and limited low cost training.
- There will be changes resulting from Lord Young’s health and safety report “Common Sense Common Safety” that impact on Food Control – from April the food and health and safety teams will combine to form the Environmental Health Team. The immediate priority will involve gearing up for joint inspections to deliver the programmes and campaign work.
- We will consider any benefit from moving away from our established ‘Scores on the Doors’ system to the FSA ‘Food Hygiene Rating System’.
- We must procure a new laboratory service for compositional analysis when Durham Scientific Services closes. Our appointed Public Analyst will hopefully remain available.
- The government public health agenda and the ‘Healthy Lives Healthy People’ White Paper results in Gateshead Council building workforce capacity to improve health through all its services. For example, during visits to food establishments a food officer could be involved in signposting businesses for nutritional issues and smoking cessation services or we may be involved in campaigns to improve health through the businesses we work with
- The FSA is currently reviewing food safety official controls delivery, considering:
 - Greater ability to focus resources and interventions throughout the UK on impacts that would have the greatest impact on consumer protection
 - Improved performance management and FSA role delivery
 - Clearer accountability for delivery of official controls throughout the food chain
 - Greater efficiencies and response to the financial pressures arising from the CSR.

Gateshead Council has approved this Plan showing how it intends to implement a programme of work covering inspections, sampling and investigations to improve and regulate standards in food establishments and prevent unsafe food entering the marketplace. It has been developed to meet the requirements of the FSA Framework Agreement on Feed and Food Controls by Local Authorities. Plans developed under these arrangements provide the basis on which food authorities are monitored and audited by FSA. We use the full mix of intervention options, ranging from guidance and advice to formal enforcement action to require improvements or close unsafe businesses and processes. To ensure local transparency and accountability, to show the councils contribution to Vision 2030 and to meet the requirements of the FSA Framework Agreement, this plan is approved by Members on behalf of Gateshead Council.

1. Service Aims and Objectives

1.1 Aims and Objectives

We are here to protect the public by ensuring the safety, hygiene and standards of food produced, supplied and consumed in Gateshead and to control food and water-borne illness.

The food control service aims:

- To safeguard public health through regular inspection and assessment of food premises at a frequency appropriate to their risk, respond effectively to complaints relating to food and water, and promote good practice in food hygiene through the provision of advice.
- To discharge the Council's statutory and other responsibilities in a positive and efficient manner
- To ensure that readily accessible advice and assistance is available to the public and traders
- To control the occurrence and prevent the transmission of food and water related communicable disease.

These will be achieved by

- Inspection of all types of establishment where food is handled, prioritising those presenting the highest risk
- Identifying potential food hazards and controlling their risk to the public.
- Assisting local businesses with national and international business links (for whom we act as Home Authority) to comply with food legislation and raise their standards.
- Assessing the effectiveness of food business management controls to achieve safe food.
- Identifying contraventions of food safety legislation and taking appropriate action in line with the Food Enforcement Policy
- Microbiological, chemical and labelling sampling - through a planned programme, in response to complaints and to support officer interventions.
- Investigating requests for service about food premises and the fitness, quality and labelling of food
- Surveillance of imported food to prevent unsafe food and food that does not comply with food safety legislation from entering the market
- Taking action on Food and Allergy Alerts received from the FSA.
- Providing advice, information and support particularly to local businesses on food legislation and best practice.
- Maintaining a record of persons registered to run a food business from their premises.
- Approving appropriate premises
- Carrying out surveillance of suspected and confirmed illness that has the potential to be food or water borne with a view to implementing control measures and giving guidance to prevent further illness
- Implementing the Pennington Report recommendations
- Supporting Contingency Plans to be used in the event of an incident or if the Major Incident Plan is invoked

Food Control takes into account the Government's 'Better Regulation' agenda when planning and delivering its services. The principles followed are based on:

- Targeting (we take a risk based approach)
- Proportionality (we only intervene where necessary)
- Accountability (we explain and justify our service levels and decisions)
- Consistency (we apply the law and guidance consistently to all parties)
- Transparency (we try to be open and user friendly)

1.2 Links to corporate objectives and plans

The statistics published by the FSA show how the food service delivered by our council is integral to supporting the national food industry and keeping food safe for all consumers. However, our food service also makes a vital contribution to key local strategic aims.

Corporate Plan

The Corporate Plan is Gateshead Council's statement of intent and identifies six corporate priorities to achieve Vision 2030. The Food Control service helps to deliver all these priorities and in particular:

- **Corporate Priority 3 Empowering Older People and Ensuring Healthier Communities.**

There are around 850,000 cases of food poisoning in the UK each year. Some of these can cause serious illness and permanent disability and some types can kill. The elderly and the very young are particularly vulnerable. Food poisoning in the UK is estimated as costing the country £1.5 billion each year.

Regular inspection of food premises, sampling and the advice given to food operators by the Food team helps to maintain compliance with the legislation on food safety and helps prevent food poisoning from occurring in the first place. When food poisonings occur, our officers become involved in investigating the cause and identifying any unsafe food that is still on the market to help prevent further cases of illness.

We have very good relations with the business community achieved through fair and balanced enforcement and the advice and support we give to new and established business. We also encourage food hygiene training for food operators that improves workforce skills.

We have a major role to play in ensuring a healthier community as our work is primarily aimed at ensuring food produced and sold in Gateshead is safe to eat. This includes the prevention and control of food borne illness and an informed consumer who has the information to make healthy choices.

We investigate food fraud which can give rise to serious health risks. For example, counterfeit vodka can contain harmful levels of methanol and animal products recycled back into the food chain will not have been subject to acceptable hygiene standards.

We ensure that nutritional labelling on food is accurate and claims made are not misleading. This enables consumers to make informed choices about the food that they eat. We also work with businesses to ensure colourings, additives and other ingredients are at safe levels and do not lead to long term health problems for consumers

- **Corporate Priority 4 Improving Accessibility, Connectivity and Economic Prosperity**

Food production, its transport and sale at retail and catering establishments are very significant parts of the economy both nationally and locally. Nationally the food and drink supply chain accounts for 7% of GDP and employs 3.7 million people in everything from food retailing, to restaurants and canteens, to farming and fishing.

Whilst recent returns indicate nationally there has been a slight decrease in the numbers of food businesses, there is an increase in business churn in Gateshead shown through business registrations, especially in relation to home catering and changes in ownership.

Our work helps our changing local food economy to remain vibrant and enables the council to provide practical support to businesses in difficult economic times. Our work helps maintain public confidence in the standards of our local food industry.

We work to help businesses comply with food legislation, which helps ensure fair competition and allow well-run food businesses to flourish and contribute to the local economy. We offer specific support for new companies, which can prove vital to the longer term survival of a business.

Our food enforcement team is a front line service that provides a positive opportunity for the council to interact with local businesses and protect our community. Food grown and manufactured in our area helps contribute directly to a sense of local identity.

Our 'Scores on the Doors' initiative is encouraging food business operators to improve and so raise their star rating status.

- **Corporate Priority 5 Serving our Customers**

We consider our customers to be very important and this is recognised by Development and Enterprise holding the Government's Customer Services Excellence award. Our service is developed to meet local need and is efficient, effective, excellent, equitable and empowering. We focus on what is important to customers such as delivery, timeliness, information, professionalism and good staff attitude. We are there not merely as a regulatory service but to help food businesses to provide safe food and to meet the legal standards – encouraging them to develop beyond these through the Scores on the Doors system, information and personal practical assistance we can give.

