



# **North Tyneside Council**

## **North Tyneside Council Food Law Enforcement Service Plan**

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## 1. OVERVIEW

The Food Standards Agency Framework Agreement on Local Authority Law enforcement requires councils to develop and approve a food service plan.

The structure of the plan set out below follows the guidance contained in the Framework Agreement.

The plan describes how food safety and food standards in North Tyneside will be monitored and controlled. It also sets out how the service will contribute to the broader health improvement agenda through the promotion of healthy eating.

The service plan is set out as follows:

- Service aims and Objectives
- Authority Background
- Service Delivery
- Resources
- Quality Assessment
- Review / Performance Management

## 2. SERVICE AIMS AND OBJECTIVES

### 2.1 Aims and Objectives

A primary objective of the Environmental Health Service is to protect the health and wellbeing of the borough's resident and transient population by ensuring the safety and quality of food produced, prepared, distributed and supplied in the Borough. We will do this through a combination of education, promotion and enforcement at food premises operating in North Tyneside and where appropriate, through consumer information campaigns and initiatives.

In setting objectives and targets within the 2017/18 Food Law Plan, regard has been had to the strategies and plans for the 3 main government agencies with interests in developing food safety and food quality policy:

#### ***Food Standards Agency (FSA):***

The FSA 5 year strategic delivery plan 2015-2020: working towards food we can trust is based around the following principles:

- Food is safe and what it says it is, and we have access to an affordable healthy diet, and can make informed choices about what we eat, now and in the future
- The FSA supports the growth of responsible businesses by protecting the reputation of UK food and clamping down on businesses which put consumers at risk, and can therefore have an unfair cost advantage in the short term over responsible businesses

- It is a responsibility of consumers to manage the risks relating to food that they can affect. They have a right to be informed and supported in responding to those risks. The Food Standards Agency has a key role to play in making this happen.

### Regulating our Future

“Regulating our Future” sets out the Food Standard Agency’s (FSA) proposals for a new sustainable and effective regulatory system with the aim of ensuring that businesses across England, Wales and Northern Ireland meet their responsibilities in producing food that is safe, and is what it says it is. The FSA wants to build a modern, risk-based, proportionate, robust and resilient system and deliver this new framework model for all food businesses by 2020. The new regulatory framework will need to consider the following items:

- An enhanced system of registration for businesses, which will mean securing better information on all businesses so that the FSA can better identify and manage risk across the food chain.
- Segmenting businesses in a better way using a range of risk indicators based on wider information about the business, including the information gathered at the point of registration and from other sources.
- Businesses with a good history of compliance will face a lower burden from regulation, and free up local authority resources to target the businesses that present the greatest risk to public health.
- Certified regulatory auditors, working in the private sector, could be used by businesses to provide evidence of compliance. These auditors must be certified as meeting competency standards set by the FSA
- Increased use of the primary authority scheme and enhanced national inspection strategies.
- Remaining committed to the Food Hygiene Rating Scheme and ensuring that the scheme is sustainable and display becomes mandatory in England as it is in Wales and Northern Ireland.
- Businesses should meet the costs of regulation, which should be no more than they need to be.

### ***Public Health England:***

Public Health England has been pursuing the objectives laid out by the Government’s Childhood Obesity A plan for Action paper. The government plans to reduce England’s rate of childhood obesity within the next 10 years by encouraging:

- industry to cut the amount of sugar in food and drinks
- primary school children to eat more healthily and stay active

The food safety team in association with Public Health England will work with food businesses in close proximity to schools to offer healthier meal choices and better educate school children regarding healthy eating options.

The food safety team and Public Health England will develop an initiative with an aim to reduce North Tyneside's rate of childhood obesity over the next 2 years.

***Department of Farming and Rural Affairs (DEFRA):***

Defra recently produced a policy paper; UK food and Drink: international action plan 2016 to 2020. The document outlines how the government and industry will work to boost UK food and drink exports

There are three main strategic objectives:

- Raising ambition – encouraging companies to export for the first time and, for those who already do, to export more.
- Increasing capability – exporting can be challenging, and companies need to have the information, innovation, finance and skills to be successful. This is supported by wider efforts from Government and industry to raise the overall productivity and skills of the sector. UK Food and Drink - International Action Plan 2016-2020
- Identifying opportunities – building volume and opening trade opportunities in key markets, as well as creating new demand in third countries.

The outcomes and priorities set out by the three agencies, towards which the Authority can contribute with benefits to the health of consumers in North Tyneside are set out in the food safety team objectives.

***Food Safety Team Objectives:***

- Ensure a risk based, proportionate and targeted approach to regulatory inspection and enforcement, whilst supporting business.
- Carry out a programme of inspections and other visits to food premises to check on compliance with hygiene, legislation and promote best practice to ensure food safety.
- Carry out a programme of food standards inspections and visits, co-ordinating these with food safety visits whenever possible, to check on compliance with compositional and labelling legislation.
- Continue the operation of the Food Hygiene Rating Scheme (FHRS) providing information to customers on the standards of food hygiene in the Borough's food establishments.

- Investigate food related complaints and react promptly to any food related emergencies and immediate threats to public health, including responding to food alerts issued routinely by the Food Standards Agency. Remove any food not meeting food safety requirements from sale.
- Alert suspected food crime activity that is deemed to be of a serious nature to the National Food Crime Unit (NFCU). Food crime involves dishonesty at any stage in the production or supply of food. It is often complex and likely to be seriously detrimental to consumers, businesses or the general public interest.
- Advise and educate consumers and businesses and other service users on food safety and food standards matters, in particular providing support to the business community to understand and comply with food law and adopt good food hygiene practice. Provide assistance with the export certification of food as required.
- Carry out a programme of food sampling to check on the microbiological quality and compositional requirements of food.
- Investigate reports of food and water borne disease and illness and institute appropriate controls to prevent further spread of infection.
- Promote healthy eating options for consumers when food safety officers are working with businesses.
- Work together with colleagues in North Tyneside Council, other local authorities, professional bodies, central government and other interested parties to ensure a coordinated approach to food related matters. To provide relevant reports and statistics as required regarding the operation of the food service.
- Maintain an up-to-date register of food business establishments and determine any applications for approval of premises in accordance with EU Regulation 882/2004.
- Food Safety Team members are responsible for the discharge of a number of other statutory duties at food businesses, in addition to their food safety responsibilities. These include:
  - Health and Safety at Work;
  - Statutory Nuisance investigations;
  - Enforcement of Animal By-Product legislation;
  - Enforcement of the Local Government (Miscellaneous Provisions) Act 1982, as they apply to the provision of sanitary accommodation for customers at catering premises;
  - Monitoring of the safety and quality of drinking water at domestic and commercial premises.

## 2.2 Key Service Demands and Priorities in 2017/18

Demands on the food service are variable and arise from legislative requirements, national issues and needs of the community:

The food safety duties carried out by the Food Safety team must be discharged in accordance with the Food Law Code of Practice (COP) and practice guidance, The Food Law COP a statutory code issued under Section 40 of the Food Safety Act 1990. At present there are 1428 food business premises operating in North Tyneside, including 27 approved establishments that manufacture or process food in accordance with more stringent hygiene requirements in Regulation EC 853/2004. There are over 900 catering premises.

The majority of businesses are small to medium enterprises (SME) employing 10 or less staff. Enforcement of food safety legal provisions at SME business can present challenges to food safety officers because of a range of factors, which include a lack of awareness of food safety hazards and skills, staff turnover, language difficulties in ethnic businesses, limited technical and expert support and access to training.

