

FOOD SERVICE PLAN
2011/12
ENVIRONMENT AND COMMUNITY SAFETY DIRECTORATE
SALFORD CITY COUNCIL

Foreword

Salford City Council consistently recognises the importance that the provision of an effective Environmental Health service plays in ensuring the safety and wellbeing of those who live and visit the City of Salford.

This Food 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 Environment and Community Safety 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. Assisting business to comply with food safety standards is as important as detecting non-compliance. The Council works in partnership with the food industry and service providers in this crucial area of public health protection as in the past, this approach has been a success. However, we are committed to use all our available powers to secure the standards of food safety expected by our communities and have provided up to date information on all of Salford's food premises which have been inspected by the Service via our "scores on the doors" page on our website at <http://www.salford.gov.uk/envhealth.htm>

The Local Better Regulation Office (LBRO) coordinates enforcement activity across all regulatory activities. This Food Service Plan will ensure we meet the LBRO's requirements through strengthened partnership work, improved intervention outcomes and reducing unnecessary red tape for businesses. This is demonstrated by some of the work which Salford is currently undertaking along with other Greater Manchester Authorities including the provision of free training and mentoring to improving the levels of food safety compliance in our ethnic food businesses.

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 Salford. The City Council will work to deliver the high standard expected by our community.

Councillor Ray Mashiter (Lead Member for Environment)

INTRODUCTION

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

The residents of the city expect no less from the Council. In a recent survey undertaken by the Environment and Community Safety Directorate, regular inspections of businesses to maintain food safety standards were considered by residents to be a very important service.

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 to 2015 is aimed at improving food safety and the balance of people's diets. This strategy is welcomed by the Council as means to promote and maintain public confidence in a safe and healthy food supply.

Ben Dolan

Strategic Director - Environment and Community Safety Directorate

1.0 Service Aims and Objectives

To ensure that all food and drink intended for sale for human consumption which is produced, stored, distributed, handled or consumed in Salford, is safe, hygienic and compliant with food hygiene and food standards legislation and that all food premises and food handlers comply with the Food Hygiene Regulations. This will be achieved through developing management confidence in those who operate food businesses and a mixture of education, programmed inspections, the investigation of complaints and sampling initiatives.

1.1 Link to Corporate Objectives and Plan

This document is an expansion of the general objectives regarding food, contained in the Environment and Community Safety Directorate's Service Plan, which enables the Directorate to deliver the Council's Pledges.

2.0 Background

2.1 Organisational Structure

Environmental Health and Trading Standards functions are an integral part of the Directorate's Regulatory Services Section. Enforcement of food hygiene legislation is undertaken by the Environmental Health team and food standards by the Trading Standards team. Each team is headed by a Principal Officer who is directly responsible to the Regulatory Services Manager.

The team of specialist food officers are based at Turnpike House, 631 Eccles New Road, Salford. The office is open from 8.30am - 4.30pm Monday to Friday. Regulatory Services operates an out of hours service to deal with major incidents including infectious disease control and food hazard alerts.

Officers are assisted in their tasks by the Health Protection Agency Laboratory at Preston which provides the Food Examiner Service. Public Analyst, Agricultural Analyst and Scientific Adviser services are provided by Leicestershire and Staffordshire Scientific Services.

2.3 Scope of the Food Service

The Environmental Health team is responsible for the enforcement of the Food Hygiene (England) Regulations 2006 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.

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 also operates a Pest Control service which food businesses may contract with in order to assist them in maintaining pest free premises.

Officers in the Environmental Health Team also investigate notifications of infectious disease including food poisoning, in association with the Greater Manchester Health Protection Unit and Consultant in Communicable Disease Control.

2.4 Demands on the Food Service

At present there are approximately 1,899 food premises operating in Salford, including 12 approved premises in accordance with Regulation (EC) No 853/2004 including an industrial dairy, meat and fish processing establishments, and over a thousand catering premises. The majority of premises are small to medium size companies with limited internal technical support.

This year the Trading Standards service has identified 20 businesses classified as being high risk. 10 of these are manufacturers and 1 is a bottling plant. The others are predominantly grocer/minimarkets and licensed premises which are high risk because of infringements discovered over the last year.

