

<b>Report To:</b>	<b>EXECUTIVE CABINET</b>
<b>Date:</b>	20 June 2018
<b>Executive Member/Reporting Officer:</b>	Councillor Allison Gwynne – Executive Member (Neighbourhood Services) Emma Varnam- Assistant Executive Director (Operations and Neighbourhoods)
<b>Subject:</b>	<b>FOOD SAFETY AND FOOD STANDARDS SERVICE PLAN 2018/19</b>
<b>Report Summary:</b>	This report provides information on the Food Safety and Food Standards Service Plan for 2018/19. The plan sets out the standard of performance that must be achieved by the Operations and Neighbourhoods Directorate in order to maintain high quality health protection. The work of the Service is to successfully balance service delivery between education, encouragement and enforcement.
<b>Recommendations:</b>	The Executive Cabinet RECOMMEND to Council for APPROVAL the Food Safety and Food Standards Service Plan 2018/19.
<b>Links to Community Strategy:</b>	<ul style="list-style-type: none"> <li>• Supporting economic growth and opportunity</li> <li>• Increasing self-sufficiency and resilience of individuals and families</li> <li>• Protect the most vulnerable</li> </ul>
<b>Policy Implications:</b>	None
<b>Financial Implications:</b> (Authorised by the Section 151 Officer)	There are no direct financial implications as a result of this report.
<b>Legal Implications:</b> (Authorised by the Borough Solicitor)	The Council as Food Authority under the Food Safety Act 1990 (as amended) is required to have an up-to-date Food Safety and Food Standards Service Plan, which satisfies the Food Standard Agency set up under the Food Standards Act 1999. Failure to do so, and implement accordingly, could create reputational damage, lead to action taken against it by the Food Standards Agency and ultimately challenge through the ombudsman and judicial review processes.
<b>Risk Management:</b>	None
<b>Access to Information:</b>	The background papers relating to this report can be inspected by contacting the report author, Sharon Smith, Head of Environmental Services (Public Protection):  Telephone:0161 342 2277  e-mail: Sharon.smith@tameside.gov.uk

## **1.0 BACKGROUND**

- 1.1 The FSA's Strategy to 2020 is to ensure foods imported into, and produced or sold in the UK are safe to eat, that priority is given to consumer interests so that they can make informed choices about where and what they eat, that regulation is effective, risk based and proportionate, and is focused on improving public health.
- 1.2 We aim to deliver on the FSA's Strategy through the implementation of a Food Service Plan as required the FSA's Framework Agreement on Local Authority Food Law Enforcement. The proposed 'Food Safety and Food Standards Service Plan 2018/2019' follows this guidance, and it consists of six sections as detailed below.
- 1.3 Section 1 details the service aims and objectives and how these link to corporate objectives and plans.
- 1.4 Section 2 details background information, including the profile of the authority, the organisational structure, the scope of the food service, the demands on the food service, and a reference to the enforcement policy.
- 1.5 Section 3 covers the nine key areas of service delivery, which are premises Profile, Interventions, Enforcement Action, Feed and Food Complaints, advice to business, sampling, control and investigation of infectious diseases, food safety incidents, liaison with other organisations and promotional work for Healthy Eating and Lifestyles.
- 1.6 Section 4 details the resources involved in providing the service.
- 1.7 Section 5 specifies the measures to be taken to assess the quality of the service.
- 1.8 It is also a requirement of the Framework Agreement that the food service plan should be submitted to the relevant Member forum for approval to ensure local transparency and accountability.

## **2.0 KEY POINTS**

### **2.1 Performance highlights for 2017 – 2018**

- Completing 100% of planned food hygiene interventions for 2017-2018 – 1012 food businesses inspected ;
- Response times to service requests - 96% received a response within 3 working days;
- The 'Tameside Healthy Catering Award' has been developed to encourage food businesses in the area to provide and promote healthier options to their customers;
- Tameside is a partner of the Better Business for All – Centre of Excellence and will offer Primary Authority Partnership to all businesses in the Borough.
- Ten accredited food hygiene training courses provided for over 150 food handlers from wide range of Greater Manchester Businesses.