New food businesses are required by law to register their premises at least 28 days before commencing trading. Existing businesses must notify the authority of changes in ownership or any significant changes in their operations that have significance to food safety. The turnover in business ownership, particularly within the catering sector, continues at unprecedented levels and keeping track of the opening and closure of food businesses, and the associated demands for initial advice from prospective food business operators presents a challenge to the service.

The Food Law Code of Practice establishes the concept of 'Broadly Compliant' food establishments. These are establishments that score 10 points or less for 3 of the components in the food safety risk rating system used by enforcement officers for assessment of food premises following an inspection. The three components are:

- Level of hygiene compliance;
- Level of structural compliance; and
- Level of confidence in management.

Local Authorities are required to report the percentage of 'Broadly Compliant' food establishments in their area to the FSA on an annual basis through the Local Authority Enforcement Monitoring System (LAEMS). The FSA will use this outcome measure to monitor the effectiveness of a local authority's regulatory service.

As at the 31<sup>st</sup> March 2017, 93.3% of businesses in the borough were 'Broadly Compliant' with food safety requirements. The percentage can fluctuate through the year pending on business compliance and the negative impact from non-compliant and unrated premises.

By targeting our resources towards non-compliant and unrated businesses we aim to maintain the previous years target rate of 93% by the end of 2017/18.

**Priorities** have been established to ensure the best practical service and addressing demand:

- Emergencies and threats to public health (food alerts, outbreaks / incidents and infectious disease notifications, revisits, formal action to protect public health – hygiene emergency prohibition, remedial action notice, prohibition notice, high priority food & water complaints and monitoring, serious health and safety complaints).
- A risk based approach to programmed interventions\* applying the most appropriate intervention.

The COP allows local authorities further flexibility on the type of interventions that can be applied on programmed visits to food premises. This means some food hygiene interventions which are less time consuming can be carried out.

- Continue to promote agile working practices into the food team's day to day work.
- Prompt response to requests for food hygiene and food standards start up advice. Recognising that correct advice at this stage will reduce cost of compliance to both business and local authority and help business to thrive and grow.
- Sampling of food for microbiological examination supporting public health emergencies, food and water borne disease investigations and interventions at food premises.
- Support in the form of advice and coaching to change behaviours and raise standards at non-compliant food businesses, resorting to formal enforcement action where this proves to be ineffective in securing the safe handling of food at food establishments.

The priorities set out above are intended to promote efficient and effective approaches to regulatory inspection and enforcement that will improve regulatory outcomes without imposing unnecessary burdens on businesses.

*\* The range of interventions that local authorities will apply when visiting food businesses is as follows:*

- *Inspections / Audit;*
- *Surveillance / Verification;*
- *Sampling;*
- *Education, advice and coaching provided at a food establishment;*
- *Information and intelligence gathering.*



*There are other activities and methods (which are not official controls) employed by the Team to monitor, promote and drive up compliance with food law in food establishments. These include the publication of information on hygiene standards at food premises on the National Food Hygiene Scheme, the use of 'Alternative Enforcement Strategies' for low risk establishments and education and advisory work with businesses away from the premises (seminars/training events).*

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

The Food Law Plan will align itself to the North Tyneside Council Plan.

The Food Law Plan is part of this bigger picture. The Plan sets out the aims and objectives of the Food Safety Team. It identifies what the service needs to do to enforce food hygiene and standards across the borough and provides information (in the form of an action plan) about how it will achieve this. This should drive through food safety standards and therefore contribute to the improved health and well being of the Borough's population.

## **3. BACKGROUND**

### **3.1 North Tyneside Food Establishment Profile**

There are currently 1428 food establishments in North Tyneside, all of which must be subject to intervention to ensure food safety and standards are being met. Businesses range in size and type from large food manufacturing establishments with national and international customers to small corner shops.

Approximately three quarters of the total food premises are catering establishments.

A number of businesses have vulnerable customers where extra care in the production of handling of food is essential e.g. care homes, nurseries and a hospital.

There are a significant number of fishery products processing premises in North Shields supporting one of the few remaining fishing ports on the east coast of England.

The premises profile is based upon the Food Standards Agency Intervention Statistics Model and is as follows:

By business type:

	<u>2017/2018</u>
Primary Processors	0
Manufacturers and Packers	58
Importers/Exporters	0
Distributors/Transporters	12
Retailers	372
Restaurant and Caterers	986
<b>Total</b>	<b>1428</b>

By risk category:

	<u>2017/18</u>
<b>A</b>	0
<b>B</b>	34
<b>C</b>	267
<b>D</b>	606
<b>E</b>	490
<b>Unrated</b>	31
<b>Total</b>	<b>1428</b>

This profile is subject to fluctuation. The totals above include a number of unrated businesses awaiting inspection.

Within the food manufacturing sector there is a frozen bakery product manufacturer with distribution to approximately 1700 stores nationally. Intermediate size businesses include the supermarket chains and a small number of manufacturing establishments, some of which are involved in export of goods within the EU and to third countries.

There is a wide range of manufacturing processes which require officers to have enhanced food safety technical knowledge. Processes include Vacuum packing of high risk foods, low temperature (Sous Vide) cooking, fishery products processing, tea blending and packing, ice cream manufacturing, manufacture of frozen meals and brewing.

Approved Premises handling products of Animal Origin

	<u>2017</u>
Meat Products	4
Minced Meat and Meat Preparations	3
Fishery Products	16
Cold Store	4

These are premises subject to more stringent hygiene provisions than those applied to registered food businesses and are allocated a unique Establishment Number on approval. These premises require more staff resource for inspection, supervision and advice on meeting these enhanced standards.

### 3.2 Regulatory Services Organisational Structure

A 'family' of specialist regulatory services is housed under the umbrella of the Public Protection Services. The 'family' of specialist services consists of:

- Environmental Health;
- Licensing; and
- Trading Standards.

Environmental Health is in itself delivered through separate specialist teams as follows:

Food Safety and Infectious Disease Control: responsible for the inspection of all food establishments, investigation of food complaints, food sampling (compositional and microbiological), food safety training and awareness and the investigation of all notifiable infectious diseases.

Health and Public Protection: responsible for the inspection of all allocated premises under the requirements of the Health and Safety at work Act 1974, investigation of all notifiable work place accidents, health and safety training, animal health and welfare.

Private Sector Housing: responsible for the investigation of all private sector rented tenant complaints, inspection of properties to determine fitness, inspection and licensing of Houses in Multiple Occupation and the administration of private sector renovation loans and disabled facilities grants.

Pollution Control: responsible for the investigation of all pollution complaints, primarily noise, but also including odour and watercourses.

Licensing: responsible for the licensing of taxis/private hire drivers/operators and vehicles, liquor licensing, issue of street trading licences and permits, gambling and other licensing activity.

### 3.3 The Food Safety Team

The Food Safety Function is delivered by the Food Safety Team. The Senior Environmental Health Officer (Food Safety) is the nominated 'Lead Officer' who will be responsible for direct liaison with the Food Standards Agency on matters of food safety.

The Council has appointed all Environmental Health Officers as 'Authorised Officers' under the Food Safety Act 1990 and other food related legislation.

