

Salford City Council

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Food Hygiene and Health and Safety service standards 2011/12

accident investigations

infectious disease investigations

complaints

inspections

Protecting and improving our environment

IN Salford

About food hygiene and health and safety services

Our job is to protect the health and safety of those working and living in Salford and make sure that people in Salford are provided with clean, wholesome and safe food produced in a good hygienic manner.

We are responsible for enforcing food hygiene and health and safety laws in around 4500 commercial premises within the city. We aim to visit a set number in any one year - some more than once.



We enforce a number of Acts of Parliament and many sets of regulations, these laws cover such things as;

- ❖ Smoking in enclosed public premises
- ❖ Unclean food premises
- ❖ Unfit or unwholesome food on sale or display
- ❖ Unsafe food hygiene practices
- ❖ Unsafe places of work
- ❖ Unsafe pieces of work equipment
- ❖ Unsafe work activities
- ❖ Lack of welfare facilities at work
- ❖ Inadequate training of food handling staff and employees for the job in hand
- ❖ Illness caused through suspect food
- ❖ Illness or accidents resulting from work activities



If you need this interpreting please telephone

Arabic

اذا كنتم بحاجة الى تفسير او ترجمة هذا الرجاء الاتصال

Chinese

如果需要翻译，请拨打电话

Czech

Pokud potřebujete tlumočnické služby prosím zavolejte

Farsi

اگر به ترجمه این نیاز دارید ، لطفا تلفن کنید

French

Si vous avez besoin que cela soit traduit contactez

Kurdish Sorani

ۆب هكب زوفهلهت ستئوهه تنارئىگرهه مهئى رهگهئى

Pashto

ځيركو نوفلت افطل ، ځيراوغ لوك همجرت اد هك

Polish

Jeżeli potrzebne jest Państwu to tłumaczenie, proszę zadzwonić pod numer.

Punjabi

جے تہانوں ترجمانی دے لوڑاے تے براہ کرم فون کرو

Hindi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦੀ ਵਿਆਖਿਆ ਕਰਨ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ

Russian

Если Вам требуется перевод, просим звонить по телефону.

Somalie

Haddii aad u baahan tahay tarjumiddan fadlan soo wac

Tigrinyan

ነዚ ናይ ምትጻም አገልግሎት አገተ ደሊኹም ደውሉልና።

Urdu

اگر آپ کو اس ترجمانی کی ضرورت ہے تو مہربانی کر کے فون کریں۔

0161 925 1097

Our standards of customer services

We aim to provide an excellent service and have made a commitment to:-

Respond to all requests for services within three working days

Investigate serious or urgent matters immediately

Polite and courteous— **93%** of service users were satisfied with the standard of customer care and felt that they had been treated fairly and sensitively.

Plain English— please tell us if we use jargon or language you don't understand.

Provide easy access to our services— we can arranged to visit customers' homes and businesses, out of hours if necessary, if users have difficulty coming to our office. Our office is fully accessible by wheelchair, we have confidential interview rooms available if users prefer. **93%** of customers found it easy to access our services.

Listen to service users— we regularly conduct surveys of our users' satisfaction and analyse any comments we receive to make service improvements. **88%** of customers confirmed that they had understood the information they had been given **80%** of customers felt that the service had met their expectations.

If things go wrong— put things right as quickly as possible, we will respond to any complaints about the way in which we have provided any of our services within ten working days.

Speed of response— **85%** of customers who were surveyed said that they were satisfied with the speed of the response and had been dealt with within the ten days.

Cost of our service in 2011/12 per head of population (based on the census of 2001) is **£2.76**.

Partnerships

To help us provide the best possible service we work, as necessary, with all those with an interest in Environmental Health, including:

- ❖ The Food Standards Agency
- ❖ The Health and Safety Executive
- ❖ The Greater Manchester Fire Service
- ❖ Greater Manchester Police
- ❖ The Health Protection Agency
- ❖ The Greater Manchester Health Protection Unit
- ❖ NHS Salford
- ❖ Care availability commission
- ❖ OFSTED
- ❖ Other Greater Manchester Environmental Health Services
- ❖ Other north west Health and Safety regulators

How can we help?

We can investigate food proprietors and other employers and prosecute those who break the law such as;

- ❖ Inspect food shops, cafes, restaurants, takeaways etc regularly
- ❖ Check on the safety of food on sale by sampling regularly
- ❖ Inspect places of work, such as offices, shops, warehouses and many others regularly, we do not generally give notice of our intention to inspect
- ❖ Check for compliance with smoke free legislation in public premises

Some of the things we would investigate on your behalf;

- ❖ A complaint of dirty food premises
- ❖ A complaint of a foreign body in some food you bought
- ❖ A complaint of illness from eating out
- ❖ An accident to you at work which resulted in injury
- ❖ An accident to you, as a member of the public due to someone else's work
- ❖ Faulty or dangerous electricity and equipment where you work or visit