A number of business owners in the City do not have English as their first language. These are mainly proprietors of ethnic catering establishments, particularly Chinese and Asian. To assist them to meet their statutory obligations training in food safety management systems Safer Food Better Business (SFBB) has been undertaken through the Association of Greater Manchester Authorities (AGMA).

2.5 Enforcement Policy

The City Council has adopted the Cabinet Office Enforcement Concordat. This is incorporated within the Regulatory Services' Enforcement Policy and ISO 9001:2000 accredited quality system. 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.salford.gov.uk/business-enforcement.htm>. This has recently been revised to take account of the new regulatory enforcement sanctions.

3.0 Service Delivery

3.1 Food Premises Inspection

Salford City Council 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. 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.

In May 2011 the Food Standard Agency's Framework Agreement was revised and 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 will continue to require a 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 new [Regulators' Compliance Code](#).

The approximate make-up of food premises in the area is as follows:

- ◆ 52 Manufacturers/processors
- ◆ 8 Importers
- ◆ 31 Distributors
- ◆ 553 Retailers
- ◆ 1255 Restaurant and other Caterers

During 2011-12 the target for the Environmental Health team is 1309 premises consisting 878 high risk premises (bands A to C), 296 lower risk premises (bands D to E) and an additional 100 premises outside of the food programme (following change of ownership, usage or following complaints). In addition there are approximately 300 re-visits necessary following the initial inspections. However the number of revisits is likely to increase with the planned local publicity of the FSA's Food Hygiene Rating Scheme. The team will target at least 1133 of the due premises.

In 2010-2011 the team completed 88% of the high risk programme and 76% of the low risk programme. Officers also carry out health & safety inspections at over a 1000 premises a year including food premises in accordance with a separate risk rating frequency.

In accordance with the food safety local area agreement (LAA) performance indicator Salford City Council has currently **84.2%** of all food businesses (1582 premises out of 1889) as compliant with this indicator. Levels of compliance by ward ranged from over 95% compliance in the Cadishead ward to 67.5% compliant in Kersal.

In February 2009 the Food Standards Agency requested Food Authorities to register and inspect childminders working from domestic premises as food business operators. These continue to be registered and visited on request and to date we have inspected 39 of these premises.

The Local Better Regulation Office was established by central government to coordinate enforcement activity across all regulatory activities. From April 2010 this has provided greater direction to enforcement agencies with a strong emphasis being placed on partnership working, desired outcomes and reducing unnecessary red tape for businesses.

From January 2006 revised food safety legislation came into force including a requirement for all food businesses to have a documented food safety management system in place. As all local businesses are affected, all inspected premises are given additional advice and support in order to assist them in understanding and complying with the requirements which can increase the total inspection time by approximately a third. Currently there is considered to be adequate expertise within the Food Team to deal with all foreseeable food activities.

In addition to the statutory Code of Practice, Regulatory Service's quality system incorporates procedures regarding food hygiene and food standards inspections. This covers officer competency and ensures consistency in actions taken by the Service.

The number of food premises with a liability for a Food Standards inspection by Trading Standards in 2011/2012 is 869. However, survey work scheduled in the business plan for Trading Standards will focus resources on food standards interventions on areas which pose greatest detriment to Salford residents and business. Intelligence gathering from previous

years FSA enforcement activity may mean that not all 869 premises liable for inspection will be visited as resources will be targeted on local and national priorities for food standards.

3.2 Food Complaints

The investigation and resolution of consumers' complaints regarding food is an important element of food law enforcement. These are dealt with as a priority with a maximum response target of 2 working days and in 2010-11 the Environmental Health team dealt with **99.75%** of complaints received within this target. In addition to the statutory Code of Practice, the Division's quality system has procedures for dealing with food complaints and for responding to complaints about food premises or practices. The Trading Standards team dealt with 100% of their food standards complaints within target.

All service requests are logged in the computer system including details of the action taken and the closing of completed complaints.

3.3 Home Authority and Primary Authority Principles

The Home Authority Principle has been developed by food and trading standards authorities as an aid to good enforcement practice. The aim of the principle is to provide businesses with a home authority source of guidance and advice provide a system for the resolution of disputes and ensure that there is effective liaison between local authorities.

