

Report to:	EXECUTIVE CABINET
Date:	23 October 2019
Executive Member/ Reporting Officer:	Councillor Allison Gwynne – Executive Member for Neighbourhoods, Community Safety and Environment Emma Varnam – Assistant Director, Operations & Neighbourhoods
Subject:	FOOD SAFETY AND FOOD STANDARDS SERVICE PLAN 2019/20
Report Summary:	This report provides information on the Food Safety and Food Standards Service Plan for 2019/20. 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.
Recommendations:	To note the contents of the report and agree the Food Safety and Food Standards Service Plan 2019 – 2020 (as detailed in Appendix 1). This to ensure that the Council meets the requirements of the Food Standards Agency’s ‘Framework Agreement on Local Authority Food Law Enforcement’.
Corporate Plan:	Providing a Food Service Plan contributes to the ‘Longer and healthier lives with good mental health’ section of the Corporate Plan.
Policy Implications:	None associated for this report.
Financial Implications: (Authorised by the statutory Section 151 Officer & Chief Finance Officer)	There is revenue budget provision for both staff and activities within Regulatory Services. The work outlined in the service plan is covered by the existing budget.
Legal Implications: (Authorised by the Borough Solicitor)	The Framework Agreement on the Delivery of Official Feed and Food Controls by local authorities is the mechanism by which the Food Standards Agency sets out the standards for local authority food law services, which includes the Food Standards Agency’s monitoring and audit processes. The Food Standards Agency monitors local authority performance through Local Authority Enforcement Monitoring System (LAEMS) returns and reports on an annual basis which are published online. LAEMS is a web-based system to which local authorities upload data generated from the local system on which they record data on food law enforcement activities. Once uploaded to LAEMS, the local authority data are aggregated to the pre-defined categories required by the FSA e.g. interventions, sampling and enforcement. It is also a requirement of the Framework Agreement that the Food Service Plan should be approved by elected members to

ensure local transparency and accountability.

Risk Management:

Each competent authority is required to have an up to date documented Food Service Plan. The local authority is subject to monitoring by the Food Standards Agency.

Access to Information:

The background papers relating to this report can be inspected by contacting Sharon Smith, Head of Public Protection



Telephone: 0161 342 2277



e-mail: sharon.smith@tameside.gov.uk

1. 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 will aim to deliver on the FSA's Regulating Our Future (ROF) programme and the modern ways in which food businesses are regulated. This has to be modern, risk-based, proportionate, robust and resilient.
- 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, scope of the Food Service, organisational structure, primary authority partnerships, demands on the Food Service, allergen work and a reference to the enforcement policy.
- 1.5 Section 3 covers the key areas of service delivery, which are premises profile, interventions, enforcement action, advice to businesses and charging for advice/ re-rating visits.
- 1.6 Section 4 details feed and food complaints, sampling requirements, control and investigation of outbreaks and food related infections and liaison with other organisations.
- 1.7 Section 5 details the resources involved in providing the service, including staffing allocation, authorisation of officers and staff competence and development through annual development reviews (ADR).
- 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. KEY POINTS

2.1 Performance highlights for 2018 – 2019:

- Completing 100% of planned food hygiene interventions for 2018-2020 – 536 food businesses inspected ;
- 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 has established two Primary Authority Partnerships to businesses in the Borough.
- 17 accredited food hygiene training courses provided for over 200 food handlers from wide range of Greater Manchester Businesses.

2.2 Planned improvements for 2019 – 2020:

- In response to the FSA's proposals under Regulating Our Future and in line with other authorities in Greater Manchester the service is charging for re-rating visits under the Food Hygiene Rating Scheme.
- 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. RECOMMENDATIONS

3.1 As set out at the front of the report.



**TAMESIDE
METROPOLITAN
BOROUGH COUNCIL**

**Food Safety and Food
Standards Service Plan**

2019-2020

Sharon Smith
Head of Public Protection, Operations and Neighbourhoods (Public Protection)

Khush Ahmed
Regulatory Services Manager, Operations and Neighbourhoods (Public Protection)

Operations and Neighbourhoods Food Service Plan 2019/2020

Foreword

Tameside Metropolitan Borough Council is committed to the importance that the provision of an effective Public Protection 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 Starting Well, Living Well and Ageing Well.