### **2.2 Planned improvements for 2018 – 2019**

- In response to the FSA's proposals under Regulating Our Future and in line with other authorities in Greater Manchester the service will seek agreement to introduce charging for food safety advice and for re-rating visits under the Food Hygiene Rating Scheme.

- With a high turnover within non complaint risk food businesses despite rising compliance levels elsewhere the Service will use intelligence from our partners organisations to progress and to improve compliance.
- The Service will continue to publish individual hygiene standards of all of Tameside's food premises by publishing details of their food safety rating at their last inspection on the Food Standards Agency website and to target opportunities to maximise compliance within Tameside's premises.

### **3.0 RECOMMENDATIONS**

- 3.1 As set out on the front of the report.

**APPENDIX ONE**



**TAMESIDE  
METROPOLITAN  
BOROUGH COUNCIL**

**Food Safety and Food  
Standards Service Plan**

**2018-2019**

**Sharon Smith**

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**Khush Ahmed**

**Regulatory Services Manager (Business Compliance), Operations and Neighbourhoods**

# Operations and Neighbourhoods Food Service Plan 2018/2019

## Foreword

Tameside Metropolitan Borough Council is committed to the importance that the provision of an effective Environmental Health service plays in ensuring the safety and wellbeing of those who live and visit the Borough.

This Business Service Plan continues to provide a clear strategy and ensures that resources are targeted towards front line services and high risk activities. It provides the basis for a robust regime to monitor the performance of service in the long term as well as short term.

The plan sets out the standard of performance that must be achieved by the Operations and Neighbourhoods Directorate in order to maintain high quality health protection. The work of the Service is to successfully balance service delivery between education, encouragement and enforcement.

The council's corporate plan links in to the above focusing on the following priorities:

- Strengthen the local business community and our town centres
- Improve transport infrastructure and digital connectivity
- Grow levels of inward investment
- Promote cleaner, greener and safer neighbourhoods
- Improve housing choice
- Reduce our carbon footprint, both in energy and waste
- Support a cultural offer that attracts people to the borough.

Assisting business to comply with food safety standards is as important as detecting non-compliance. The Council works in partnership with the food industry and service providers in this crucial area of public health protection as in the past, this approach has been a success.

However, we are committed to use all our available powers to secure the standards of food safety expected by our communities and have provided up to date information on all of Tameside's food premises which have been inspected by the service via our [food hygiene ratings web pages](#).

It is also pleasing that stakeholders value the Council's Environmental Health service so highly and I am keen that both members and officers continue to respond by providing a service that delivers best value. Food Safety is a key service priority in Tameside. The Borough will work to deliver the high standard expected by our community.

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Allison Gwynne – Executive Member

## **Introduction**

Food safety is a topic of vital importance for the Borough of Tameside. The right of access to safe and wholesome food is essential to all our residents and those who work and visit the Borough.

Against this background, the council continues to provide sufficient staff resources of the right type and quality. This has ensured that not only has the statutory duty of the council been met, but that the objectives of a safe food supply for the population we serve are, as far as is practical for the council, achieved.

The Food Standards Agency's strategy for 2015/2020 is aimed at finding new ways of effectively putting the consumer first and being even more effective in applying evidence to work out what is in consumers' best interests. This strategy is welcomed by the Council as means to ensure our services are reviewed to effectively regulate risk, provide information to consumers to support their rights to make safe food choices and to support competent businesses to thrive.

**Sharon Smith**  
**Head of Public Protection**

## **1. SERVICE AIMS AND OBJECTIVES**

### **1.1 Aims and Objectives**

To ensure that all food produced, sold and consumed within the Borough, is safe and compliant with Food Hygiene and Food Standards Legislation.

To ensure that all food meets appropriate quality standards is correctly labelled and free from contaminants.

To develop management confidence in those who operate food businesses through education, programmed inspections, investigation of complaints and sampling.

We will aim to deliver on the Food Standards Agency Strategy 2015-20 “**Food we can Trust**” of ensuring foods imported into, and produced or sold in the UK are safe to eat, that priority is given to consumer interests so that they can make informed choices about where and what they eat, that regulation is effective, risk based and proportionate, and is focused on improving public health.