We also monitor satisfaction of businesses with local authority regulatory services.

Vision 2030

The work of the Food Service is directly linked to 'Vision 2030' which is the Gateshead's Sustainable Community Strategy and the heart of an ambitious long term plan developed by Gateshead Strategic Partnership following extensive consultation. The most relevant of the 'Six Big Ideas' within Vision 2030 to Food Control is '**Active and Healthy Gateshead**'

What we eat can make a big difference to our health and the food team plays a key role in diet and nutrition by checking the accuracy of food labelling through the sampling programme. This helps people to make healthy choices based on accurate product information. As well as sampling from a food premises that gives us cause for concern, we will sample in accordance with an agreed programme that considers local, national and regional issues. This may include specific foods; specific types of food business or specific types of locations/events. In this way we can help to gather information for the national databases as well as effectively deal with local concerns. By investigating premises in certain locations, for example by sampling from event catering or fast food establishments near schools, we can help to inform the other regulatory and development services in the council including planning control, trading standards and licensing. We can also help inform policies - for example on young people eating healthier and the control of street trading activities – and help raise Gateshead's profile by making sure that event catering meets the legal standards and produces safe food.

Good health is fundamental to well-being and long life and the annual food inspection programme helps to ensure that food hygiene standards are met through our support to the FSA '**Safer Food Better Business**' model. Through this we explain how to produce safe food based on effective management and Hazard Analysis Critical Control Point (HACCP) principles. This system makes food business operators identify the critical control points needed to control hazards such as food poisoning and that their practices are clearly understood and controlled. The same system will also increase the effectiveness and financial efficiency of their management – for example by improved stock control and reduced food wastage. Our '**Scores on the Doors**' web based initiative raises food hygiene standards by putting food hygiene information into the public domain and encouraging food business operators towards achieving higher star ratings.

Health is determined by many factors and to make sure food produced and sold in Gateshead is safe, we offer extensive help, advice and information. If the head office of a food company is in our area, we act informally as the 'Home Authority' – a focal point of contact for the business and for other councils who deal with local outlets or products from the same company. The support we give is a very important part of ensuring well run businesses flourish and contribute to the local economy and ensuring there is a consistent and effective framework within which complaint businesses can operate with confidence across the UK. The support we give to new business with advice about compliance with food legislation is also an important role.

Another duty on council food teams is to check business compliance and carry out enforcement where necessary. A lot of this work goes unnoticed because we are able to achieve most of the necessary improvements informally, but our fair and balanced enforcement ensures that we take appropriate action where businesses fail to meet standards that put people's health at risk. We can issue legal notices, close food premises or bring prosecutions. On occasion it is also necessary to withdraw foods from the marketplace to protect the consumer. To do this we work with the FSA to provide an effective withdrawal of unsafe food and to provide advice to the public and business. Imported food is becoming an increasing problem area and we are increasingly working with the FSA, Border Agency and Trading Standards to ensure effective food control is maintained.

It is also important that we investigate cases and suspected cases of food borne disease so that the risk of infection is minimised and that any unsafe food is removed from the marketplace. Food poisoning continues to be a problem in the UK with 850,000 cases each year and a cost to the economy of around 1.5 billion. Food poisoning particularly affects the elderly and young and is a serious illness that can cause permanent disability, chronic conditions and death. An important part of the team's work is to ensure that food poisoning is clearly understood and that controls are in place both in food establishments and the home. Our work will consider the exclusion of people who pose a high risk of infection from work, intensive inspection of food systems and premises, sampling and extensive advice (often working in partnership with the Health Protection Agency). The *E-coli* 0157 outbreak in Wales in 2007 that resulted in the death of a child and consequently the Pennington Report 2009, has required us to review how we deliver our service and the resources needed to ensure it is effective.

Supporting National Priorities

For many years now the Government has pushed health issues to the forefront of its agendas in response to these reports, some of which clearly impact on the food control service and its regulatory role:

- Choosing Health (Nov 2004)
- Tackling Obesity: Foresight Report (2007)
- Healthy Weight, Healthy Lives (Jan 2008)
- Food Matters: Cabinet Office Report (July 2008)
- Food 2030 (Defra 2010)
- Fair Society, Healthy Lives (2010) – the Marmot Review
- Common Sense Common Safety (2010)
- Healthy Lives healthy People (2010) – Strategy for Public Health in England

One of the most relevant and important government reports for food control in Gateshead is the **Food Standards Agency Strategic Plan 2010 – 2015**. This identifies the five priorities for the FSA to deliver in partnership with local authorities and other agencies:

1. Food produced or sold in the UK is safe to eat
2. Imported food is safe to eat
3. Consumers understand about safe food and healthy eating, and have the information they need to make informed choices
4. Food products and catering meals are healthier
5. Regulation is effective, risk-based and proportionate, is clear about the responsibilities of food business operators and others, and protects consumers and their interests from fraud and other risks.

Items 1, 2, 3 and 5 are directly linked to the food service work we deliver as our primary role is to ensure that food is safe to eat and accurately labelled. This is the focus of this plan and the work of the Food team because only local council environmental health officers and specialised technical staff have the authority and competencies to enforce general food law in the UK. However, there is an increasing national and local focus on items 3 and 4 and the Food Control team is developing links with various other council Groups, including a newly developed team within Development and Public Protection, who are working in partnership with the FSA, NHS and business to tackle public health issues such as obesity, saturated fat and salt through a shared agenda.

The hygiene of businesses selling, distributing and manufacturing food and the safety and fitness of food in the premises because of the high impact in terms of numbers of deaths and ill health caused by unhygienic food businesses and the high costs to the economy was identified as a National Enforcement Priority for Local Authority Regulatory Services in 2007 (Rogers Review). This was decided following an evidence-based and risk-focussed approach, based on the level of risk, political priority and the perceptions of citizens and business. Rogers stated “local authority regulatory services play a crucial role in their local communities. In terms of impacting on business, and in delivering regulatory objectives for government, the importance of these services cannot be underestimated.”

Regional and partnership working

‘**Better Health, Fairer Health**’ is the Public Health North East Strategy for 21st century health and well being. The aim is for north east England to have the best and fairest health and well-being, and to be recognised for its outstanding and sustainable quality of life.

For many years now Gateshead Council has supported regional working across Tyne and Wear and since 2009, the newly created Northumberland and Durham unitary authorities. The food teams in these 7 authorities all work closely together through the **North East Food Liaison Group** (NEFLG) and in consultation with the HPA north-east unit, the Health Protection Unit regional laboratory and the Public Analyst.

We agree **annual work programmes** particularly with regards to food standards and microbiological sampling programmes, officer training and campaigns.

Whenever practical and important to the region and/or Gateshead we consider and include the FSA annual programme and strategies.

Our joint working improves **funding opportunities** and allows us to save analysis costs.

We arrange regional **training** opportunities (also working with the Chartered Institute of Environmental Health North East Region to bring further funding into the region), share good practice, information and are a source of advice to each other.

We have strong informal agreements to generally support each other including providing resource in **emergencies**. This close working strongly supports all best value principles.

The Lord Young Report 2010 – **Common Sense Common Safety** - includes issues which have implications for the regulatory functions of health and safety and food safety. It recommended combined health and safety and food inspectors and supports the opening up of the inspection regime to accredited certified bodies.