### **3.4 Food Safety Team Structure**

#### **(i) Senior Environmental Health Officer (Food Safety)**

The Senior Environmental Health Officer (Food Safety) is responsible for the organisation and operational delivery of the following functions:

Food Hygiene;  
Food Standards;  
Food Complaints;  
Food Sampling (including water);  
Food Poisoning;  
Imported Food Control;  
Food Export Certification;  
Food premise approvals;  
Infectious Disease Control;  
Food Safety Training and Promotion;  
Promote Healthy Eating at food establishments.

The Senior Environmental Health Officer (Food Safety) is responsible for ensuring that all food safety issues are actioned in accordance with all relevant statutory requirements by means of:

1. Enforcement in accordance with the Council's Enforcement Policy.
2. Working with partners within the North East Food Liaison Group, Laboratory Service, Local Authority Co-ordinating Body on Regulatory Services (LGR), Public Health England (PH), Department of Farming and Rural Affairs (DEFRA), Department of Health and NHS Clinical Commissioning Groups (CCG), Care Quality Commission, OFSTED.

The Senior Environmental Health Officer (Food Safety) will:

1. Undertake the day-to-day allocation of work to Environmental Health Officers, Food Safety Officer, Food Technician and Administrative Assistant.
2. Ensure consistent delivery of work in accordance with the requirements of the Food Service Plan.
3. Support the team through undertaking duties assigned to the Environmental Health Officers/Food Safety Officer as detailed below.

## **(ii) Environmental Health Officers / Food Safety Officer**

To undertake monitoring and inspection of food premises and processes, investigation of complaints and suspected food poisoning, taking relevant enforcement or advisory action in accordance with legislation and guidance.

## **(iii) Food Technician**

To undertake sampling and maintain records associated with the food sampling plan, carry out initial enquiries in respect of food complaints and assist in the monitoring of standards relating to hygiene in food premises.

### **3.5 Liaison With Other Organisations**

The customer and stakeholder base of the Food Safety Team is varied; from consumers, traders and residents to farmers, café owners and major retailers. Indirectly, customers that influence how the Group delivers its services include a large array of central government departments and agencies; e.g. Business Innovation and Skills, Department for Environment, Food and Rural Affairs, Better Regulation Delivery Office, Department for Communities and Local Government, Department of Health, Public Health England, Health & Safety Commission and the Food Standards Agency. There is a high awareness within the group of the need to satisfy our various stakeholders in service delivery.

In respect of food samples/complaints (non-microbiological), the Authority has Public Analyst Scientific Services currently appointed as its Public Analyst.

In respect of food microbiological issues, the Authority utilises the services of the Public Health England Laboratory Service located in York.

The Authority is one of seven participating authorities along with Northumberland Council, Durham Council, Newcastle City Council, Gateshead City Council, Sunderland City Council and South Tyneside who together form the North East Food Liaison Group.

The Council has appointed a Consultant in Health Protection within Public Health England as Proper Officer for Infectious Disease Control.

### **3.6 Service Provision**

The service is provided from the Council's offices at the Quadrant (East). The Office is open weekdays to the public between 8.30 a.m. – 5.00 p.m. (4.30 p.m. on a Friday).

There is a planned evening and weekend inspection programme Monday – Sunday.

Out-of-hours requests for response to emergency food safety incidents are routed through the Council's Emergency Response Service.

### **3.7 External Factors on Service Provision**

- 7 day trading;
- Food Alerts and associated request for action issued by the FSA  
e.g. 2012/2013 horsemeat incident;
- E-commerce;
- Food Information Regulations 2014 replaced the vast majority of the Food Labelling Regulations 1996 and introduced transitional arrangements for certain national provisions within the primary and procedural legislation up until 2018;
- Demands of the National Food Hygiene Rating Scheme;
- Economic climate affecting turnover in ownership of food business premises.

### **3.8 Enforcement Policy**

The Food Safety Service has full regard to the Council's corporate enforcement policy when applying legal sanctions. The policy is promoted during the inspection process, via the Council's web site and through the issue of advisory leaflets, when appropriate.

### **3.9 Equal Opportunities**

North Tyneside Council is working to achieve the equality aims of the 2010 Equality Act. These are to:

- Eliminate unlawful discrimination, victimisation and harassment;
- Advance equality of opportunity;
- Foster good relations.

The Council carries out Equality Impact Assessments as a clear way of assessing the potential impact of our work on people who have different protected characteristics.

In comparison to other areas of the country, North Tyneside has a relatively small ethnic minority population of 4.4%. About half of the BME population belongs to three main groups: Chinese, Indian and Bangladeshi.

The Food Safety Team has an important role to play in promoting race equality. A significant number of eating establishments are owned or managed by people from ethnic minority groups. This poses a challenge in terms of understanding the needs and aspirations of these groups and ensuring effective communication. An extensive range of food safety guidance and literature is available in a variety of formats and languages. The Food Standards Agency has a library of short on-line food safety videos including multilingual versions that cover food safety management. Where language difficulties occur, the service has access to interpretation and translation services.

The service will continue to work towards eliminating discrimination and achieving equality for all.

## **4. SERVICE DELIVERY AND OBJECTIVES FOR 2017-2018**

### **4.1 Food Premises Interventions**

#### Food Hygiene

Whilst the primary responsibility for identifying food hazards and controlling risks rests with food businesses, food hygiene interventions undertaken by the food safety team serve the following purposes:

- To establish whether food is being handled and produced hygienically;
- To establish whether food is, or will be, having regard to further processing, safe to eat;
- To identify foreseeable incidences of food poisoning or injury as a consequence of consumption of food.

Interventions that local authorities can make on visiting food businesses are:

- Inspection or Audit;
- Surveillance/Verification;
- Sampling;
- Education, advice and coaching provided at a food establishment;
- Information and intelligence gathering.

All food premises in the Borough are scored on inspection against a scoring system contained in the Food Law Code of Practice. The score reflects the potential food safety risk from the business and the frequency that the business premises should receive an intervention from the Local Authority. The scoring system takes account of management practices and past compliance with legislation in determining likely future risk.

The minimum frequency of intervention is:

- Category A, every 6 months;
- Category B, every 12 months;
- Category C, every 18 months;
- Category D, every 2 Years;
- Category E, every 3 Years.

The Food Safety Team is committed to achieving 100% of all due inspections of all A and B ('Highest Risk') premises will be subject to inspection, partial inspection or audit. All food premises in risk categories A, B, C and D that are not Broadly Compliant receive an inspection.

We will carry out interventions at these categories of premises within 28 days of their scheduled date.

Food premises rated C to D in the broadly compliant category will be visited and be subject to a broader range of interventions e.g. surveillance / verification visits; sampling visits; education, advice and coaching provided at a food establishment; Information and intelligence gathering.

Where appropriate, premises types in this category will have visits that are limited in nature and focus on specific food safety matters common to the group or indicator checks to verify that key food safety controls are in place e.g :

- Effectiveness of cleaning and disinfection using ATP and UV detector equipment;
- Sampling of foods and swabbing of food contact surfaces to verify that satisfactory bacteriological standards are being maintained and cross contamination risks are being controlled;
- Temperature checks at key stages in the storage and/or production of high risk foods

For broadly compliant and compliant D category premises an inspection/ partial inspection/ audit will be carried out and alternated with an alternative official control. This is unless the 'type of food and method of handling' as stated within section 5.6.1 of the Food Law Code of Practice is rated less than 30 then the intervention can be alternated between official and non-official controls.