### **1.2 Links to Corporate Objectives and Plans**

The Corporate Plan sets out the Council's vision, our top priorities, and our aim to deliver excellence to the people and businesses of Tameside.

The Council's Corporate Plan supports the delivery of the Council's vision:

#### **Our Vision**

The Council as a representative body exists to maximize the wellbeing of the people of the borough:

- Supporting economic growth and opportunity
- Increasing self-sufficiency and resilience of individuals and families
- Protect the most vulnerable.

#### **Our Priorities**

- Work with families to ensure children are ready for school
- Support families to care for their children safely
- Strengthen the local business community and our town centres
- Improve transport infrastructure and digital connectivity

#### **Our Plans**

- Align our resources to deliver our priorities on people and place
- Improve value for money in the organisation by driving out waste

- Vision Tameside (latest transport infrastructure, fastest broadband connection in the UK and outstanding learning facilities)
- School investment & improvement

## **2. BACKGROUND**

### **2.1 Profile of the Local Authority**

Tameside is part of Greater Manchester and is located on the eastern side of the conurbation. It covers an area of 40 square miles and has a population of 221,692. It has a mixed urban and rural environment and employment has moved from a traditional manufacturing base to a more diverse blend, where service industries now make up the largest employment sector. The area is enjoying a period of investment and regeneration. The Authority is one of the major employers in the Borough, employing approximately 2,200 people across a range of services.

### **2.2 Organisational Structure**

Environmental Health and Food Standards functions are an integral part of the Directorate's Regulatory Services. Enforcement of Food Hygiene legislation and Food Standards is undertaken by Business Compliance Officers in each team. Each team is headed by a Service Manager who is directly responsible to the head of Public Protection (see Appendix 1).

Officers are assisted in their tasks by the Public Health England Laboratory at York which provides the Food Examiner Service. Public Analyst, Agricultural Analyst and Scientific Adviser services are provided by Lancashire County Council.

The team works closely with the other nine Greater Manchester Authorities through the Greater Manchester Public Protection Partnership's Food Liaison Group to benchmark our services, share intelligence and act consistently.

### **2.3 Scope of the Food and Feed Service**

The Operations and Neighbourhoods Directorate provides a Single Regulatory Service for Public Protection which includes Food Safety, Food Standards, Environmental Control and Licensing.

Officers in the Single Regulatory Services Team carry out all statutory functions for Planned Inspections work, investigating complaints which can include Noise complaints, Fly Tipping, Breach of Licensing Conditions and investigate notifications of infectious disease including food poisoning and community outbreaks.

### **2.4 Demands on the Food and Feed Service**

The six outcomes the FSA aims to deliver are:

- foods produced or sold in the UK are safe to eat
- imported food is safe to eat
- food producers and caterers give priority to consumer interests in relation to food
- consumers have the information and understanding they need to make informed choices about where and what they eat

- regulation is effective, risk-based and proportionate, is clear about the responsibilities of food business operators, and protects consumers and their interests from fraud and other risks
- enforcement is effective, consistent, risk-based and proportionate and is focused on improving public health

In Tameside, there are 1725 food premises on the property database, including 8 Approved Premises in accordance with Regulation (EC) No 853/2004. The Borough has one on-farm pasteuriser and a further seven premises approved to manufacture meat products, meat preparations or fish products, or a mixture of these. Officers from the service are trained in accordance with the FSA Code of Practice to inspect all at frequent intervals. Advice and guidance in relation to the plant and processes are sought as required from external agencies such as Agriculture Development Advisory Services (ADSA), Public Health England (PHE) York Microbiology Services – Food and Environmental Microbiology Services North West (FEMSNW) and the Food Standards Agency (FSA). Approved premises are re-approved every year with one initial visit and two secondary visits.

## 2.5 Food Standards

For Food Standards purposes, there is currently an estimated 1526 Food premises registered on the Trading Standards database.

Premises are risk rated on the basis of guidance from the Food Standards Agency, LACORS, Primary Authority and local knowledge of the premises such as previous history. For example, a Food Manufacturer will be classed as high risk and will receive a visit every 12 months. A takeaway selling fish and chips will normally be classed as low risk, but it may be higher if there is a history of non-compliance or complaints.