So, from April 2011 the H&S and Food Control teams have combined to form an Environmental Health team dealing with both disciplines. This initially involves an intensive period to raise officer competencies through joint inspections, training courses, supervision and mentoring. It will result in a responsive workforce that can provide better support to delivery of the intervention programmes whilst retaining the specialist officer competencies to support the local businesses in Gateshead – and in particular the higher risk businesses that require extensive technical and legal knowledge to ensure public safety is assured.

2. Background

2.1 Profile of the local authority

Relevant information can be found within Part 1.

2.2 Organisational structure

Relevant information can be found within Part 1.

2.3 Scope of the food service

The Food Control service is an integrated service that operates holistically to ensure the safety of food to the consumer and therefore includes communicable disease control and water quality. This enables better support of Council Policy, a prompt and informed response to user requests for service (including complaints) and the ability to give a fuller response to the Major Incident Plan.

The Food Control Service has developed work procedures to establish service quality, consistency and set standards.

Specialist appointments and support

- Public Analyst: Alan Richards, Durham Scientific Services
- Proper Officer: Dr Roberta Marshall, North East Health Protection Unit

Health Protection Agency (North East Region Environmental Laboratories)

Limitation

The FSA 'Framework Agreement on Feed and Food Controls by Local Authorities' requires service plans to also be provided for official feed and food law controls. However, the remit of the Food Control Service is limited to food.

All primary production, feeding stuffs and feeding stuff establishment issues are dealt with through the Trading Standards Service.

2.4 Demands on the food service

Food premises are required to register with the Council 28 days before they start trading.

Certain establishments that handle products of animal origin such as meat, poultry, milk and eggs are subject to specific hygiene legislation. Those premises that satisfy the legislative criteria require to be approved by the Council. There are currently seven approved establishments in Gateshead.

As of 1 April 2011 there are 1523 commercial food establishments for which Gateshead Council is the enforcing authority for food safety. The number of premises fluctuates due to businesses opening and closing. In addition to food registration applications, these changes are identified using council information sources, during inspections and from visits by other staff from Regulatory Services. The database is updated accordingly.

Particular local requirements include:

- Major retail, wholesaling, and warehousing complexes in the borough – in particular the Metrocentre and the Team Valley Trading Estate.
- Several large food producers in the borough such as Kavli, Allied Bakeries, Northumbrian Fine Foods, Medina Dairies and Paradise Foods.
- The Queen Elizabeth Hospital cook-chill production unit.
- Specific officer expertise to deal with approvals of specialist companies particularly in the meat, dairy and bakery industries.
- Consideration of the specific needs of local ethnic minority groups.
- Specialist support for businesses for whom we act as informal Home Authority including Traidcraft, Dalziels and Beckleberrys.

Profile of food businesses in Gateshead

| Type of Premises (by FSA category) | 2010 | 2011 | Change |
|------------------------------------|-------------|-------------|------------|
| Manufacturers and Packers | 60 | 55 | ↓ |
| Importers/Exporters | 0 | 1 | ↑ |
| Distributors and transporters | 64 | 62 | ↓ |
| Supermarket/Hypermarket | 29 | 31 | ↑ |
| Smaller retailers | 357 | 338 | ↓ |
| Retailers - Other | 24 | 29 | ↑ |
| Restaurants/café/canteen | 184 | 197 | ↑ |
| Hotel/Guest house | 28 | 28 | ↔ |
| Pub/Club | 229 | 224 | ↓ |
| Takeaway | 219 | 223 | ↑ |
| Caring establishment | 119 | 115 | ↓ |
| School/College | 90 | 89 | ↓ |
| Mobile food unit | 17 | 28 | ↑ |
| Restaurant and caterers - other | 78 | 87 | ↑ |
| Outside FSA scheme | 1 | 15 | ↑ |
| Not yet allocated | n/a | 90 | |
| TOTAL | 1499 | 1536 | +37 |

2.5 Regulation Policy

The Tyne and Wear Food Enforcement Policy has been formally adopted by Gateshead Council. It closely follows LACORS guidance and highlights the level of co-operation that exists between the member authorities, together with the commitment of elected members to ensure the protection of the public and an even handed and consistent approach to food law enforcement.

The Food Sampling Policy relates to food samples taken by the Council and is prepared in accordance with the Framework Agreement and the Food Safety Act 1990 Code of Practice.

The Council has adopted the Enforcement Concordat. This is a blueprint for fair, practical and consistent enforcement by local authorities. All officers follow this in their enforcement actions.

We ensure that all officers involved in food enforcement are authorised in accordance with a documented procedure and that they are:

- Suitably qualified
- Experienced
- Competent to carry out the range of tasks and duties they are required to perform.

Each enforcement officer carries a Warrant of Authority that identifies the scope of their enforcement remit. They also carry an identification card.

3. Service delivery

3.1 Interventions at food establishments

We use various interventions (that are directed by the Framework Agreement on Food Controls) to improve compliance with food law. The authorised officer is able to decide on the best applicable interventions based on professional judgement. This means a proportionate level of regulatory and enforcement activity can be applied to an individual food business. Interventions are applied in a risk-based manner so that more intensive regulation is directed at those food businesses that present the greatest risk to public health. The intervention rating recognises that the frequency of the inspection will vary according to:

- The nature and scope of the business
- Confidence in the management systems in place
- Level of compliance with statutory obligations

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 include:

- Inspections (full and/or partial)
- Monitoring
- Surveillance
- Verification
- Audit
- Sampling where the analysis/examination is carried out by an Official Laboratory .

Other interventions (those which are not official controls) include:

- Education, advice and coaching
- Information and intelligence gathering (including sampling where the analysis or examination is not carried out by an Official Laboratory).

Interventions programme

The Food Law Code of Practice requires a planned inspection, partial inspection or audit for all establishments rated A or B for food hygiene or A for food standards (A being the highest risk). These visits are also required for some lower risk businesses that have poor compliance. While the inspection will cover all food safety matters, special emphasis will be placed on:

- Hazard analysis
- Prevention of contamination
- Hand washing and cleaning systems
- Sources and distribution of food
- Labelling, health marking and date coding
- Illegally imported food.

The inspection programme includes premises where Gateshead Council is itself the proprietor of a food business. Contraventions will be brought to the attention of the appropriate Head of Service without undue delay. If breaches are not rectified promptly, the matter will be brought to the attention of the Chief Executive.