Businesses with a proven track record of sustained compliance with food safety legislation (two or more inspections resulting in a 5 hygiene rating) will benefit from earned recognition.

School kitchens run by North Tyneside catering services currently fall into that category. It is proposed that a 10% sample of the kitchens scheduled for interventions in 2017/18 receive a spot check from the food safety team. The findings of these checks will be reported at a meeting with the catering manager at which time the catering food safety management procedures will be reviewed.



Interventions at Low risk premises (Category E) will be restricted to a questionnaire-based Alternative Enforcement Strategy (AES). In accordance with the AES procedure, verification visits will be made to a percentage of premises returning questionnaires in addition to visits to businesses that do not return the information required.

Hygiene revisits will be carried out for all Category A premises and for Category B - D in the non-compliant category and/or where serious breaches have been identified and corrective actions have been specified either verbally, in writing, or by statutory Improvement Notice. Some premises in the above category will require more than one revisit to check compliance.

Revisits must also be made to compliant premises for the purposes of re-rating businesses in the Food Hygiene Rating Scheme. These revisits are obligatory when the food business operator, following an inspection of his/her establishment, applies in writing for a rating reassessment.

Officers will carry out assessments with the food business operator of non-compliant businesses to establish the reasons for non-compliance. Information from these assessments will determine the most appropriate enforcement tools to be applied to achieve a minimum broadly compliant status for the business. It is anticipated that in most cases a supportive and educational approach will be adopted, targeted towards improving food safety management at the premises. However, formal enforcement action will be taken to secure compliance where necessary. From experience, it is anticipated that Hygiene Improvement notices will be served on 5% of non-compliant businesses.

An estimate of the food hygiene interventions due for 2017-2018 is shown below:

Intervention Type	Premises Risk Category							Revisits
	A	B	C	D	E	Unrated	Total	
Inspection/Partial Inspection/Audit	0	34	171	6	0	138	349	53
Other Official Controls	0	0	0	359	0	0	359	36
Other Interventions	0	0	0	0	0	0	0	0
Alternative Enforcement	0	0	0	0	219	0	219	22
<b>Total</b>	<b>0</b>	<b>34</b>	<b>171</b>	<b>365</b>	<b>219</b>	<b>138</b>	<b>927</b>	<b>111</b>

### Food Standards

The purpose of a food standards intervention is to ensure that the food supplied is correctly labelled, meets compositional standards and is of the quality and description described.

All premises that sell, supply, or manufacture food are risk assessed using Annex 5 of the Food Safety Act Code of Practice and interventions are carried out on a programmed basis.

The frequency of intervention is:

- Category A, every 12 months;
- Category B, every 2 years;
- Category C, every 5 years.

The Food Safety Team is committed to achieving a 100% inspection rate of all category A (high risk) premises due for inspection. All food premises in risk category B that are not 'Broadly Compliant' will also be subject to inspection/ audit. We will carry out interventions at these categories of premises within 28 days of their due date.

Category A - C and unrated premises will be revisited where the Confidence in Management Score is 30 points, or where significant breaches have been identified and corrective actions have been specified either verbally, or in writing.

Food Standards Initiatives at relevant premises with due interventions:

- Food Fraud and Traceability – a check on the authenticity and origin of food ingredients will be carried out as a minimum at all premises, in every risk category with a due intervention. Where appropriate this may take the form, or be supplemented by, sampling. A particular focus will include enhanced surveillance of any food brokers and food importers operating in the Borough.
- Illicit and Counterfeit Alcohol – multi agency operations involving Trading Standards and Licensing colleagues at licensed premises in the Borough to investigate the sale and distribution of illicit and counterfeit alcohol. Advice will be given to businesses in relation to responsible sale of alcohol and buying from legitimate traders. Appropriate enforcement action will be taken if any food is found which is untraceable or counterfeit.
- Food Information for Consumers – checks will continue to be made in connection with allergen signposting requirements as identified in the Food Information Regulations 2014.

Food standards interventions due for 2017-2018 is shown below:

<b>Risk Category</b>	<b>Programmed Inspection/ Audit</b>	<b>Programmed Surveillance/ Verification</b>	<b>Estimated No. of Revisits</b>
A	2	0	2
B	34	0	4
C	67	0	7
Unrated	138	0	14
<b>Total</b>	<b>241</b>	<b>0</b>	<b>27</b>

## Unrated Businesses

Unrated premises (new or changed businesses) inspection within 28 days of registration. New businesses operating without prior notification will be inspected within 28 days from the date of information being received.

## Food Hygiene/Standards General

Interventions are unannounced and undertaken on a programmed day/evening basis in order to ensure that effective assessments are undertaken of structure, procedures and practices.

Closed businesses will be monitored for any indications of them re-opening.

Where possible, food hygiene and food standards inspections are undertaken at the same time to maximise officer efficiency.

Arrangements for ensuring compliance in the Council's own food establishments e.g. schools and residential care and nursery kitchens are documented and the Chief Executive advised of any serious problems found on inspection.

Supplemental sampling and educational visits may be made to all categories of food business.

Deviation from the intervention programme outlined above, may occur in response to major food incidents e.g. food poisoning outbreaks, investigation of illegal meat trade; special projects referred from the FSA; new legislation etc.

Highest risk premises, non-compliant businesses and high risk unrated businesses should be completed within 28 days as required by the Food Law Code of Practice. All other interventions at food premises can be carried outside of the 28 days.

## Additional Intervention Visits

These visits are in addition to the programmed intervention workload and include:

- Visits undertaken to premises following adverse food sample results;
- Investigating incidents of illegally imported food and food fraud;
- Verification visits associated with the Alternative Enforcement Strategy for low risk businesses;
- Referrals from food enforcement agencies under the Home Authority principle;
- Other incidents having implications for food safety/standards e.g. Foot and Mouth Disease, BSE control measures;
- Visits associated with food exports;
- Official Controls at the North Shields Fish Market, ensuring the fitness of products placed on the market;
- Food sampling in connection with microbiological and compositional sampling programmes.

The type of intervention carried out on these visits will vary depending on the matter being investigated and will range from Full or Partial Inspections to Verification and Surveillance visits.

**It is estimated that the service will make 260 additional intervention visits during 2017/18.**

### **Food & Food Hygiene Complaints**

The Food Safety Team ensures that all complaints regarding hygiene in food businesses, food contamination, compositional and labelling issues or unfit food are investigated promptly.

The depth and scope of investigation of complaints is determined by the seriousness of the complaint and the risk posed to public health. Investigation into complaints relating to food manufactured outside of the Borough may include liaison with other enforcement agencies. Complaints that have little or no public health significance or do not constitute a serious food fraud may be referred to the business for them to make a response direct to the complainant.

The majority of complaints will involve a visit to the business premises subject of the complaint.

Action will be taken to remove unfit or contaminated food from sale voluntarily or using statutory powers.

Complaints are investigated in accordance with Local Government Regulation advice and guidance.

Service requests and complaints are dealt with in accordance with departmental response and resolution time scales.

**It is estimated that the service will receive 270 complaints during 2017/2018**

### **4.2 Primary Authority Scheme**

The Primary Authority Scheme under the provisions of the Regulatory Enforcement and Sanctions Act 2008 places a statutory obligation on the Council to provide a significantly expanded range of 'Home Authority' services to local businesses when requested by that business.