High Risk premises are inspected every 12 months

Medium Risk premises are inspected every 24 months

Low Risk premises are inspected every 60 months.

The total number of food premises inspected for the year is 241 and are categorized as shown in the table.

Premises Rating	Number
High	29
Medium	106
Low	106
<b>Total</b>	<b>241</b>

## 2.6 Regulation Policy

Tameside has adopted the Cabinet Office Enforcement Concordat. This is incorporated within the Regulatory Services Enforcement Policy. A summary of the findings of the inspection is provided to the business after every visit and a copy of the full enforcement and prosecution policy is available on the Council's website <http://www.tameside.gov.uk/enforcement/envhealth>.

### **3. SERVICE DELIVERY**

#### **3.1 Interventions at Food Establishments**

There are currently 1725 food premises on the property database; the tables below show the classification by type and risk.

**PREMISES PROFILE 31.03.2018**

	<b>Primary Producers</b>	<b>Manufacture Processors</b>	<b>Importers/ Exporters</b>	<b>Distributors/ Transporters</b>	<b>Retailers</b>	<b>Restaurant and Other Caterers</b>	<b>Total</b>
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
Premises Rating – A	0	0	0	0	1	1	<b>2</b>
Premises Rating - B	0	3	0	1	11	49	<b>64</b>
Premises Rating – C	0	10	0	0	134	278	<b>422</b>
Premises Rating – D	0	5	0	1	281	353	<b>640</b>
Premises Rating – E	3	10	1	10	388	104	<b>516</b>
Premises Rating - Unrated	7	0	0	0	45	29	<b>81</b>
<b>Outside Programme</b>	0	0	0	0	0	0	<b>0</b>
<b>TOTALS</b>	10	28	1	12	860	814	<b>1725</b>

Approximately 8-10% of food owners of ethnic origin operate businesses in the Borough. The takeaway and restaurant trade has a high proportion of proprietors from an ethnic background. Not all the proprietors or staff, employed in these establishments, speak English as their first language. This can create a language barrier and cause difficulty with the inspection process, namely explaining legislation and assessing food hygiene awareness. Officers are sensitive to this and the Authority offers support to traders in these situations. An interpreter service is available to all enforcement officers through North West Interpreters Service or 'Language Line', an instant interpreter service via telephone. A range of leaflets in ethnic languages is also available.

In relation to the inspection of other product specific premises, Officers receive appropriate training to enable them to carry out competent inspections in relation to Meat Products, Minced and Meat Preparations, on farm Dairy and Dairy Products and Fishery Products. Advice and guidance on consistency issues is sought through local groups such as the Greater Manchester Food Liaison Group, and at a national level through the Food Standards Agency.

### **Inspection Driven**

1725 premises are currently risk rated on our premises database. The revised Code of Practice issued by the FSA states that premises scoring less than 31 points need not be subject to primary inspection. We will contact these premises using other methods primarily by sending out self-assessment questionnaires and carrying out Business Compliance Audits to assess Food Safety requirements. The number of premises that have been inspected during 2017-2018 is shown below. N.B. This does not include those premises inspected during the first half of the year allocated a Category 'A' risk rating.

**INTERVENTIONS**

	<b>Primary Producers</b>	<b>Manufacture Processors</b>	<b>Importers/ Exporters</b>	<b>Distributors/ Transporters</b>	<b>Retailers</b>	<b>Restaurant and Other Caterers</b>	<b>Total</b>
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
Total Premises as at 31.3.18	10	28	1	12	860	814	<b>1725</b>
Inspections and Audits	1	18	0	10	415	568	<b>1012</b>
Verification and Surveillance	0	3	0	1	21	45	<b>70</b>
Sampling Visits	0	11	0	0	0	23	<b>34</b>
Advice and Education	0	1	0	4	146	199	<b>350</b>
Information/ Intelligence Gathering	0	0	0	0	26	33	<b>59</b>
Subject to official control once in year	1	14	0	7	394	534	<b>950</b>