Profile of establishments due an intervention in 2011/12

| Type of Premises (by FSA category) | Total establishments | | Intervention due | |
|------------------------------------|----------------------|----------------|------------------|----------------|
| | Food hygiene | Food standards | Food hygiene | Food standards |
| Manufacturers and Packers | 55 | 57 | 17 | 25 |
| Importers/Exporters | 1 | 1 | 1 | 1 |
| Distributors and transporters | 62 | 61 | 9 | 15 |
| Supermarket/Hypermarket | 31 | 31 | 17 | 7 |
| Smaller retailers | 339 | 338 | 112 | 107 |
| Retailers - Other | 29 | 29 | 3 | 1 |
| Restaurants/café/canteen | 201 | 197 | 122 | 59 |
| Hotel/Guest house | 28 | 28 | 14 | 7 |
| Pub/Club | 224 | 224 | 87 | 66 |
| Takeaway | 224 | 223 | 173 | 115 |
| Caring establishment | 115 | 115 | 53 | 19 |
| School/College | 89 | 89 | 57 | 9 |
| Mobile food unit | 30 | 28 | 25 | 13 |
| Restaurant and caterers - other | 91 | 87 | 24 | 22 |
| Not yet allocated | 2 | 1 | 90 | 90 |
| Unspecified | 2 | 1 | - | - |
| TOTAL | 1523 | 1510 | 804 | 556 |

Planned Intervention Programme for Food Hygiene 2011/12

| FSA Risk Category | Min. Intervention | No. on database | No. due | FSA Target | Intervention type |
|-------------------|-------------------|-----------------|---------------------------------------|------------|--|
| A | 6 months | 3 | 6 | 100% | Planned inspection, partial inspection or audit |
| B | 12 months | 46 | 44 | 100% | |
| C | 18 months | 602 | 451 | 100% | Planned inspection, partial inspection, or audit until "broadly compliant" when the planned interventions may alternate with other official controls |
| D | 24 months | 328 | 195 | 100% | Alternating official control with a control that is not official. |
| E | 36 months | 528 | 317 (includes 287 carried forward) | 100% | Alternative enforcement strategy or intervention. |

"Broadly compliant" is an establishment that has an intervention rating score of not more than 10 points in Hygiene, Structure and Confidence in Management.

Planned Intervention Programme for Food Standards 2011/12

| FSA Risk Category | Min. Intervention | No. on database | No. due | FSA Target | Intervention type |
|-------------------|-------------------|-----------------|---------------------------------------|------------|---|
| A | 12 months | 13 | 14 (includes 3 carried forward) | 100% | Planned inspection, partial inspection or audit |
| B | 24 months | 726 | 418 (includes 7 carried forward) | 100% | |
| C | 5 years | 771 | 296 (includes 282 carried forward) | 100% | Alternative enforcement strategy or intervention. |

- Targeted interventions are also planned to investigate standards relating to imported foods, in particular through sampling regimes.
- Unscheduled interventions may be undertaken where there is a suspected or identified issue concerning potential major contravention of food law.
- New business registrations and changes to existing business require inspections to determine hygiene and food standards ratings.

Inspection summary:

| Inspection type | Number of interventions | Est'd resource needed to achieve FSA targets (days) |
|--|-------------------------|---|
| Food hygiene | 1013 | 481 |
| Food standards | 728 | 152 |
| Programmed inspection total | 1741 | 633 |
| Unrated businesses on database | 123 | 60 |
| Estimated new business (registration and approval) | 103 | 130 |
| 2011/12 Intervention total | 1967 | 860 |

3.2 Food complaints

Food complaints provide a vital opportunity for the council to show we are able to respond to the needs and concerns of our community. Complaints are also a key way in which we can gain intelligence about food businesses. Prompt follow-up action is therefore a high priority for our council.

We investigate complaints and aim to make an initial response within two working days. Based on historical evaluation of the number of requests for advice received relating to food hygiene and food standards, we deal with approx 250 requests/annum.

Such complaints place unplanned demands on our service, but an effective response can maintain consumer confidence in local food businesses and improve standards.

3.3 Home Authority Principle and Primary Authority Principle

The Food Control Service has no formal Home Authority arrangements but acts as informal Home Authority to a number of local companies. Service is based around the provision of advice, intervention plans that meet specific needs of individual companies and responding to enquiries from other enforcing authorities.

The specialised nature of this work requires a high level of officer competency and knowledge. A considerable amount of time is spent on this work.

Gateshead is not a Primary Authority but must abide by the relevant principles and guidance when it deals with any Primary Authority linked establishment.

3.4 Advice to business

We respond to requests for advice whether from a local business or member of the public. Based on historical evaluation of the number of requests for advice received, we deal with approximately 50 requests per annum.

3.5 Food sampling

Sampling is a key function in effective food safety enforcement and an excellent tool for driving improvement. Samples may be checked for:

- Microbiological safety
- Labelling and claims
- Composition

The Council has a Food Sampling Policy which states that samples may be taken:

- As part of a food poisoning investigation
- When an authorised officer has concerns about the safety of food because of the practices and procedures observed during the inspection of food businesses.
- As part of a complaint investigation
- As part of the controls exercised under the Home Authority Principle
- To verify process monitoring undertaken by a food manufacturer / processor
- As part of a national, regional or locally coordinated survey organised by the HPA, LGR, FSA or North East Food Liaison Group.
- In any other circumstances deemed appropriate by an authorised officer.

Where a sample fails to meet the required standards, an investigation is carried out to identify the cause of the problem and the appropriate action taken.

Annual sampling programmes are developed by the North East Food Sampling Group further to consultation with the Public Analyst, Food Standards Agency and the Health Protection Laboratories. Priorities in the programme are to consider support to national food surveys (identified by FSA and LACORS) as well as regional and local priorities.

In 2011/12 the sampling budget will be reduced from £24950 to £19950. We have been working towards this reduction in 2010/11.

3.6 Control and investigation of outbreaks and food related infectious disease

We aim to safeguard the public by investigating notifications and outbreaks of food and water related communicable disease. The service works closely with the Health Protection Agency.

Reports of confirmed or suspected food poisoning are monitored on receipt and are responded to as necessary. Higher risk organisms including *e-coli* and *Salmonella* are investigated within two working days.

In 2010/11 we stopped the investigation of *Campylobacter* as a matter of routine. Investigations are now only undertaken depending on the potential risk identified. This is a consequence of regional consultation and HPA advice. A fact sheet and request for information is sent to cases and contacts.

The Service supports the Major Outbreak Plan for Managing an Outbreak of Food Poisoning or Communicable Disease in the Community. Should a large outbreak occur additional resources would be required to create separate teams to:

- investigate the source
- deal with the outbreak.

| | 2009 - 2010 | 2010 - 2011 |
|--|-------------|-------------|
| Cases notified | 365 | 384 |
| High risk cases investigated | 88 | 88 |
| Food poisoning outbreaks | 18 | 24 |
| Campylobacter cases (information sent) | 277 | 295 |

3.7 Food safety incidents

We aim to safeguard the public by responding to all Food Alerts issued by the Food Standards Agency in accordance with the Code of Practice.

| | 2009 - 2010 | 2010 - 2011 |
|-------------------------------------|-------------|-------------|
| FSA Food Alerts received | 38 | 51 |
| Food alerts requiring action | 7 | 4 |
| Incidents referred to FSA | 1 | 0 |
| FSA Allergy Alerts received | 50 | 39 |

3.8 Liaison with other organisations

We work very closely with our neighbouring councils through the North East Food Liaison Group. Representatives meet quarterly to promote uniformity and consistency on issues such as enforcement, competency and training. It provides a forum for the sharing of knowledge and experiences to improve good practice.

We have close links with the Health Protection Agency laboratory, now based in Leeds. The Agency provides expert advice on microbiological issues associated with food poisoning, sampling and complaint investigation. Meetings are held regularly between the north east local authorities and key laboratory personnel to discuss practices, training and current issues.

We have a formally appointed Public Analyst and have established close working links associated with sampling, chemical analysis and labelling. The North East Food Sampling Group is held quarterly to discuss compositional standards and to arrange coordinated regional sampling targeting wider and emerging food safety issues.

We work in partnership with the Health Protection Unit of the Health Protection Agency concerning notification of infectious diseases, reporting and investigation of food or water borne illness and infection control.