The Council's corporate plan '***Our People Our Place Our Plan***' links in to the above focusing on the following priorities:

- A new relationship between public services and citizens, communities and businesses that enables shared decision making.
- Behaviour change in our communities that builds independence and supports residents to be in control.
- A stronger prioritisation of well-being, prevention and early intervention.
- An evidence led understanding of risk and impact to ensure the right intervention at the right time.
- An approach that supports the development of new investment and resourcing models, enabling collaboration with a wide range of organisations.

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.

We are committed to using 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.

.....

Allison Gwynne – Executive Member – Neighbourhoods, Community Safety and Environment

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 has responded to the recent changes to national legislation and food standards by ensuring that sufficient staff resources of the right type and quality continue to be provided. 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.

1.2 We will aim to deliver on the FSA's Regulating Our Future (ROF) programme and the modern ways in which food businesses are regulated. This has to be modern, risk-based, proportionate, robust and resilient.

1.3 Leaving the European Union will change patterns of food production, trade and consumption. This will require a flexible and responsive regulatory system.

1.4 The FSA has set out the following principles based on the Regulating our Future:

- Businesses are responsible for producing food that is safe and what it says it is, and should be able to demonstrate that they do so. Consumers have a right to information to help them make informed choices about the food they buy – businesses have a responsibility to be transparent and honest in their provision of that information
- FSA and regulatory partners' decisions should be tailored, proportionate and based on a clear picture of UK food businesses
- The regulator should take into account all available sources of information
- Businesses doing the right thing for consumers should be recognised; action will be taken against those that do not
- Businesses should meet the costs of regulation, which should be no more than they need to be

Links to Corporate Objectives and Plans

1.5 Tameside Council and NHS Tameside & Glossop CCG have come together to form one organisation – Tameside & Glossop Strategic Commission. A new corporate plan has been developed that reflects the priorities and guiding principles for joint work in the area.

1.6 'Our People Our Place Our Plan' outlines Tameside's aims and aspirations for the area, its people and how we commit to work for everyone, every day.

1.7 The plan is structured by life course – Starting Well, Living Well and Ageing Well, underpinned by the idea of ensuring that Tameside & Glossop is a Great Place, and has a Vibrant Economy. Within each life course we have identified a set of goals that set out what we want to achieve for people in the area throughout their life.

1.8 The plan is supported by a list of our public service reform principles that define the ways of working we will take on to achieve those goals. The principles are Greater Manchester-wide idea that we have adopted locally and will redefine our relationship with residents – doing with, not to.

2. BACKGROUND

Profile of the Local Authority

- 2.1 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 220,400. 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 exemplified by the Ashton Moss, Henry Square and Crown Point developments. The Authority is one of the major employers in the Borough, employing approximately 2,200 people across a range of services. It manages a range of functions including Education, Social Services and Engineering. All residential care homes, Council housing stock, leisure centres and swimming pools have been transferred out of Local Authority control.

Scope of the Food Service

- 2.2 The Environmental Health team is responsible for the enforcement of the Food Safety Act 1990 and the food hygiene legislation made thereunder. Officers of the Environmental Health team also carry out health and safety, smoking and licensing compliance inspections in a range of food premises. This is delivered alongside food service inspections.
- 2.3 The Trading Standards team is responsible for food standards and feeding stuffs enforcement under the Food Safety Act 1990 and Regulation (EC) No 882/2004. Regulatory Services operates a Pest Control service which food businesses may contract within order to assist them in maintaining pest free premises.
- 2.4 Officers in the Environmental Health Team investigate notifications of infectious disease including food poisoning and community outbreaks, in association with the Greater Manchester Public Health England Unit and the Consultant in Communicable Disease Control.