**ENFORCEMENT ACTION 2018**

	<b>Primary Producers</b>	<b>Manufacture Processors</b>	<b>Importers/ Exporters</b>	<b>Distributors/ Transporters</b>	<b>Retailers</b>	<b>Restaurant and Other Caterers</b>	<b>Total</b>
<b>No. of establishments subject to:</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
Voluntary Closures	0	0	0	0	1	0	<b>1</b>
Seizure of Food	0	0	0	0	0	0	<b>0</b>
Suspension/ Revocation	0	0	0	0	0	0	<b>0</b>
Emergency Prohibition	0	0	0	0	0	0	<b>0</b>
Prohibition Orders	0	0	0	0	1	0	<b>1</b>
Simple Cautions	0	0	0	0	0	0	<b>0</b>
Improvement Notices	0	0	0	0	3	2	<b>5</b>
Remedial Action/ Detention Notices	0	0	0	0	0	0	<b>0</b>
Written Warnings	1	6	0	1	226	324	<b>558</b>
Prosecutions Concluded	0	0	0	0	0	0	<b>0</b>
<b>Totals</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>231</b>	<b>326</b>	<b>565</b>

### 3.2 Feed and Food Complaints

The table below shows the number of food-related complaints per category that was received and investigated according to protocol and service standards during 2017-18. Trend analysis does not identify any patterns relating to premises or issues that would require a change to how resources are directed.

<b>Food Complaint Type 2017</b>	<b>Number</b>
Chemical	0
Foreign Body	11
Feeding stuffs	0
Hygiene	51
Labelling	2
Microbiological	0
<b>Total</b>	<b>64</b>

### 3.3 Better Business for All – Centre of Excellence

Economic growth is both a Local and National priority, but regulators have sometimes been criticised for creating barriers to growth and imposing unnecessary burdens on businesses.

Better Business for All (BBfA) is a Government backed programme designed to help regulators from across a region develop a co-ordinated approach to deliver greater consistency of advice, make it simpler for businesses to understand regulatory support available, improve communication with business, and demonstrate how good regulation is good business.

BBfA was initially developed in 2011-2012 by the Better Regulation Delivery Office (BRDO) – working with two pathfinder Local Enterprise Partnerships (LEPs) – and is backed by the British Chambers of Commerce and the Federation of Small Businesses.

Greater Manchester has been identified by Central Government as a priority area which they are keen to offer support in the development of BBfA

Regulatory Services in Greater Manchester are known as innovative in development of good regulation, improved compliance and business support. The Public Protection Partnership in Greater Manchester is an established foundation for BBfA.

Tameside is a partner of the Better Business for All – Centre of Excellence and will offer Primary Authority Partnership to all businesses in the Borough.

BRDO will assist the Regulators in the development of links with the business community to strengthen the links between good compliance and business growth.

### 3.4 Advice to Businesses

The Government produces an array of guidance to help businesses understand what they must do to comply with the law. Few businesses will read the complex language of a piece of legislation, so guidance is often the most logical route to compliance for most businesses. However, many small and medium sized enterprises (SMEs) either do not use government guidance or do not feel confident about relying upon it.

In response to that the Anderson Review 2009 was commissioned which made the following recommendations:

- Increasing certainty over outcome, by providing access for SMEs to a tailored, insured advice helpline and taking responsibility for the quality of its guidance.
- Making guidance more accessible, by expanding the content of Business Open Advice Days and reviewing the brand of its single guidance website.
- Making guidance clearer, by introducing 'quick-start' guides and moving to ensure that all guidance complies with the Code of Practice on Guidance.
- Achieving consistent guidance across government.
- Culture change and increasing communication of improvements.

The Environmental Health team routinely discusses guidance from the Food Standards Agency to assist catering businesses achieve a hazard analysis and critical control point (HACCP) food safety management system. This 'Safer Food Better Business' (SFBB) guidance (DVD and manual), is provided during the routine programmed work of the team.

### 3.5 **Charging for advice / re-rating revisits**

In response to the FSA's proposals under Regulating Our Future and in line with other authorities in Greater Manchester the service will seek agreement to introduce charging for food safety advice and for re-rating visits under the Food Hygiene Rating Scheme.