There is regular contact with the Food Standards Agency and this includes reporting food safety and fraud issues for the national database to assist in investigations by other organisations.

3.9 Promotional work, and other non-official controls interventions

Scores on the Doors

Following an inspection, a food establishment is awarded a 0 to 5 star rating that is directly linked to the hygiene risk category in that it reflects those aspects that are within the control of the business operator: procedures, structure and management. A 5 star achievement reflects the best establishment. Details are made available on the council web site and establishments gaining 3 or more stars are given a sticker to display their star rating. A procedure is in place to enable businesses to seek review if they feel the scheme has been applied unfairly.

The system is helping to drive up standards as food businesses strive to attain a star rating that recognises higher food safety controls within their establishment:

Service awareness

A members briefing and press release was given after taking samples of marinated meat from 7 of the 24 registered butchers in Gateshead. Five samples were found to be showing the first signs of putrefaction – confirming that some butchers deliberately mask the taste and smell of meat that is starting to go off by applying a marinade which has a strong colour and smell.

Only 29% of the samples taken were found to have used fresh meat. Of the rest, 57% were found to display the first signs of putrefaction with the meat having a discernable off-taste and smell, and one sample was so putrefied that its sale breached Section 14 of the Food Safety Act 1990. All of the samples tested were on open sale, albeit at premises where Food Safety Officers already had concerns.

Imported food

NEFLEG successfully bid for FSA funding of £44, 606 to investigate imported foods and Gateshead took additional responsibility for the financial administration of the funding.

The analyses showed that the majority of samples taken did meet the relevant standards. However, the survey of cadmium in cocoa liquor sourced from all over the world (cocoa liquor is the raw material used to start making chocolate and cadmium affects kidney function) had some concerning results. In some cases, an adult consuming a bar of chocolate could receive 3.9 times more cadmium than the Tolerable Daily Intake (TDI) and a child could get 13.6 times more than the TDI. These results have been reported back to FSA with a recommendation for further national work.

Interventions, particularly through specified sampling and premises inspection, are used to assess the level of potential problems associated with imported foods. We also have links with the UK Border Agency and worked with them on a number of occasions in 2010/11 – for example, to investigate unsafe alcohol (primarily vodka) on sale in Gateshead and in response to their seizure of imported foods of animal origin.

Regional campaigns

We have participated in joint work with our regional local authority partners and the Health Protection Unit. In particular we have taken an active part in the annual Tyne and Wear food standards sampling programme and the microbiological sampling programme. Joint working also enables financial gain through mass analysis and funding bids. The NEFLEG work plan has also covered

- Consistency exercises
- Standardised inspection reports generated through APP
- Interventions strategy
- Private Water supplies
- Work instructions for sampling
- Strategy for Alternative Enforcement in lower risk premises

4. Resources

4.1 Financial allocation

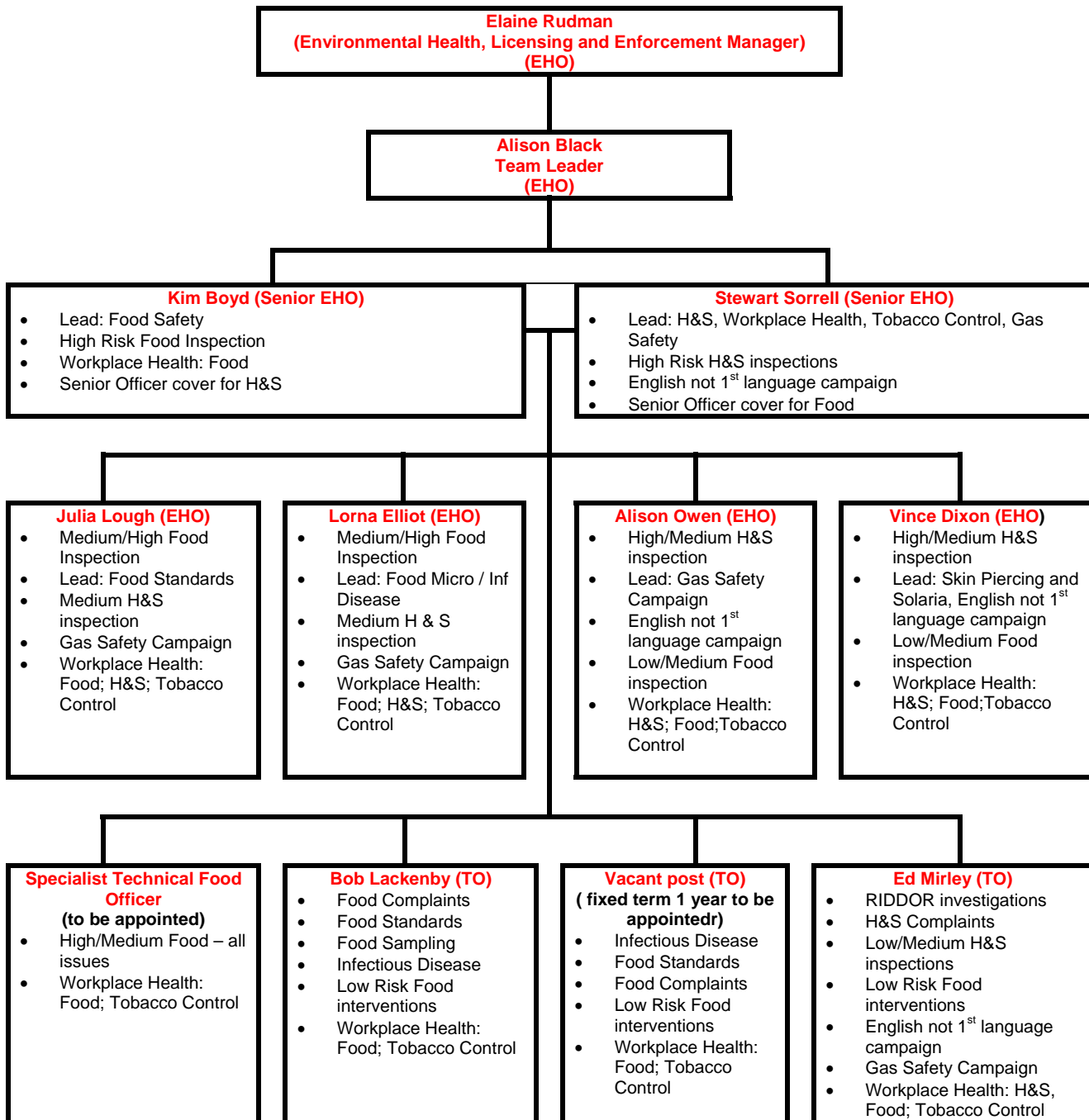
An overall expenditure budget has been set that covers:

- Salaries, national insurance and superannuation
- Vehicles
- Sampling
- Analytical fees
- Incineration and waste disposal
- Control of infectious diseases
- Consumable materials and technical equipment

Non fixed costs including ICT, legal support, travel and subsistence, training and civic centre on costs, are not included. There is no planned income.

4.2 Staffing

Environmental Health Team structure and front line officer priority work load



Competencies

There are sufficient officers with the qualifications identified, by task, in the Food Safety Act 1990, Code of Practice (Chapter 1.2). However, the above structure was established on 1 April 2011 and at that point in time not all officers met the competencies required for food enforcement work. Ensuring that all officers meet those competencies is a priority.