The service is committed to the LGR /Home Authority principle. We will respond positively to a request from any business within North Tyneside with a significant national trade and will invite any business in the borough to enter into formal agreements in respect of food matters. These agreements aim to strengthen existing 'Home Authority' arrangements by increasing the consistency and level of legal compliance by the participating businesses and promote best practice amongst all participating parties. It will seek to achieve this aim by way of regular, open disclosure and negotiation, utilising the expertise and resources available to both parties.

In addition, although we currently have no formal Home Authority agreements in place, we offer advice and support on a reactive basis to 17 businesses in the Borough with significant national trade.

### **4.3 Advice and Support to Business**

The Food Team will respond to all relevant requests for advice and guidance in order to support business by the following measures:

- Advice is freely available to food businesses and is provided during visits and upon request. Site visits to prospective business premises are carried out where there are potential concerns over the handling of high risk foods or non-compliance with food hygiene legislation;
- Provide support to low performing businesses achieving a food hygiene rating of 2 or less after inspection through targeted themed coaching. This may include practical demonstrations of safe working techniques at the business premises, as well as support to improve food safety management within the business;
- Food Safety Management (FSM) Development Support including Safer Food Better Business (SFBB). It is estimated that 80% of all catering businesses are now using SFBB in their business operations. All businesses that utilise the SFBB system are provided with a window sticker to display to the public. Officers will continue to promote the SFBB system and provide support through advice and coaching to food business operators who wish to implement this system;
- Free provision of leaflets and advice sheets including versions in languages other than English;
- Targeted training as required which could be subject to a charge;
- Business information packs are provided for people considering setting up a food business and are available to relevant applicants for planning permission. The team has links with the Business Factory to enable contact with new food businesses from an early stage in their development;
- Specific advice and guidance is available to manufacturers and packers of food on legal requirements relating to the composition and labelling of food;
- Circular letters are issued as required to inform food business proprietors of food safety matters relevant to their operations e.g. changes in legislation, food alerts;
- Information for food businesses and consumers is available via the Environmental Health pages within the Council's website. The site provides information to consumers and food business proprietors on the services

provided by the food safety team. It provides for on-line registration of food premises and for the submission of service requests.

**Based on experience in 2016/17 the food team would expect to receive approximately 100 requests for advice from food business operators per annum.**

#### **4.4 Food Sampling**

Food samples are taken from premises throughout the Borough as part of the annual food sampling programme and are submitted for bacteriological and/or chemical analysis. Food sampling is targeted, risk based, intelligence-led and primarily directed toward local manufacturers and producers. The sampling programme incorporates national and regional projects and studies formulated by LGR, PHE and the North East Food Liaison Group.

The sampling programme is prepared in consultation with the Council's appointed Public Analyst (compositional samples) and Food Examiner (microbiological samples).

Food samples are often taken prior to a planned hygiene inspection of a food premises, but may also be taken on a reactive basis in response to food incidents such as alerts issued by the FSA, food poisoning outbreaks, or food complaints.

Food samples are taken having regard to the sampling policy and in accordance with relevant legislation, statutory code of practice and national guidance.

Analysis of food samples submitted to the public analyst is subject to charge. A review of the national compositional sampling programme by the FSA last year resulted in a significant budget cut for samples awarded to Local Authorities. This year a further review was carried out and the sampling plan has been suspended until further notice from the FSA.

In addition to the above it is anticipated North Tyneside Council will carry out a small quantity of surveillance samples over the same period on local producers and manufacturers where there are concerns food businesses are not meeting food safety requirements.

Examination of samples submitted to the PHE laboratory for microbiological examination does not incur a charge, but the authority has a credit limit that determines the maximum number of samples that can be submitted to the laboratory each year.

Sampling plans are formulated in January of each year in preparation for the start of the financial year. Programme templates showing the breakdown of project areas and financial and credit allocations for 2017/2018 are shown at Appendix 3.

Data on our sampling activities is recorded in the United Kingdom Food Surveillance System. The system, administered by the FSA, allows for electronic submission of sample testing requirements direct to the Public Analyst and HPA laboratories.

## 4.5 Control of Food Related Infectious Disease

Registered Medical Practitioners are required by statute to notify particular infectious diseases including food poisoning to the Proper Officer for the Local Authority (a Consultant in Health Protection).

The Food Safety Team investigates all notified cases of suspected or confirmed food poisoning. This is done primarily by investigating case histories to identify the cause of the illness. Action is taken as necessary to prevent the spread of infection and to require appropriate actions to prevent a recurrence. Investigations may result in the taking of swabs, food samples from implicated food businesses and faecal specimens from affected individuals.

A small number of notifications each year develop into generalised outbreaks that can require a significant resource input. The resources required will depend on the size and extent of any outbreak. If necessary, resources will be diverted away from programmed inspections.

There are agreed Infection Control Procedures with the Health Authority which requires liaison between the Environmental Health Officer, Director of Public Health, the Consultant in Health Protection and other related agencies.

When required, an Outbreak Control Team controls and oversees the investigations into major outbreaks following the procedures in the Joint Outbreak Control Plan.

Powers available to food safety officers to prevent and control risks to human health from infection or contamination include:

- Sanctions for controlling infectious disease and also to deal with incidents or emergencies where contamination could present a significant risk to human health;
- Requiring action to be taken to protect from or control health risks e.g. exclusion of children from school, disinfection/decontamination of articles and controls over the handling of corpses;
- Application to a Justice of the Peace for an order that imposes restrictions or requirements on persons, things, bodies or human remains or premises to protect the public health from infection or contamination e.g. abstaining from working or trading, undergoing medical examination, restrictions on movements, isolation and quarantine and health monitoring.

In the majority of cases however, controls can be achieved without resort to these formal powers.

**It is estimated that the service will receive 440 notifications of food poisoning during 2017/2018. Food poisoning notifications appear to be increasing per year and this could be due to easier reporting notifications through the GP and holiday claim companies promising compensation for holiday acquired illnesses.**

## **4.6 Imported Food Control**

Approximately half of the food being sold from premises in the UK has been imported and will have been manufactured in premises and under conditions different to those in the EU.

The Food Safety Team inspect and sample imported food, to determine whether the food has been legally imported, has been subjected to appropriate import controls and that the food is fit/wholesome/sound and appropriately labelled.

Officers carry out random visits to premises to specifically check for imported foods. This is in addition to checks carried out during the course of programmed visits and intelligence-led investigations.

Illegally imported food is removed from the food chain.

The Food Standard Agency ask Local Authorities to ensure that at least 10% of food sampled as part of their annual sampling programme is from food imported from outside of the European Community.

Officers in the team monitor illegal import activity within the EU community using the Rapid Alert System for Food and Feed and the FSA National Intelligence Data base on Illegal Imported and Food Fraud activity.

### **Food Safety Incidents and Food Alerts**

Food alerts are notified via the Food Standards Agency Food Alerts System. The warnings are received via EHC net (e-mail), which is accessed every weekday and via text messaging directly from the FSA to the Principal Environmental Health Officer (Food Safety).

There are three categories of Food Alert:

- 1) For action – requiring specific action or intervention by one or more Local Authorities, which may be in addition to action by business;
- 2) Information only – usually incidents involving warning notices to consumers by business and product recall;
- 3) Allergen Alerts – usually failure to declare the presence on an allergen in a particular food resulting in a business publishing warning notices to consumers.

The Food Safety team respond immediately to an alert in accordance with the Code of Practice, take appropriate action to identify the risk to consumers and, remove any hazardous food from premises known to, or suspected of selling, displaying, stocking or using such foodstuffs.