Alternatively, if a more formal arrangement is required, businesses can form a Primary Authority partnership with their local authority. A Primary Authority will liaise with other councils to ensure that inspection and enforcement action reflects the advice given. It can work with the business to produce a national inspection plan, giving guidelines to other councils to avoid unnecessary burdens of that business.

Salford City Council fully endorses the Local Authority Co-ordinating Body for Regulatory Services Home Authority principle including within Salford for Sodexo, Travel Lodge, North Country Foods and Makro. Officers operate the principle when dealing with food complaint investigations and when there are contentious food hygiene problems at multiple retailers. The principle is also routinely used in connection with food standards and labelling issues. Advising local businesses that trade nationally, as their Home Authority, results in more frequent food standards visits than would otherwise be the case.

It is envisaged that at least one of the above Home Authorities will ask Salford City Council to convert their Home Authority Agreement to a Primary Authority in 2011-12 in accordance with the current Local Better Regulation Office scheme.

3.4 Advice to Business

In an area where small to medium size businesses predominate, officers from both Environmental Health and Trading Standards services recognise the important role they have to support businesses in understanding and complying with the law and all officers advise businesses regarding food hygiene and food standards legislation. Specifically requested advice is responded to promptly at no charge to the business as this is seen as an important tool to help small to medium size enterprises (SME) thrive and reducing the cost of compliance ([Anderson Review 2009](#)).

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.

The service will as required undertake free business workshops relating to general food and health and safety requirements and also signpost businesses within Greater Manchester to a comprehensive list of trainers including the AGMA Public Protection Partnerships Business Solutions company, for tailored advice and training.

3.5 Food Inspection and Sampling

Food officers inspect and undertake programmes of food sampling that are co-ordinated with all North West Food Authorities. The Council has a sampling policy and procedure which is based on intelligence gained from experience and concentrates on high risk products to ensure the delivery of safe food to the public.

The total number of microbiological food samples sent to the Health Protection Agency's (HPA) laboratory at Preston Royal Hospital via Manchester Royal Infirmary (MRI) is in excess of 250 per annum. This is one of the highest sampling rates in the country for routine microbiological samples. The Principal Food Safety Officer has co-ordinated a revised and more accessible transport service with the HPA for all of the AGMA Authorities.

The Environmental Health team's measuring equipment e.g. thermometers, food storage facilities and cool boxes are regularly calibrated in order to ensure their accuracy as measurements obtained may be used to support legal proceedings.

Other food samples are sent to the Public Analyst at Leicestershire and Staffordshire Scientific Services for testing. These foods are sent for numerous tests including composition and contamination testing.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

Salford City Council's Food Safety Policy and Quality Procedure outline the service's partnership with Greater Manchester Health Protection Unit (GMHPU) for the investigation of food poisoning. The investigation procedure also outlines the criteria leading to a declaration of an outbreak.

Such 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. The GMHPU Team operates an out-of-hours stand-by system for infectious disease and routinely notifies the service of infectious diseases that warrant further investigation by the Environmental Health team.

3.7 Food Safety Incidents

Should food safety alerts be received appropriate action is decided on and taken in accordance with the FSA's Food Law Code of Practice (England) and the service's quality system procedures. The Food Hygiene Team Leader carries a mobile phone, which gives

an alert in the event of all serious food hazard incidents. The service also operates an out-of-hours stand-by system for the receipt and initial action for food alerts.

It is estimated there will be approximately 45 alerts this year. The majority of these are likely to be for information, with a limited number requiring local action. Each alert however requires scrutiny and decisions on action to be taken. Where action is deemed necessary, the extent of this action will vary and it is estimated that there will be 5 such incidents each year. The Trading Standards Team also monitors allergy alerts and take action where necessary.

3.8 Liaison with Other Organisations

The service liaises directly with neighbouring local authorities' food officers directed by the Greater Manchester Public Protection Managers' Group representing the 10 GM Authorities. In accordance with the group's business plan, regular meetings of the Greater Manchester Food Liaison Group are used as a forum to achieve consistency of approach in enforcement activities.

The Environmental Health service is also represented at regular meetings of the GMHPU, Salford NHS and with United Utilities and is involved in liaison and meetings with the Care Commission, regarding standards in a wide variety of care situations.