4.3 Staff development plan

In accordance with the Food Law Code of Practice, we ensure that authorised officers, including contracted staff, receive relevant structured on-going training covering issues such as new legislation, procedures and technological developments relevant to the food businesses we control.

This involves, as a minimum, ten hours training per year per officer based on the principles of continuing professional development.

Officers will have an annual Appraisal and Development meeting with a bi-annual review with their line manager. Through this, the learning and development needs of individual officers and the team are identified and addressed. Further training is also identified on an ongoing basis and in response to particular needs that arise throughout the year.

The North East Food Liaison Group in conjunction with the FSA, Health Protection Agency and other agencies, consider, plan and arrange a wide variety of training.

5. Quality Assessment

5.1 Quality assessment and internal monitoring

- Monitoring and supervision of officer workload, enforcement decisions and data
- Monthly monitoring of the Intervention Plan and Sampling Programme
- Review of learning and development needs.
- Ongoing consideration of officer and team competencies to meet service needs
- Internal audits by Finance and ICT.
- Budget monitoring.
- Monthly management review of corporate complaints and compliments.
- Internal scrutiny by the Overview and Scrutiny Committee
- Third party or peer review process
- Monitoring of prosecutions by Legal Services.
- Annual report on performance through the Local Authority Enforcement Monitoring System
- Annual scrutiny of performance and outcomes by the Audit Commission
- Potential audit by FSA.
- National benchmarking through returns to FSA, CIPFA and CIEH.
- Assessment of business satisfaction through NI 182 and customer surveys
- Consistency exercises within the service and across the North East Food Liaison Group

Quality awards held

- Customer Service Excellence
- Investors in People

6. Review

6.1 Review against Service Plan 2010/11

| Action | Progress | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|-------------------|-----------------------|----------------|-----|-------------------------|-------------------------|--------|-----|----------------------------|--------|------|----------------------------|--------|--|-----------------|--------|-------------------------|---------------------------------------|--------|-------------|---------------------------------------|--------|------------------------------|----------------------------|--------|-------------------|-------------------|--------|--------------------------|---------------------------------------|--------|-----------|
| Team establishment and resource | During the course of the year two vacant posts were filled. However, the consequences of the posts being vacant for some months, some non availability of existing staff during the year and the identified resource deficit at the start of the year resulted in a resource deficit of almost 25%. Although the Plan was not completed, all work was fully prioritised. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer and team competency | Extensive training, supervision, peer inspections/support and competency exercises have been undertaken to compensate for the extensive loss of experience within the team as identified in the 2009/10 Plan and the consequent recruitment of new officers with limited experience. Competency and confidence across the team are now very good. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New business registrations and approvals | <p>These generated a significant amount of work over the year.</p> <ul style="list-style-type: none"> • A new approval was granted for a meat products establishment. • Two further businesses are currently being processed for approval. • 90 new businesses were inspected. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Home Authority / Primary Authority | The Home Authority work is complex and time consuming. The establishments require a high level of technical knowledge for inspection and other interventions such as sampling. Home Authority referrals from other local authorities are also very time consuming. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Food sampling | <p>The regional, national and local sampling programmes were all well supported and completed</p> <table border="1"> <thead> <tr> <th>Food stuff sampled</th> <th>Survey to support</th> <th>Analysis/ examination</th> </tr> </thead> <tbody> <tr> <td>Imported foods</td> <td>FSA</td> <td><i>See section 3(9)</i></td> </tr> <tr> <td>Fresh meat in marinades</td> <td>NEFLEG</td> <td>TVN</td> </tr> <tr> <td>Craft bakery breads, pizza</td> <td>LACORS</td> <td>Salt</td> </tr> <tr> <td>Cheese - incl soft cheeses</td> <td>NEFLEG</td> <td>Moisture, total fat and milk fat, salt</td> </tr> <tr> <td>Post mix drinks</td> <td>NEFLEG</td> <td>Additives, authenticity</td> </tr> <tr> <td>Fish products - surimi, RTE composite</td> <td>NEFLEG</td> <td>QUID + salt</td> </tr> <tr> <td>Indian, Chinese, Asian takeaway meals</td> <td>LACORS</td> <td>Allergen (almond), MSG, salt</td> </tr> <tr> <td>Spirits - from restaurants</td> <td>NEFLEG</td> <td>ABV, authenticity</td> </tr> <tr> <td>Breakfast cereals</td> <td>NEFLEG</td> <td>Salt, minerals and sugar</td> </tr> <tr> <td>Local meat products - pastry enclosed</td> <td>NEFLEG</td> <td>QUID, SO2</td> </tr> </tbody> </table> | Food stuff sampled | Survey to support | Analysis/ examination | Imported foods | FSA | <i>See section 3(9)</i> | Fresh meat in marinades | NEFLEG | TVN | Craft bakery breads, pizza | LACORS | Salt | Cheese - incl soft cheeses | NEFLEG | Moisture, total fat and milk fat, salt | Post mix drinks | NEFLEG | Additives, authenticity | Fish products - surimi, RTE composite | NEFLEG | QUID + salt | Indian, Chinese, Asian takeaway meals | LACORS | Allergen (almond), MSG, salt | Spirits - from restaurants | NEFLEG | ABV, authenticity | Breakfast cereals | NEFLEG | Salt, minerals and sugar | Local meat products - pastry enclosed | NEFLEG | QUID, SO2 |
| Food stuff sampled | Survey to support | Analysis/ examination | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Imported foods | FSA | <i>See section 3(9)</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fresh meat in marinades | NEFLEG | TVN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Craft bakery breads, pizza | LACORS | Salt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cheese - incl soft cheeses | NEFLEG | Moisture, total fat and milk fat, salt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post mix drinks | NEFLEG | Additives, authenticity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fish products - surimi, RTE composite | NEFLEG | QUID + salt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Indian, Chinese, Asian takeaway meals | LACORS | Allergen (almond), MSG, salt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Spirits - from restaurants | NEFLEG | ABV, authenticity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Breakfast cereals | NEFLEG | Salt, minerals and sugar | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local meat products - pastry enclosed | NEFLEG | QUID, SO2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | |
|--|--|--|--|
| Food safety incidents | A referral was received concerning lack of certification for frozen rice products that were imported from China. Rice from China is only permitted to be placed on the market if it is accompanied by a certificate confirming that it is free of genetically modified organisms (GMO). A Notice was served to detain a quantity of rice in Gateshead pending results of a formal sample submitted for analysis. The rice was later released as it was found not to contain GMO. | | |
| Liaison with other organisations | <p>Improved and ongoing liaison was developed with</p> <ul style="list-style-type: none"> • HPA – included development of standardised procedures for investigating campylobacter cases, food poisoning outbreak work and HPA/CIEH update days. • Health Protection Laboratory – developed the micro-sampling programme, courier system and sampling training. • Public Analyst – delivery of imported food standards sampling and the food standards sampling programme. • North east region – the North East Food Liaison Group and sampling subgroups now incorporate Northumberland and Durham authorities. The work programme included enforcement consistency, private water supply, Scores on the Doors and developing a programme of co-ordinated shared activities to reduce the burden on councils acting individually. • Assistance was given to various other Groups within the council to deal with issues such as procurement of corporate food contracts, implementing HACCP and SFBB food control systems and food handler training | | |
| Promotional work, non-official controls | <ul style="list-style-type: none"> • ‘Scores on the Doors’ ratings are now applied to approx 80% of food businesses. • Web site pages have been improved including online application system enabled | | |
| Service ICT system and database accuracy | <ul style="list-style-type: none"> • The commercial food premises database is now considered to be around 90% accurate. This is a result of information received from the gazetteer, non domestic rate changes and surveys. • Officer skills particularly for interrogating the database and producing reports are much improved • The FSS programme that is used for compositional sampling data is working well. • A significant proportion of the filing system has now been digitally scanned and linked to the premises database. Document scanning is now integral to the service. Hard copy remain for more complex establishments. | | |
| Policies and procedures | <ul style="list-style-type: none"> • A review of warrants and the authorisation procedure has been completed and will be rolled out in 2011/12 • A review of procedures is underway. • Procurement of the public analyst service is underway due to potential closure of Durham Scientific Services. | | |
| Maintaining officer competency | <p>Food Law CoP requires relevant structured on-going training. Such training should explain new legislation and procedures and technological developments relevant to food businesses subject to their control. The minimum on-going training should be 10 hours per year based on the principles of continuing professional development. Training in 2010/11 included:</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Effective evaluation of food safety management systems • Infectious food borne disease • LA powers for infection/contamination control </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Private water supplies • Chronic lead poisoning • Compositional sampling </td> </tr> </table> | <ul style="list-style-type: none"> • Effective evaluation of food safety management systems • Infectious food borne disease • LA powers for infection/contamination control | <ul style="list-style-type: none"> • Private water supplies • Chronic lead poisoning • Compositional sampling |
| <ul style="list-style-type: none"> • Effective evaluation of food safety management systems • Infectious food borne disease • LA powers for infection/contamination control | <ul style="list-style-type: none"> • Private water supplies • Chronic lead poisoning • Compositional sampling | | |