### 3.6 **Feed and Food Sampling**

The Council's Food Safety sampling programme includes the following:

- ◆ Samples submitted following a complaint;
- ◆ Samples taken as part of an investigation of a suspected food poisoning outbreak;
- ◆ Routine sampling, to assess the safety of particular foods etc. as detailed below:

#### **Routine Sampling:**

- a) Sampling of products produced locally from premises approved under EC Regulation 853/2004, (Dairies, Meat Products premises, etc.). Sampling of water from local businesses with private water supplies (well or spring water).
- b) Regional: carried out within a structured programme devised by the Greater Manchester Food Liaison Group in conjunction with Public Health England (PHE), York Food, Water and Environmental Laboratory. Detailed protocols are developed to ensure consistency of sampling and results.

#### **Arrangements for analysis and examination of samples**

Samples for analysis are submitted to Lancashire County Council Scientific Services who act as the authority's Public Analyst.

Samples for microbiological examination are submitted to the Health Protection Agency: Food, Water and Environmental Microbiology Network (York Laboratory).

### **3.7 Control and Investigation of Outbreaks and Food Related Infectious**

The Council liaises with Consultants from Public Health England (PHE) North West in all matters relating to the control and investigation of food related infectious disease. A CCDC heads the Outbreak Control Team, which is convened in accordance with criteria laid down in the Infectious Disease Outbreak and Control Plan, and includes representatives from Environmental Services.

All outbreaks are managed and investigated according to the Division's Major Outbreak Plan which has been recently revised and there is a current Greater Manchester Joint Plan for the Investigation and Control of Legionella Infection. Both the GMHPU Team and Environmental Services operate an out-of-hours stand-by system and incidents for infectious disease can be investigated by the Environmental Health team.

### **3.8 Liaison with Other Organisations**

Tameside is committed to being involved in liaison with other local authorities, and associated organisations, to achieve consistency and to maintain our level of knowledge and understanding in a rapidly changing area of work. This is done by being actively involved in a number of groups, including:

- Association of Greater Manchester Authorities (AGMA)
- Greater Manchester Public Protection Partnership
- Greater Manchester Food Hygiene Liaison Group – See Appendix 2, Business Plan
- AGMA Food Standards Group
- Greater Manchester Health Protection Unit
- Tameside NHS Primary Care Trust
- TS North West Food Standards Group
- TS North West Agriculture Sub Group
- NW Food & Health Task Force
- FSA Regional Co-ordinator (GONW)

We also have formal consultation arrangements with other service providers within the Council in respect of:

- Applications for planning approval, building regulation approval and applications under the Licensing Act 2003.
- Land Charges enquiries.

### **3.9 Feed and Food Safety and Standards promotional work, and other non-official controls interventions**

#### **Healthy Eating & Lifestyles**

This work is being developed using a number of key work strands. These will focus on work developed with partners within AGMA and also those within Tameside. This will include working with caterers to assist them to reduce salt and portion size through the continuing salt shaker project, Healthier Catering Award, improve nutritional awareness and support businesses in complying with the Food Standards Agency 'Safer Food Better Business' requirements.

## 4.0 Resources

### 4.1 Staffing Allocation

With regard to the Service the borough is divided into districts and shared out between eight Specialist Business Compliance Officers with a dedicated team for Admin support. 5.5 Business Compliance Officers are responsible for all Food Hygiene programmed inspections and complaint investigations. Officers participate in promotional events and delivery of training courses.

Food Standards issues are dealt with by 2.5 full time Business Compliance Officer's. The amount of time spent on Food Standards issues including complaints equate to approximately one quarter of each officer time. All are appropriately qualified to the standards required by the Food Standards Agency that includes the requirement to carry out continuous professional development. A record of training is kept in each individuals training file which is regularly audited.

### 4.2 Authorisation of Officers

The enforcement actions that officers are authorised to carry out are based upon qualification and post qualification experience and are reviewed on an annual basis as part of the Employee Development Review.