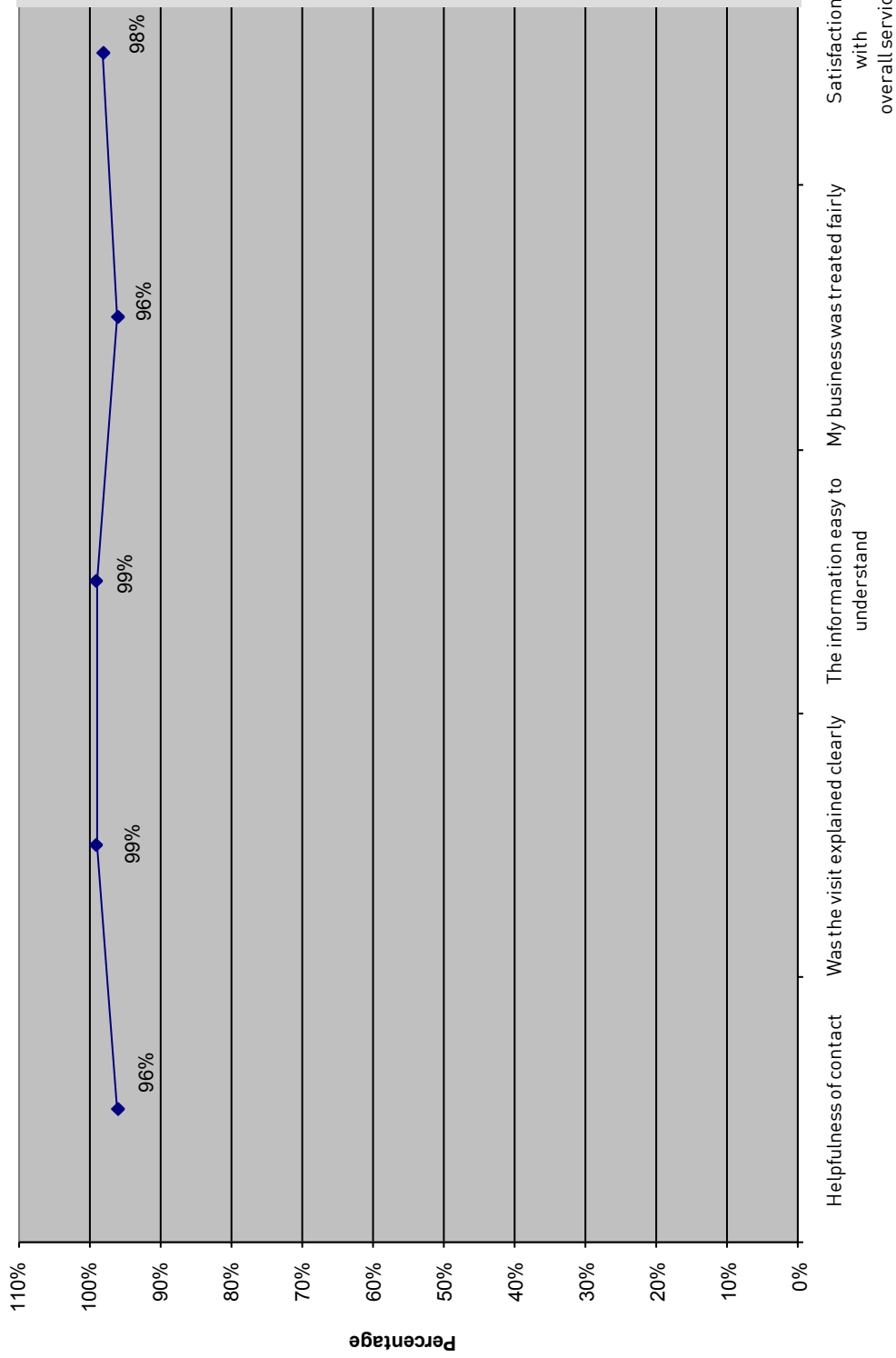
The team give impartial help and advice to everyone, whether you own a business, employ staff or are a consumer. If you run a business we would much rather help and advise you than serve notice or prosecute you. Contact us for advice on how to stay within the law or visit our web site for further advice.

Our performance standards and achievements

Description	2007/08 Results	2008/09 Results	2009/10 Results	2010/11 Results	2011/12 Target
Inspect high risk food premises	1014	863	844	835	878
Inspect low risk / other food premises	397	399	421	376	255
Inspect high risk H&S premises*	93	60	64	342	246
Inspect / contact low risk H&S premises*	570	920	696	1188	1098
Investigate all accident in accordance with HELA 22/13	251	180	212	200	200
Food safety sampling	233	261	323	250	250
Investigate infectious disease notifications	7	6	2	5	5
Respond to all requests for service	1249	1078	1136	1100	1100

* - revised risk rating, scheme implemented in April 2010

Chart 2 is the customer journey for businesses



Compliments from our customers:

- ❖ Mrs Clemans has always been a great help to me in my business, I have always felt I could contact her if I had any problems.
- ❖ The Environmental Health Officer dealt with this matter efficiently and quickly.
- ❖ The Environmental Health Officer's were really helpful, came out next day gave good advice, sample pots, and leaflets etc. really helpful.
- ❖ If you give the level of service you gave me to everybody, there will be no problems, just keep it up.
- ❖ I was very happy with the way my complaint was dealt with thank you.

Chart 1 shows the customer journey for member of the public, based on information received from surveys carried out during 2009-10