| Statistic | 2009 / 2010 | Target 10/11 | Statistical Review of Performance 2010/11 | | | | | | | | | | | | | Achieved | |
|-------------------------------------|-------------|--------------|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------|-----------------------------|-------------|
| | | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total | Individual category | Indicator |
| Total Food Safety Inspection | 750 | 832 | | | | | | | | | | | | | 668 | | |
| Total high A+B+C | 426 | 351 | | | | | | | | | | | | | 351 | | |
| A 0 - 6 months | 7 | 10 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 1 | 2 | 2 | 10 | 100% | 100% |
| B 7 - 12 months | 44 | 46 | 0 | 0 | 3 | 3 | 4 | 0 | 3 | 9 | 1 | 3 | 8 | 12 | 46 | 100% | |
| C 13 - 18 months | 375 | 295 | 16 | 31 | 16 | 28 | 41 | 31 | 34 | 19 | 6 | 21 | 22 | 30 | 295 | 100% | |
| Total low D+E | 324 | 481 | | | | | | | | | | | | | 317 | | |
| D 19 - 24 months | 324 | 107 | 4 | 4 | 4 | 5 | 15 | 11 | 5 | 10 | 1 | 17 | 15 | 16 | 107 | 100% | 60% |
| E 25 - 36 months | | 374 | 3 | 3 | 0 | 1 | 2 | 6 | 16 | 3 | 17 | 22 | 16 | 7 | 87 | 23% | |
| Unrated | | | 4 | 6 | 5 | 9 | 14 | 18 | 6 | 14 | 3 | 14 | 16 | 14 | 123 | | |
| Total Standards Inspection | 735 | 613 | | | | | | | | | | | | | 698 | | |
| Total high A+B | 530 | 193 | | | | | | | | | | | | | 183 | | |
| A 1 year | 12 | 12 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 2 | 2 | 9 | 75% | 95% |
| B 2 years | 518 | 181 | 5 | 19 | 4 | 19 | 34 | 20 | 14 | 11 | 5 | 17 | 14 | 12 | 174 | 96% | |
| C 5 years | 205 | 420 | 10 | 7 | 5 | 13 | 10 | 15 | 13 | 7 | 16 | 22 | 7 | 13 | 138 | 33% | 33% |
| Total low | | | 4 | 6 | 5 | 9 | 14 | 18 | 6 | 14 | 3 | 14 | 16 | 14 | 123 | | |
| Unrated | | | | | | | | | | | | | | | | | |
| Sampling Total | 1257 | | | | | | | | | | | | | | 999 | | |
| HPA + PA formals | 668 | | 28 | 62 | 56 | 52 | 96 | 100 | 108 | 70 | 33 | 62 | 64 | 95 | 826 | Programmes completed | |
| HPA + PA informals | 189 | | 17 | 18 | 12 | 32 | 9 | 8 | 5 | 2 | 0 | 5 | 23 | 10 | 141 | | |
| Complaint | 19 | | 4 | 3 | 1 | 4 | 3 | 4 | 2 | 9 | 1 | 0 | 0 | 1 | 32 | | |
| PA composition | 71 | | 21 | 23 | 14 | 23 | 10 | 11 | 7 | 10 | 4 | 4 | 15 | 10 | 153 | | |
| PA+ HPA micro test | 304 | | 28 | 61 | 55 | 65 | 98 | 101 | 107 | 71 | 30 | 63 | 72 | 96 | 847 | | |
| Communicable Disease | 383 | | | | | | | | | | | | | | 384 | | |
| High risk | 88 | 95 - | 7 | 7 | 4 | 8 | 7 | 10 | 7 | 3 | 0 | 3 | 4 | 5 | 65 | | 99% |
| Outbreaks | 18 | 100% | 8 | 0 | 2 | 0 | 1 | 0 | 1 | 3 | 4 | 0 | 0 | 5 | 24 | | |
| Investigated within 2 days | 80 | | 15 | 6 | 6 | 8 | 8 | 10 | 8 | 6 | 4 | 3 | 4 | 10 | 88 | | |
| Lower risk | 277 | 95 - | 13 | 13 | 62 | 36 | 37 | 27 | 22 | 17 | 16 | 13 | 21 | 18 | 295 | | 100% |
| Response within 5 days | 251 | 100% | 13 | 13 | 62 | 36 | 37 | 27 | 22 | 17 | 16 | 13 | 21 | 18 | 295 | | |
| Requests Total | 291 | | | | | | | | | | | | | | 353 | | |
| Premises | 118 | | 18 | 20 | 17 | 14 | 8 | 16 | 12 | 6 | 9 | 18 | 20 | 14 | 172 | 95% | |
| Standards | 90 | 98 - | 9 | 13 | 11 | 8 | 12 | 9 | 5 | 10 | 5 | 6 | 3 | 5 | 96 | | |
| Hygiene | 77 | 100% | 2 | 5 | 11 | 12 | 5 | 5 | 7 | 5 | 5 | 4 | 15 | 4 | 80 | | |
| Water | 5 | | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 4 | | |
| Other | 1 | | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| Enforcement Informal | 553 | | 20 | 37 | 24 | 34 | 73 | 56 | 53 | 39 | 10 | 43 | 54 | 61 | 504 | | |
| Statutory Notices | 5 | | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| Prosecutions | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |

6.2 Identification of any variation from the Service Plan

The Intervention Plan was not fully completed in 2010/11. Details have previously been identified in this Plan. The main reasons are

- Team resource being lowered by almost 25% due to vacancies, sickness and support to the TO to complete his EHO training.
- A requirement for a high level of supervision and training for new staff that was time consuming.
- Implementation of the Workspace Strategy

All work was prioritised for action and outstanding work has been considered for inclusion in the 2010/11 workload.