Officers liaise with Business Solutions, Salford University and other local trainers regarding the provision of food training.

3.9 Food Safety and Standards Promotion

The local spotlighting group looking at obesity identified that no pre-school children have currently received attention to tackle obesity. Environmental Health Officers are well placed to visit nurseries to assess and encourage change, where necessary, to improve nutritional standards of food served to children as well as promoting a general healthy eating lifestyle to nursery providers, children and parents.

The main initiatives for 2011-12 are:-

Healthy Eating & Lifestyles

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

Nutrition in nurseries

The Primary Care Trust has provided funding in 2011 for this initiative to be progressed. 7 Children Centre nurseries and 2 private day nurseries have signed up to take part in the project, which is being co-ordinated by a Senior Environmental Health Officer. Food provision within these settings is currently being analysed to assess the nutritional standard. A training course is being devised to assist nursery staff understand the specific nutritional requirements of the Under 5's and will be delivered to nursery managers and cooks.

Community Food Workers will assist with getting key nutritional messages back to parents and carers so this work can be continued within the home.

Raising Standards in Food Businesses

The previous citywide compliance target for food businesses across Salford was achieved and has since been surpassed. However in those wards where the initial target has not been met further interventions are proposed to progress and to improve compliance. For example, workshops concentrating on pre-requisites/structures, improving links with business rates, business link and local community groups and targeted enforcement action where previous history of non compliance exists.

The team publishes the individual hygiene standards of all of Salford's food premises by publishing details of their food safety rating at their last inspection on the FSA website <http://www.food.gov.uk/>

Approved Premises

Due to the increase in the volume and scope of these businesses whose products are traded both nationally and internationally a renewed focus is required to ensure that we as the enforcing authority remain aware of business development, supply chain and distribution from these premises. It is proposed that team leaders will review all approved premises files including HACCP documentation and traceability records and accompany the lead officers on intervention visits where appropriate to ensure consistency and assist in improving standards of compliance.

Food Standards Service Initiatives

Licensed Premises

Following on from work conducted in 2010/11 the service will continue to focus efforts and remove illegal alcohol and other food products from retail sale in licensed premises. Previous investigations identified large volumes of illegal alcohol products available for retail sale in Salford, often with the business operator being unable to show adequate records as to where the goods were purchased.

Food Claims

It is intended that a survey will be conducted to assess food claims made by manufacturers in Salford and also at restaurants in the City. Surveys completed by other Local Authorities have identified a high level of inaccurate descriptions used in the promotion and advertising of food products. The aim of the survey is protect consumers from detriment as a result of false and misleading food claims.

Wholesale Supply

The service aims to protect legitimate business as well as consumers. It is important that businesses are operating in a fair and legal trading environment. The service will aim to monitor the wholesale supply of food products to local businesses to ensure that what they receive is, as described and complies with the requirements of the Food Labelling Regulations 1996.

4.0 Resources

4.1 Financial Resources

| | 2007/08 Actual | 2008/09 Actual | 2009/10 Actual | 2010/11 Actual | 2011/12 Budget |
|------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Food (F1001) | | | | | |
| <i>Expenditure</i> | 372,447 | 419,870 | 436,045 | 384,869 | 359,166 |
| <i>Income</i> | -2,515 | -17,510 | -24,675 | -1,583 | 0 |
| <i>Head Count</i> | 7.26 | 7.26 | 7.26 | 6.66 | 6.06 |
| <i>Cost per head of population</i> | 1.71 | 1.86 | 1.90 | 1.77 | 1.66 |
| 2001 Census | 216,119 | | | | |

Trading Standards (Food Standards)*

| Description Excl Overhead Reallocations | 2007/08 Actual | 2008/09 Actual | 2009/10 Actual | 2010/11 Actual | 2011/12 Budget |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Revenue Expenditure | 105,594 | 124,675 | 137,219 | 116,950 | 51,994 |
| Head count | 3 | 3 | 3 | 3 | 1.25 |
| Cost per head of population for the Service | £0.45 | £0.51 | £0.60 | £0.49 | £0.22 |

*The above figures reflect the Food Standards element of the Trading Standards Service.