Organisational Structure

- 2.5 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 Environmental Health and Trading Standards Officers in each team. Each team is headed by a Service Manager who is directly responsible to the head of Public Protection.
- 2.6 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.
- 2.7 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.

Primary Authority partnerships

- 2.8 The Primary Authority Principle had been adopted by food and Trading Standards authorities as an aid to good enforcement. The aim of the principle is to provide businesses based within Tameside or trade in Tameside and across local authority boundaries with a source of guidance and advice, provide a system for the resolution of disputes and ensure that there is effective liaison between local authorities nationally.
- 2.9 The Primary Authority partnerships are effective in that the advice given by Tameside to our partner companies is legally binding and cannot be easily challenged by other regulators giving firm and consistent advice to improve compliance.

- 2.10 As a Primary Authority we liaise with other regulators to ensure that inspection and enforcement action reflects the advice given. In 2019/20 we will also work with the businesses to produce any required national inspection plans, giving guidelines to other regulators to avoid unnecessary burden on the business.
- 2.11 Tameside has fully embraced the Regulatory Delivery's Primary Authority principle and has entered agreements with Next Gen 360 a Vaping liquid manufacturer and Findel an Educational Supply company.
- 2.12 Advising local businesses that trade nationally, as their Primary Authority, results in less frequent Product Safety inspections than would otherwise be the case as external regulators recognise that a single authority is working directly with the business to improve compliance.
- 2.13 Nationally there are currently 184 Local Authorities who operate Primary Authority partnerships. This can assist in targeting of resources at a local level in Tameside as we have assurance that issues which may impact premises in Tameside are being addressed at a national level via the partnership.
- 2.14 Primary Authority partnerships are operated on a cost recovery basis and the partner businesses pay Tameside for the additional work conducted as part of the partnership.
- 2.15 The Centre of Excellence in Greater Manchester forms part of our combined offer of regulatory support to business through the Better Business for All programme which is included in the Devolution Deal. This will enable RD to formally signpost national businesses to Tameside to enter into effective Primary Authority partnerships.
- 2.16 The Better Business for All has recently won the Regulatory Excellence Award and commended for the Primary Authority partnership with the Wine & Spirit Trade Association. The BBFA category in particular highlights the success of this project so far.

Demands on the Food and Feed Service

- 2.17 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
- 2.18 In Tameside, there are 1790 food premises on the property database, including 5 Approved Premises in accordance with Regulation (EC) No 853/2004. These include an Approved Milk and Dairy Establishment, manufacture of meat products and meat preparations and fish products. 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).

Food Standards

- 2.19 For Food Standards purposes, there is currently an estimated 1403 Food premises registered on the Trading Standards database.
- 2.20 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.
- 2.21 The total number of food premises inspected for the year is 193 and are categorised as shown in the table.

Premises Rating	Number
High	26
Medium	148
Low	19
Total	193

Allergen Work

- 2.22 Under the Food Information Regulations 2014, all food business operators need to declare whether any of the 14 identified allergenic ingredients are used in their non-prepacked or loose foods sold or provided on their premises.
- 2.23 The 14 allergens are: cereals containing gluten, peanuts, nuts, milk, soya, mustard, Lupin (a flour, which can be used in baked goods such as pastries, pies, pancakes and in pasta), eggs, fish, crustaceans, sesame seeds, celery, and sulphur dioxide. These ingredients can cause a serious allergic reaction.
- 2.24 This new regulation affects all independent restaurants, takeaways and shops in Tameside and information on Allergens has to be documented as part of the Food Safety Management System.
- 2.25 Officers from Business Compliance have carried out joint visits as part of their Planned Inspections to identify compliance with Allergen requirements.
- 2.26 All business must provide sufficient information on Allergens to consumers for every dish they serve. Businesses must display that information on allergens is available and consumers can ask for certain dishes that do not have any of the above ingredients because they have an allergy to such foods.
- 2.27 Businesses must also demonstrate to officers that full Risk Assessments have been carried out in identifying all allergens. As part of the Food Safety Management System a full Matrix showing all allergens should be available identifying each and every allergen in the different dishes.