The actions and scope of investigations can vary considerably and can necessitate a full team mobilisation to deal with an alert effectively. If necessary, resources will be diverted away from programmed inspections.



In addition, the Food Safety Team will promptly notify the Incident Branch of the FSA and all other relevant agencies if any potentially serious incidents are identified locally via food complaints, food sampling, notifications from GP's or manufacturers etc. in accordance with the Code of Practice.

**It is estimated that the service will receive 50-70 food alerts per annum, of which only a small proportion are likely to require some form of formal action.**

#### **4.8 Food Safety Promotion**

Food safety promotion whether by education, advice, training or other means is a key part of the food safety team's strategy in changing consumer and business attitudes to food safety. It is a means by which the team can increase compliance in food businesses and encourage operators to achieve the highest standards of food safety at their premises.

##### Food Hygiene Training

Businesses requiring Food Hygiene Training to Foundation and Intermediate level are directed to local providers which include training organisations and a number of other agencies including the Adult Learning Alliance, Voluntary and Charitable organisations.

##### News and Updates for Business and Consumers

When necessary, publicity around food safety for consumers and business is generated through the Council's external communications team utilising a range of corporate publications.

##### Food Safety Events

National Food Safety Week is an annual event run in June/ July. The Food Safety team endeavours to provide some participation in the event subject to resources being available. The theme for this year focused upon consumer hygiene behaviours at home relating to chilling and cooking. This campaign will coincide with the National Burger Day on 24<sup>th</sup> August 2017 to promote good practices. The campaign makes extensive use of social media to spread the important messages and get consumers involved.

##### Seasonal Advice

Seasonal food safety advice is provided for businesses and consumers on barbecue safety and Christmas catering. Messages within the guidance aim to reduce the risks of food poisoning and food borne illness.

##### Communication

Local news media is used where relevant to convey important food safety information and messages to business and consumers.

Meetings with and delivery of talks to trade associations, business forums and other interest groups will be carried out as and when required.

#### **4.9 National Food Hygiene Rating Scheme**

The Council participates in the National Food Hygiene Rating Scheme and makes information available to consumers on the hygiene standards of food businesses in the Borough.

Key features of the Scheme are:

- The scheme covers all businesses supplying food direct to consumers subject to certain exemptions and exclusions;
- There are six different ratings (0-5) that reflect the hygiene standards found on inspection;
- Ratings are published on a national website. In addition, businesses will be issued with a certificate and a sticker that can be displayed at their premises;
- Safeguards to ensure that ratings are fair, which include a right of appeal, a right of reply and re-assessment of ratings when remedial action has been taken.

Activities in connection with the scheme in 2017-2018 will be:

- Continuing promotion of the scheme wherever and whenever possible to increase awareness and therefore usage by consumers;
- Maintenance of the scheme and updating/uploading of data;
- Addition of businesses inspected during the 2017-2018 intervention programme;
- Determination of rating appeals;
- Determination of rating re-assessment requests.

#### **4.10 Healthy Eating Promotion**

Food Safety Officers provide a limited role in promoting healthy eating during the course of their day-to-day regulatory activities at food businesses. Officers on the food safety team have unique opportunities to communicate and influence healthy eating options and nutritional information with food manufacturers and the approx 1000 catering businesses in North Tyneside.

#### **4.11 Liaison with Other Organisations**

Arrangements in place to ensure a consistent approach to enforcement action are as follows:

##### **North East Environmental Health Group**

Through this group Environmental Health lead officers from North East and Teesside provide leadership and inspiration to ensure that Environmental Health services in

the North East are relevant and appropriate to meet current and future needs and increase the efficiency, economy and effectiveness of those services.

### **North East Food Liaison Group**

The group comprises representatives from the seven authorities, namely Northumberland Council, Durham Council, North Tyneside Council, Newcastle City Council, Gateshead Council, South Tyneside Council and Sunderland City Councils.

The group meets 6 times a year to discuss food policy and enforcement issues. The group has an important role in facilitating consistent enforcement, sharing best practice and examining ways to improve efficiency through joint working.

The Group has two sub-groups (see below), which are tasked with co-ordinating the compositional and microbiological sampling activities in the North East region.

New policies and amendments to existing policy are ratified by the North East Public Protection Partnership.

### **North East Microbiological Sampling Sub Group**

The group comprises representatives from councils within Tyne and Wear, Durham and Northumberland and officers from the PHE Laboratory Service. The group meets 4-6 times a year and co-ordinates the national/regional/local microbiological food sampling programme.

### **North East Compositional Sampling Sub-Group**

Representatives from the Tyne and Wear Authorities and Durham meet with Public Analyst Scientific Services 4-6 times a year to co-ordinate the compositional sampling of foodstuffs in the North East area.

### **Licensing/Planning and Building Control/Estates**

Consultation networks are established within the Authority in respect of planning, building control, licensing applications and assignment of leases and tenancies for food businesses in council owned properties.

### **Area Health Protection Group**

The group comprises officers from the local authority food teams and representatives from the Public Health England's Communicable Disease Control Team. The group meets quarterly to review strategic and operational infectious disease matters.

## **5 RESOURCES**

### **5.1 Revenue Budget**

The Council's Food Law Plan is revenue funded. Future funding and resourcing of the service will need to reflect the requirements of the service to meet national statutory standards and continue to provide the residents and food businesses with an excellent service in relation to food safety throughout North Tyneside.

### **5.2 Staff Allocations**

All Food Safety enforcement matters are undertaken by the Food Safety Team.

Staff allocation projections for the lifespan of the plan can be found at **Appendix 2**. Any staff allocation may be subject to future re-structuring of the service area.

### **5.3 Staff Development Plan**

The Council supports the requirements of the Food Safety Act 1990 Code of Practice relating to the competency of Food Safety Officers.

All staff have regular performance appraisals during which training needs are identified and assessed in line with the officer's current abilities and responsibilities. A training plan is prepared for each officer which links to the team and service priorities.

Professional and technical competence is supported through staff development needs identified through the appraisal process. Training and development is provided by a range of methods including: Post entry and short course training, in-house and cascade training, peer review and team meetings.

The North East Food Liaison Group and local branch of the Chartered Institute of Environmental Health are also active in organising and presenting training sessions for food safety colleagues including peer review exercises and inter-authority auditing to ensure effective and consistent working practices.

## **6 QUALITY ASSESSMENT**

### **6.1 Performance Measurement**

Performance will be measured against the proposed outcomes detailed in the Food Service Plan and the Planning, Building Control and Public Protection Service Plans.

Specific procedures for measuring performance are outlined below:

<b>Measure</b>	<b>Location</b>	<b>Officer Responsible</b>
Food Standards Agency Annual Performance Return (LAEMS)	IDOX Database	Public Protection Manager and Senior Environmental Health (Food)
Partnership Key Performance Indicators – quarterly reporting	Environmental Health Section of the Public Protection Service Improvement Plan	Public Protection Manager and Senior Environmental Health (Food)
Achievement of allocation of planned interventions	IDOX Database	Senior Environmental Health (Food)
Performance in line with operational procedures	Individual Officer Quality Monitoring records	Senior Environmental Health (Food)
Staff Training and Development	Training Plan File	Environmental Health Group Leader and Senior Environmental Health (Food)
Performance Review	FSA Monitoring and Audit Accountability Framework	Public Protection Manager and Environmental Health Group Leader

## **6.2 Procedure Control and Complaint Handling**

The monitoring of the performance of officers is integral to the effective performance of the section and is also a requirement of the FSA Framework Agreement.