4.2 Staffing Allocation

The level of resources within the Environmental Health team which are committed to food safety enforcement equates to 4.5 Environmental Health Officers and 1 Senior Scientific Officer holding the Higher Certificate in Food Premises Inspection. Clerical back-up is provided by one Admin Support officer.

Within the Trading Standards team there are currently 3 operational Trading Standards Officers and 1 Enforcement Officer who are qualified to undertake food standards enforcement work. As always, we will ensure that resources are d to undertake targeted on the areas of greatest risk as detailed in the Directorate's Business plan and the level of performance will meet national priorities.

4.3 Staff Development

Salford City Council's regulatory Services Section is Investors in People accredited and as part of the Regulatory Services quality system, line managers are responsible for the

appraisal of officers and determining their training needs and competency in accordance with the Food Standards Agency's Food Law Code of Practice (England). The Council also operates an employee appraisal scheme. In addition the professional institutes, the Chartered Institute of Environmental Health and the Trading Standards Institute, operate Continual Professional Development (CPD) schemes. All officers who enforce either food standards or food hygiene laws are required to undertake a minimum of 10 hours training per annum.

The Food Safety Policy and Quality Procedure detail the Council's commitment to enabling all food officers to obtain at least 10 hours of certified continuing professional development, required by the Food Standards Agency Code of Practice.

4.4 Information Technology

Development and refinement of a database for all food activity is seen as essential for a consistent and organised delivery of food safety enforcement in the authority. APP (Flare) generated returns to the Food Standards Agency have been achieved. The IT system is also used for tracking due food visits, service requests, infectious disease notifications and food samples.

5. Quality Assessment

A number of quality monitoring aspects e.g., response times are built into the Division's ISO 9001:2000 accredited quality system. These procedures are available electronically on the Council's intranet, to ensure quality and consistency of food enforcement. A programme of visits is drawn up to ensure the procedure requirement is met. The Environment and Community Safety Directorate is presently accredited with the Investors in People award and Regulatory Services has received the Government's Charter Mark Award for Excellence in Public Service.

6.0 Review

6.1 Reviews against the Service Plan

Prior to the drafting of the Service Plan, a review took place of the previous year's performance against the Service Plan and the Food Standards Agency targets. This has been carried out for last year's plan as detailed in (6.4).

6.2 Identification of any Variation from the Business Plan

This will be identified and reasons given in each year's Business Plan. Any necessary action will be included in the following years Service Plan. In Salford we operate a rigorous Business Planning and Performance Management system based on an IT system that enables management to monitor performance on a monthly basis and take the appropriate remedial action.

6.3 Areas for Improvement

Where there are any relevant improvement plans or service developments identified, these will be set out in The Environmental Health or Trading Standards Business Plans.

6.4 Review of Plan for 2010-2011: -

- The service completed the majority of due food hygiene inspections and increased advice, enforcement work and visited 192 additional premises that were outside the original programme.
- The percentage of food businesses in Salford that are broadly compliant increased from 77.3 to 84.2%. This is a direct effect of targeted enforcement, high risk pilot, SFBB seminars and Salford's scores on the doors. For 2011-12 further work is planned to look at the wards and premises types that are not as compliant to further target improvements.
- Salford successfully bid for funding from the Food Standards Agency to assist with moving from our local 'scores on the doors' scheme to the national scheme in January 2011. All food businesses have been notified of their current rating.
- The food safety team plans to include undertaking low risk standards and routine licensing checks in to the food safety inspection programme. The team is also planning to improve work with the licensing section on the control of mobile food premises.
- The team's enforcement activity continued in 2010-2011 with several successful prosecutions being brought for breaches of food hygiene legislation.
- The Food Standards Agency's increased emphasis on dealing with directly imported food has already led to the team discovering a number of food importers and associated issues. This work has been identified as requiring continuing resource and has been achieved by changes to resource allocation through the business planning process.
- To assist businesses to comply with the revised food safety regulations, additional guidance and an increased demand for support was required from the service to ensure that businesses were able to change their procedures and practices in line with the changes in legislation. This resulted in the Directorate distribution of the Food Standards Agency's 'Safer Food Better Business' pack to 170 businesses in 2010-11.
- Additional input is envisaged from the service to assist the Directorate and the Primary Care Trust with our Public Health Initiatives, especially the development of nutrition initiative for nurseries.
- The Trading Standards team has updated its records to include arable only farms in order to comply with changes in legislation to include the whole of the food chain.
- The Environmental Health team achieved the objectives of the business plan which are aligned to national priorities.
- Since 1996 we have reduced the number of high risk food hygiene premises (Band A) from 182 premises to 17 as detailed on the Council's website.