The Food Safety Act 1990 allows for the authorisation of officers, in writing, either generally or specially to act in matters arising under the Act or Regulations made under the Act. However, officers performing duties under the Food Hygiene (England) Regulations 2013 and the Official Feed and Food Controls (England) Regulations 2007, need to be separately authorised in writing to deal with matters arising under these implementing Regulations, e.g. issues under the 'specified Community provisions'. With regard to other specific food Regulations made under the European Communities Act 1972, where appropriate, relevant officers are specially authorised for each of those Regulations.

### 4.3 Staff Competence and Development

Food Authorities should set up and implement a documented procedure for the authorisation of officers.

The Authority operates an Annual Development Review (ADR) scheme whereby a series of meetings are held between officers and their line manager to discuss, amongst other issues, training needs on a yearly basis.

The aim of the Councils ADR is to support staff in their performance at work by ensuring they have clearly defined work objectives and the necessary development to meet these work objectives.

The Authority shall ensure that all authorized officers and appropriate support staff receive the training needed to be competent to deliver the technical and administrative aspects of work in which they will be involved, in accordance with the Code of Practice.

Records of relevant academic and other qualifications, training and experience of each authorised officer and appropriate support staff is maintained by the Authority in accordance with the relevant Code of Practice.

Officers are provided with the opportunity to attend training courses on a regular basis in accordance with individual training needs and available resources. It is fortunate that we are able to secure low cost training through the GMPPMG subgroups by jointly organising

courses. Officers attending training events are required to complete a training evaluation form to rate the quality and content of the training received as part of the quality system, and they are also expected to share their learning experience with the rest of their team by providing feedback at team meetings.

#### 4.4 **Qualifications**

##### **Authorised Officer**

These are officers who undertake assessment of compliance with food law and enforcement action as appropriate. An authorised officer must:

- have a level of knowledge, skills, experience and understanding that allows them to deliver official control interventions
- have an understanding of the hazards and risks within the premises they are required to inspect
- recognise when formal measures are not appropriate and be able to give advice appropriately.

This role should be performed by an officer that has the relevant competencies detailed in Food Law Code of Practice. The level of authorisation should reflect the level of competence assessed by the Lead Food Officer. Before Competent Authorities authorise officers to deliver official controls (hygiene and standards), the Lead Food Officer must ensure that the officer:

- holds the baseline qualification listed in the Code of Practice **OR** one of the equivalent qualifications listed in the Practice Guidance;
- meets the relevant competencies listed in Food Law Code of Practice;
- demonstrates they have maintained their Continuing Professional Development (CPD) in accordance with Food Law Code of Practice.

##### **CPD hours**

Competent Authorities must review the training needs and CPD requirements of their officers on an annual basis.

Lead Food Officers and authorised officers must obtain a minimum of 20 hours' CPD per year, split into:

- A minimum of 10 CPD hours on relevant core food matters directly related to the delivery of official controls for which the Officer is authorised;
- 10 hours on other professional matters. This could include training needs identified by the Lead Food Officer during competency assessments/appraisals.

Food Standards Officers working within Trading Standards are generally qualified Trading Standards Officer and have the Diploma in Trading Standards which gives them the authorisation to enforce Food Standards Issues. One officer has passed the Food and Agricultural Standards paper as part of the Diploma in Consumer Affairs that allows that person to carry out particular aspects of Food Standards.

All Food Standards Officers must carry out 10 hours of CPD per annum to maintain the qualification.

## **5 QUALITY ASSESSMENT**

### **5.1 Quality Assessment and Internal Monitoring**

Documented procedures have been developed to verify conformance with the FSA Framework Agreement, relevant legislation, codes of practice, documented policies and procedures. These include:

- ◆ Monitoring of officers work by the Environmental Services Manager
- ◆ Performance Indicators;
- ◆ Team meetings;
- ◆ Accompanied inspections;
- ◆ One to one meetings with officers;
- ◆ Prior approval of legal proceedings ;
- ◆ Consistency exercises;
- ◆ Identification of training needs;
- ◆ Review of documents;
- ◆ Internal audits;
- ◆ Customer Surveys;
- ◆ Review of complaints against the service;
- ◆ Inter-authority audits;
- ◆ Reality Checks.

## Appendix 1 - Regulatory Services – Public Protection