### **i) Interventions**

The Senior Environmental Health Officer will monitor the performance of each officer undertaking interventions and dealing with food-related complaints on a monthly basis, measured against the criteria as prescribed by operational procedure.

### **ii) Premise File Assessments**

On a quarterly basis, the Senior Environmental Health Officer (Food) will monitor documents pertaining to two randomly selected premises inspected by each officer measured against criteria as laid down in operational procedure instructions.

### **iii) Corrective Actions**

Where necessary the Senior Environmental Health Officer will discuss with the officer corrective actions to ensure compliance with operational procedure

instructions and a written record will be kept in the Quality Monitoring File for 2 years.

iv) Targets

Officers are allocated targets against departmental key performance indicators.

On a monthly basis, the Senior Environmental Health Officer (Food) will monitor target compliance for each officer.

Officers who consider that they are unable to meet their target must as a matter of urgency discuss the matter with the Senior Environmental Health Officer (Food) and Environmental Health Group Leader.

Where necessary and practicable interventions will be reallocated.

v) Team Meetings

Meetings are held monthly to monitor and review progress, discuss changes in legislation, disseminate information and to discuss other relevant issues.

Minutes of those meetings are recorded and held on the Environmental Health Shared database file - Food Team Folder.

vi) Management Review

On a quarterly basis, the Public Protection Manager and Senior Environmental Health Officer will meet to review performance.

A performance report is given to the Public Protection Manager on a quarterly basis by the Senior Environmental Health Officer and an annual return is sent electronically to the FSA, in accordance with the framework agreement.

vii) Procedure Review

Internal food safety procedures are reviewed annually and also when necessary to respond to changing circumstances e.g. new or revised legislation or guidance.

## **7. REVIEW**

A review of the plan will take place on an annual basis by the Senior Management Team in consultation with the Cabinet Member.

### **Review of plan for 2016/17**

An annual review of the service including any variation and areas for improvements, as well as highlighting achievements made by the team are summarised below. There is no significant variation from the 2016/17 service plan. The review is attached in appendix 4 to this report.

## APPENDIX 1

### REVENUE BUDGET

The forecast revenue budget per annum for 2017/18 for the Food Safety Team will be reviewed in 2017/18.

## APPENDIX 2

### Staff Allocations

All Food Safety matters are undertaken by the Food Safety Team. Detailed below is the staffing complement for the proposed level of Food Safety activity.

	2017/18
<b>Activity</b>	
Management	0.4
Food Hygiene/Standards Interventions Programme	2.55
Compliance and Enforcement	0.3
Home / Primary Authority Principle	0.1
Food and Food Hygiene Complaints	0.3
Control of Food Related Infectious Disease	0.2
Advice to Business	0.2
Food Sampling	0.3
Food Safety Incidents and Alerts	0.05
Food Safety Promotion	0.1
Healthy Eating Promotion	0.1
<b>Total Resource Requirement</b>	<b>4.6 FTE</b>

<b>FTE resources are made up from:</b>	2017/18
Management	0.4
Senior EHO	1.0
Environmental Health Officers	1.7
Food Safety Officer	0.9
Food Technician	0.6
<b>Total Resource Available</b>	<b>4.6 FTE</b>

## APPENDIX 3

North Tyneside Council

### Food Standards Sampling Plan April 2017 – March 2018

TYNE AND WEAR GROUP STUDIES		
MONTH	PROJECT	PRICE & NUMBER
APRIL	Labelling for free range eggs due to bird flu restrictions	6 - visual
MAY	Colours in cooked rice	6 – visual + advisory
JUNE	Low fat sausages	£50
JULY	Salt in bread	£35 x 3
AUGUST	TVN in marinated meats	£45
SEPTEMBER	Nitrites and nitrates in cured meats	£60
OCTOBER	Acrylamide/colours in biscuits	£125/£65
NOVEMBER	ABV of Novelty Spirits	£54/£65/£85
DECEMBER	Authenticity of saffron	£50
JANUARY	TBA	
FEBRUARY	TBA	
MARCH	TBA	
FSA FUNDED STUDY		



### Food Bacteriological Sampling Plan April 2017 – March 2018

Proposed sample allocation from HPA Newcastle Environmental Laboratory for 2017/18 apportioned for use by the Food Safety Team is 13747 Credits

Sampling will be targeted on the following basis:

Food Group/Premises	Uniform Code	Investigation	Samples/ Credit	Sampling Period	Credit Usage
<b>LACORS/HPA COORDINATED SAMPLING</b>					
1. Paan, curry, banana and vine leaves	STUDY 60	pathogens	4 x 25	April - Dec	100
2. TBA	STUDY 61				
3. TBA	STUDY 62				
<b>CROSS REGIONAL STUDIES</b>					
1. Cooked meat products including black pudding	XR29	EC2073/2005 (as amended) Listeria	100 x 25	April - March	2500
2. School Kitchens	XR30	Hygiene indicators and pathogens	20 x 20	April - July	400
3. Farm Shops	XR31	Micro quality	10 x 25	July - Dec	250
4. Bakeries	XR32	Hygiene indicators and micro quality	80 x 25	Oct - March	750
<b>NORTH EAST LOCAL STUDIES</b>					
1.					
2.					
<b>LOCAL AUTHORITY PROJECTS</b>					
1. Routine sampling and swabbing Cat D premises		Micro quality and hygiene indicators	160 x 25	April - March	4000
2. Farmers markets + events		Screen + ?	10 x 25	July - Sept	250
3. Nursing homes + Hosp high risk foods		screen	30 x 25	April - March	750

## APPENDIX 4

### Review of North Tyneside Food Plan Review Period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017

This review provides information on the activities of the food safety team and performance against objectives and targets set out in the plan for the relevant period.

Item	Target	Achieved	Comments												
Business Compliance & Food Hygiene Rating Scheme (FHRS)	92%	93.3% (incl. unrated premises)	<p>The total number of broadly compliant businesses by the 31<sup>st</sup> March 2017 was 93.3%. This percentage can fluctuate through the year pending on business compliance and the negative impact from non-compliant and unrated premise. The Food Standards Agency (FSA) use broadly compliant data as a measure of the effectiveness of a food authority's enforcement activity.</p> <p>The category risk rating of businesses achieving food safety compliance with a FHRS score of 3 and above is identified below:</p> <table border="0"> <thead> <tr> <th><u>Risk Rating Category</u></th> <th><u>Total businesses achieving a rating of 3+</u></th> </tr> </thead> <tbody> <tr> <td>Premise Rating – A</td> <td>0</td> </tr> <tr> <td>Premise Rating – B</td> <td>19</td> </tr> <tr> <td>Premise Rating – C</td> <td>225</td> </tr> <tr> <td>Premise Rating – D</td> <td>595</td> </tr> <tr> <td>Premise Rating – E</td> <td>487</td> </tr> </tbody> </table> <p>These results are based on the total number of premise 1428 and the total number of broadly compliant businesses 1326 achieving food safety compliance. The number of non compliant businesses has shown a slight reduction over the 12 months of enforcement activity.</p>	<u>Risk Rating Category</u>	<u>Total businesses achieving a rating of 3+</u>	Premise Rating – A	0	Premise Rating – B	19	Premise Rating – C	225	Premise Rating – D	595	Premise Rating – E	487
<u>Risk Rating Category</u>	<u>Total businesses achieving a rating of 3+</u>														
Premise Rating – A	0														
Premise Rating – B	19														
Premise Rating – C	225														
Premise Rating – D	595														
Premise Rating – E	487														
Interventions	100%	100%	A total of 61 high risk/ non-compliant businesses rated as A & B were subject to food												