- 2.28 Recent inspections have shown that some businesses are not compliant with the above Regulations because they are not displaying allergen information or simply do not know what information should be included in the matrix. During 2018 – 19 we have served 7 Improvement Notices under the Food Information Regulations.

Regulation Policy

- 2.29 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

Interventions at Food Establishments

- 3.1 There are currently 1790 food premises on the property database; the tables below show the classification by type and risk.
- 3.2 Tameside considers programmed inspections of food premises to be an essential element in protecting the food available to consumers in their area. In accordance with the Statutory Codes of Practice, all food premises are risk assessed, both for food hygiene and food standards. Risk assessments are entered in the directorate's database, which generates a next inspection date and a food hygiene rating. The date of the next visit is set at the inspection interval determined by the risk assessment of the premises, in accordance with the Food Standards Agency Code of Practice and Practice Guidance.
- 3.3 The Food Standard Agency's Framework Agreement allows food hygiene intervention visits for compliant food premises. As a result of these changes all risk band A and B premises and non-compliant band C premises continue to require a full hygiene inspection or audit on every planned visit. For compliant C, all band D and E premises an intervention visit will be undertaken during these premises inspections unless standards have fallen. Interventions include sampling, monitoring, surveillance, education or verification visit and should enable a lighter touch for compliant premises and enable additional resources to be targeted on non-compliant premises in line with the Regulators' Compliance Code.
- 3.4 A number of business owners in the city do not have English as their first language. The takeaway and restaurant trade has a high proportion of proprietors from an ethnic background. This can create a language barrier and cause difficulty with the inspection process, namely explaining legislation and assessing food hygiene awareness. To assist them to meet their statutory obligations training in food safety management systems Safer Food Better Business (SFBB) has previously been undertaken through the Association of Greater Manchester Authorities (AGMA).
- 3.5 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, Milk 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

- 3.6 1790 premises are risk-rated on our premises database for inspection during 2018- 2019. The revised Code of Practice issued by the FSA states that premises scoring less than 31points 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 2018-2019 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.

PREMISES PROFILE 31.03.2018

	Primary Producers	Manufacture Processors	Importers/ Exporters	Distributors/ Transporters	Retailers	Restaurant and Other Caterers	Total
	A	B	C	D	E	F	G
Premises Rating – A	0	1	0	0	1	4	6
Premises Rating - B	0	3	0	0	10	63	76
Premises Rating – C	0	5	0	1	114	256	376
Premises Rating – D	0	6	0	1	281	378	666
Premises Rating – E	3	11	1	10	421	116	562
Premises Rating - Unrated	7	0	0	0	53	44	104
Outside Programme	0	0	0	0	0	0	0
TOTALS	10	26	1	12	880	861	1790

INTERVENTIONS

	Primary Producers	Manufacture Processors	Importers/ Exporters	Distributors/ Transporters	Retailers	Restaurant and Other Caterers	Total
	A	B	C	D	E	F	G
Total Premises as at 31.3.18	10	26	1	12	880	861	1790
Inspections and Audits	1	27	0	2	212	364	606
Verification and Surveillance	0	2	0	0	16	31	49
Sampling Visits	1	0	0	0	0	25	26
Advice and Education	0	4	0	1	63	122	190
Information/ Intelligence Gathering	0	4	0	0	12	13	29
Subject to official control once in year	0	11	0	2	199	324	536