6.3 Areas of improvement

In 2011/12 the areas for improvement and priority are:

- Concentrating resources on those food establishments that present the highest risks
- Responding to the changing national agenda
- Consistency and partnership working across the north east region.
- Considering opportunities to embrace the wider public health agenda and building workforce capacity to improve health that can be adopted without major impact on the delivery of the food service.
- Developing a joint inspection service between the Food and Health and Safety teams whilst maintaining a specialist service where appropriate
- Delivering a service that meets the needs of customers.

7. Intervention Plan 2011 - 2012

Summary

Our aim in Gateshead is “to protect the public by ensuring the safety, hygiene and standards of food produced, supplied and consumed in Gateshead and to control food and water-borne illness”. In doing so we will make a positive contribution to Vision 2030 (Gateshead’s Sustainable Community Strategy).

The ‘hygiene of businesses selling, distributing and manufacturing food and the safety and fitness of food in the premises’ is one of the Governments National Priorities identified in the Rogers Review. Both businesses, citizens and local authorities themselves considered that this policy area was a priority. It reflects the high impact in terms of numbers of deaths and ill health caused by unhygienic food businesses and the high costs to the economy:

- 535,500 cases of food borne diseases
- 329 deaths
- 12,000 hospitalisations
- £900 million total costs to the economy in 2005 (including costs to the health care system)

From April 2011 there will be no nationally monitored performance indicators directly relevant to Food Control. We will continue to monitor service delivery through the corporate system and as part of team management.

Our key delivery priorities are:-

- Delivery of the mandatory requirements of the Framework Agreement on Official Feed and Food Controls by Local Authorities
- To improve business compliance with food law through a range of interventions based on assessment of risk.
- Delivery a sampling programme based on locally and nationally identified priorities
- Ongoing service improvements that address FSA and government guidance and the Council ‘Fit for the Future’ programme
- To ensure enforcement decisions meet the government’s Better Regulation agenda, the Tyne and Wear Enforcement Policy and the Enforcement Management Model (ensuring proportionate, consistent, transparent and accountable enforcement)
- Maintaining competency of our staff and sufficient resources to deliver the service effectively.

7.1 Food Control Intervention Plan 2011 - 2012

| Activity | How | Officer days to deliver | Principal officer level involved | Outputs / Measurable Performance / Targets | Expected Outcomes |
|--|---|-------------------------|--|--|--|
| Establishment and resources | <ul style="list-style-type: none"> Team and officer workload determined Officer competency and training needs assessed | 35 | TL/SEHO | Service and Intervention Plan agreed by Council Expected team resource available | Intervention plan delivered FSA 'The Standard' requirements met |
| Programmed interventions – food hygiene | A (6) (2 officers x 2 day) = 24 B (44) (2 officers x 1day) = 88 C (451) (1 officer x .5 day) = 225 D (195) (1 officer x .3 day) = 65 E (317) (1 officer x .25 day) = 79 | 481 | SEHO/EHO EHO/SEHO EHO/SEHO EHO EHO/TO/TA | DE – REG 012A : 100% A+B+C DE – REG 012B : 100% D+E | Ensuring high food management standards in premises will give reduce the risk of food poisoning and minimise unsafe food entering the marketplace. |
| Programmed interventions – food standards | A (14) (2 officers x 1 day) = 28 B (418) (predominantly with FH visit) = 50 C (296) (1 officer x .25 day) = 74 | 152 | SEHO EHO/SEHO EHO/TO/TA | DE – REG 013A: 100% A+B DE – REG 013B: 100% | Ensuring the composition and labelling of food meets legal standards will improve food safety and quality |
| Food business Registration and Approval, | <ul style="list-style-type: none"> Registration (estimated 100 x 1 day) Approval (estimated 3 x 10 days) | 130 | ALL | Registration within 28 days of notification | Newly registered businesses meet the standards required and are risk rated. Establishments requiring approval meet EC legal requirements. |
| Unrated business | 100 businesses to inspect and risk rate | 50 | EHO | FSA requirement | Risk rated premises added to database and Star Rating applied |
| Requests for service | Respond to estimated 350 requests for the food service, including complaints and advice | 30 | EHO/TO | 98 -100% initially responded to within 2 working days of receipt Management target | Supports the food inspection and sampling programmes. Improves customer satisfaction with the Council service |
| | | 120 | TO/TA | | |
| Home Authority and Primary Authority | Support to companies for which we act as informal Home Authority through individual intervention plans | 30 | SEHO/EHO | | Greater national and local food safety guarantee. Business satisfaction and effective working relationship with the Council service |
| Food poisoning | Control and investigation of outbreaks, suspected and confirmed cases Estimated 375 notifications inc 25 outbreaks. | 150 | ALL | 95 - 100% high risk cases and suspected cases investigated within 2 working days of notification | Control of food and water associated communicable disease |
| Sampling • Microbiological • Standards • Environmental | Estimated 1000 samples taken for analysis Informal and formal sampling 175 Management 50 Follow up 75 | 300 | ALL | Programmes completed | Directs food inspection and officer resources to high risk premises. Supports complaint investigation Supports national information |

| Activity | How | Officer days to deliver | Primary Officer level involved | Outputs / Measurable Performance / Targets | Expected Outcomes |
|---|--|-------------------------|--------------------------------|---|---|
| Liaison with other organisations | Active involvement with Health Protection Agency and Laboratory, Public Analyst, North-east Food Liaison Group and sub Sampling Groups, UK Border Agency etc | 45 | SEHO/TL | | Consistency of enforcement, joint working, officer competency, directed interventions |
| Food safety incidents | Respond to food and allergy alerts notified by FSA | 5 | ALL | 100% incidents responded to | Removal of food that doesn't meet standards from the marketplace |
| Promotional and non-official controls | <ul style="list-style-type: none"> Scores on the Doors Awareness of service improved Non-official controls interventions Development of service to meet wider health agenda | 50 | ALL | National transparency scheme Web site improved. Data base accuracy improved and prioritisation enabled of high risk establishments | Raised awareness of food control in food establishments, by members of the public and councillors |
| Service ICT system and database accuracy | <ul style="list-style-type: none"> Expanding the use of ICT systems to improve productivity and efficiency Assess the various ways of recording interventions and best way of recording it IT training Area survey and associated APP/GIS work | 50 | ALL | <ul style="list-style-type: none"> Improvement plan with measurable outcomes Accurate LAEMS reporting enabled through APP | Marked improvement in programme capabilities - increased efficiency and information |
| Implementation of new FSA guidance | Service changes necessary to meet FSA guidance and recommendations | 25 | SEHO/TL | | Improvements to prevent the risk of challenge to the competency of the council |
| Policies and procedures | Continue reviews of enforcement policies, warrants of authorisation, work procedures and risk assessments. | 40 | SEHO/TL | Effective documentation and work procedures in place | Reduced risk of challenge to the competency of the council |
| Internal requirements | Team meetings, 1-1, A&D | 60 | ALL | Monthly meetings, Bi-monthly 1-1, 6 monthly A&D | |
| Maintaining officer competency | Individual and team learning and development | 15 | ALL | | Reduced risk of challenge to the competency of the council |
| | TOTAL | 1768 | | | |