Item	Target	Achieved	Comments
	(Inspections Cat A and B)		hygiene inspection or audit.
	100% (Inspections Cat C)	91%	There were 267 businesses rated as C category premises subject to food hygiene inspection or audit.
	100% (Cat D&E)	64%	A further 416 visits, comprising of either inspections/ verification and sampling visits were made to D & E category premises to monitor compliance and offer advice and support to proprietors at these premises. The inspection numbers have shown a reduction on previous years and one of the reasons is due to the category risk rating change for C & D rated premises in the Food Law COP. Although the majority of premises fall within D & E rated premises this shows the vast majority of businesses are compliant.
	Unrated	100%	There were 193 new unrated businesses subject to food hygiene inspection or audit during the year.
	100% (Cat A & B Food Standards establishments)	68%	<p>There were 31 establishments rated as higher risk (category A&amp;B) that were subjected to inspection or audit. This figure has shown a decrease compared to last years results and is an area for improvement on the next inspection programme. One of the reasons is due to officer competency as not all officers within the team are capable of carrying out food standards inspections.</p> <p>In addition officers from the team attended 4 food festivals held in the Borough. Food businesses attending the event were provided with a pre-food safety check list and were asked to provide information on the nature of food preparation and their food</p>

Item	Target	Achieved	Comments
			safety arrangements. A risk based approach by officers inspecting the stalls was used focusing upon hygiene and temperature control requirements.
Food Hygiene/Standards Complaints	250	276	<p>All complaints were investigated in a timely manner and action taken where appropriate.</p> <p>There were a number of complaints investigated which were of particular interest:</p> <ul style="list-style-type: none"> <li>• Wholesale distribution of pre-packed unlabelled fish without any appropriate information to show the fish was processed in an approved establishment.</li> <li>• Allergen investigations by officers in relation to an ice-cream dessert served with a peanut ingredient when the consumer requested no peanuts. Allergen education to businesses remains an important part of food safety inspections.</li> <li>• Complaints regarding the sale of counterfeit alcohol continue and visits remain intelligence led with combined visits by food safety and trading standards. A quantity of Glens vodka was detained from a retail outlet in December 2016 until we were satisfied the product was genuine and safe.</li> </ul>
Food Sampling	N/A		<p>628 samples of food from 98 food establishments were submitted for microbiological examination during the year and a further 37 samples from 25 premises were sent to the public analyst for compositional analysis. The FSA funding for compositional sampling reduced from the previous years sampling plan and for the 2017/18 plan FSA funding has ceased.</p> <p>The microbiological sampling programme for 2016/17, which included national, regional and local projects were completed in full.</p> <p>North Tyneside fulfilled its commitments to the 6 coordinated national FSA funded studies and 12 regional sampling projects within the compositional sampling programme.</p>

Item	Target	Achieved	Comments
			<p>Follow up visits were made to food premises to investigate samples that failed to achieve satisfactory microbiological and compositional standards.</p> <p>Issues of note brought to light through sampling included:</p> <ul style="list-style-type: none"> <li>• Food and environmental swab sampling undertaken as part of alternative inspections identified some cleaning issues with food contact articles/ surfaces. Advice has been given to majority of the cases in relation to hand washing and cleaning. One of the recommendations for businesses was to provide an anti-bacterial washing up liquid.</li> <li>• Extended country of origin labelling to pre-packed meat at retail and wholesale businesses.</li> <li>• Allergens and in particular officers are still educating Indian takeaways and restaurants on substitution of almond powder with peanut and other ground nuts in meals.</li> </ul>
Infectious disease control	400	447	<p>A total of 447 cases of food poisoning and food borne illness were notified by medical practitioners in North Tyneside and investigated by officers during the financial year. This is in comparison to 427 notifications in the previous financial year 2016/17 and 349 notifications in the previous year 2015/16 resulting in extra pressure on officer workloads. Infections investigated throughout the year included Salmonella, Campylobacter, E Coli 0157, Dysentery, Cryptosporidiosis, Giardiasis, Hepatitis and Typhoid. The increase in notifications could be explained due to recent advertising by holiday claim companies.</p>
Enforcement Action	N/A		<p>During the last year, the food team issued 316 warning letters to businesses for a broad range of food safety and food standards non compliances. There was 1 food business prosecuted for hygiene offences that included an active rat infestation. 2 hygiene improvement notices were issued for documenting a food safety management system. 3 detention notices were served on businesses for suspected counterfeit alcohol, inadequate labelling of fishery products and food stored outside of temperature control.</p>

Item	Target	Achieved	Comments
			2 food businesses were closed because there was no suitable hot water supply in order for them to safely prepare food, wash hands and carry out adequate cleaning and disinfection.
Home Authority	N/A		Officers dealt with 8 home authority requests for advice and assistance from the food team. These were broadly split between enforcement agencies requiring information regarding North Tyneside food manufacturers and requests for advice and support to our businesses on regulatory matters. As yet no primary authority agreements have been made with businesses in the Borough.
Advice to Business	N/A	116	Officers have continued to offer advice and assistance to food business operators on food safety and food standards and food labelling matters. Support was provided to 116 businesses during the year, and approx. 80% of that advice was during the business set up stage.
Imported Food	N/A		The team aim to achieve 10% sampling quota of imported food required by the Food Standards Agency. This item could pose an issue for the 2017/18 sampling plan as FSA funding for compositional sampling has ceased. Microbiological sampling around food safety will take priority in the 2017/18 sampling plan and this will include imported foods.
Food Safety Alerts	70	122	The FSA have issued 122 alerts during the year. The majority of these relate to allergen risk arising from mislabelling or inadvertent contamination of foods. Foods in this category are generally withdrawn and point of sale warning notices posted in shops having sold the products. Action ranges from checks at food outlets to ensure that recall procedures were being followed, to seizure of food in the case where unsafe food has been identified.
Promotional Activity	N/A		Promotional activities from the FSA have been limited in 2016/17 due to the FSA focus on Regulating our Future campaign. The smaller campaigns within this period have been targeting Fake Alcohol, DNP, AMR (Antimicrobial resistance).  Other activities include - Food safety officers engaging with school to promote food safety awareness and infection control as part of the school curriculum.

Item	Target	Achieved	Comments
Liaison arrangements	N/A		Representatives from the food safety team have attended all meetings of the North East Food Liaison Group (NEFLG) and the two sampling sub groups. The Environmental Health Group Leader attended all meetings of the PHE Area Health Protection Group and with the Director of Public Health at the North Tyneside Health Protection meetings.
Staff Development	N/A		Food Safety Officer's have received the following training to enhance food safety and food standards competencies during the year: <ul style="list-style-type: none"> <li>• Regional NFHRS Consistency Exercise</li> <li>• Command &amp; Control – Emergency Response Major Incident</li> <li>• FSA NFHRS Consistency Exercise</li> <li>• 853 Approved Establishments</li> <li>• Regulating Our Future – FSA</li> <li>• FIR Notice Drafting</li> <li>• Food Additives</li> <li>• Microbiological Criteria Training</li> </ul>