ENFORCEMENT ACTION 2018

	Primary Producers	Manufacture Processors	Importers/ Exporters	Distributors/ Transporters	Retailers	Restaurant and Other Caterers	Total
No. of establishments subject to:	A	B	C	D	E	F	G
Voluntary Closures	0	0	0	0	1	4	5
Seizure of Food	0	0	0	0	0	0	0
Suspension/ Revocation	0	0	0	0	0	0	0
Emergency Prohibition	0	0	0	0	0	0	0
Prohibition Orders	0	0	0	0	0	0	0
Simple Cautions	0	0	0	0	0	0	0
Improvement Notices	0	0	0	0	3	15	18
Remedial Action/ Detention Notices	0	0	0	0	0	0	0
Written Warnings	1	6	0	1	103	275	386
Prosecutions Concluded	0	0	0	0	0	0	0
Totals	1	6	0	1	107	294	409

Advice to Businesses

- 3.7 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.
- 3.8 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.

Charging for advice / re-rating revisits

- 3.9 In response to the FSA's proposals under Regulating Our Future and in line with other authorities in Greater Manchester we have introduced a charge of £170 for re-rating food businesses who having been inspected and request a revisit to re-rate their business after improvements have been made.

4. FEED AND FOOD COMPLAINTS

- 4.1 The table below shows the number of food-related complaints per category that was received and investigated according to protocol and service standards during 2018-2019. Trend analysis does not identify any patterns relating to premises or issues that would require a change to how resources are directed.

Food Complaint Type 2017	Number
Chemical	0
Foreign Body	0
Feeding stuffs	7
Hygiene	73
Labelling	0
Microbiological	0
Total	81

Feed and Food Sampling

- 4.2 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:

- 4.3 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.

- 4.4 Arrangements for analysis and examination of samples:
- a) Samples for analysis are submitted to Lancashire County Council Scientific Services who act as the authority's Public Analyst.
 - b) Samples for microbiological examination are submitted to the Health Protection Agency: Food, Water and Environmental Microbiology Network (York Laboratory).

Control and Investigation of Outbreaks and Food Related Infectious

- 4.5 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.
- 4.6 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.

Liaison with Other Organisations

- 4.7 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
 - 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)
- 4.8 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.

5. RESOURCES

Staffing Allocation

- 5.1 The borough is divided into districts and shared out between nine Business Compliance Officers with a dedicated team for Admin support. 4.5 Business Compliance Officers are responsible for all Food Hygiene programmed inspections and complaint investigations. Officers participate in promotional events and delivery of training courses.
- 5.2 Food Standards issues are dealt with by 2.5 full time Trading Standards Officers. 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.

Authorisation of Officers

- 5.3 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.
- 5.4 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.

Staff Competence and Development

- 5.5 Food Authorities should set up and implement a documented procedure for the authorisation of officers.
- 5.6 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.
- 5.7 The aim of the Council's 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.
- 5.8 The Authority shall ensure that all authorised 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.
- 5.9 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.
- 5.10 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.
- 5.11 There are eleven Business Compliance Officers that are based in Environmental Services with five Officers carrying out specifically Food Safety work and it is acknowledged that they require continuous refresher training in Food Safety to maintain competence – (everyone needs to do a minimum of 20 hours CPD to maintain competence in food and this needs to be clearly stated).

Qualifications

- 5.12 All Environmental Health Officers are registered with the Environmental Health Officers' Registration Board and the additional qualifications held by the Environmental Health Officers include an MSc in Occupational Health and Safety, two NEBOSH Diplomas (Part I)

and the Assessment in Professional Competence (APC) and Acoustics Diploma. The Food Safety Officer has achieved the NEBOSH Certificate and has been internally assessed as being competent in Health & Safety using the CIEH Professional training requirements and has also achieved the higher premises food inspection certificate.

- 5.13 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.
- 5.14 All Food Standards Officers must carry out 20 hours of CPD per annum to maintain the qualification.