- We have increased the number of Five Star Food Hygiene Award premises to over 100 including a number of Citywide's school kitchens following the Service working with Citywide to improve their documented food safety management system. Using the new Local Area Agreement Performance Indicator Salford currently has 82.4% of its food businesses as broadly compliant or better.
- We have achieved 100% of the Band 'A' food standards inspections that were due.
- Inspections during the year have shown that certain trade sectors show the same trends of non compliance with food standards laws. In 2011/12 it is proposed that training will be offered to these sectors to improve compliance.
- In June and December 2010 Trading Standards carried out enforcement campaigns to target illicit alcohol sales which resulted in the seizure of large amounts of counterfeit alcohol. The five day operation was partly funded by the Food Standards Agency 'Fighting Fund'. The investigation targeted 71 off licences and pubs, some of which were known to have previously sold illegal alcohol.
- During the course of the year the Environmental Health team in collaboration with Bury Council dealt with a fatal outbreak of salmonella, a cryptosporidium outbreak associated with a swimming club, listeria cases linked to a Salford food manufacturer and an E coli 0157 outbreak affecting babies in a nursery.
- A large number of takeaway food premises attended free training provided by the Trading Standards and Environmental Health teams, to raise awareness of food legislation, increase business compliance and reduce the burden of inspection on local businesses.
- The food standards team plans to incorporate food hygiene and licensing audits at premises they visit. The aim is to reduce the burden of inspection on businesses. Results will be fed back to the appropriate team so an intelligence led approach can be taken to any interventions required.
- The Trading Standards service submitted 76 food samples for analysis for compliance with compositional requirements.

Authors: John Snow and Chris Wilkinson

AGMA
Food
Technical Working
Group
Business Plan
2011-12



GM Public Protection Partnership [GMPPP] Objectives

1. Taking Action across the City Region to:

- Protect effectively both the safety and health of residents, visitors, employees and the environment
- Improve the efficiency of regulatory services and 'value for money' through joint working on service standards, service delivery and procurement of goods and services
- Support regulatory services by means of income generation
- Support the economy through an effective and consistent regulatory regime that minimises the regulatory burden on businesses
- Help local business to improve their level of compliance through the provision of training and advice
- Deliver targeted regulatory action through the effective use of intelligence

The partnership will always seek to generate at least one of the following outcomes:

Better outcomes for local people and communities

Reduced duplication between authorities, agencies and partners

Reduced costs of providing public services

2. Remit of Technical Working Group

This Business Plan has been produced to: -

- ◆ Make a significant contribution to the revised FSA strategy for food in Great Britain (April 2011) and the aim is to work in close partnership with other Local Authorities, duty holders and other agencies to safeguard the food supply in Greater Manchester and beyond and encourage positive dietary changes.
- ◆ Make a significant contribution to the GMPPP objectives through supporting the partnership's New Ways of working development programme

The key outcomes for the Group are:-

- ◆ Ensure food and feed produced or sold in Greater Manchester is safe
- ◆ Ensure imported food is safe to eat
- ◆ To ensure food standards and encourage informed food choices
- ◆ To coordinate sampling and other projects
- ◆ Ensure consumers understand about safe food and healthy eating, and have the information they need to make informed choices
- ◆ Work with key partners and food businesses to encourage them to produce food products and catering meals that are healthier
- ◆ Ensure we regulate in an effective, risk-based and proportionate manner so that food businesses are clear about their responsibilities and consumers are protected from food safety and other risks.
- ◆ To achieve, at operational level, uniformity of interpretation and enforcement and the elimination, as far as possible, of duplication throughout Greater Manchester
- ◆ To liaise with other agencies in order to further the objectives of the Group – AGMA Food Liaison Group, TSNW Food Focus Group, FSA, LGR, LBRO, Department of Health

Through working towards these key outcomes the Group will make a significant contribution to local priorities for each of the constituent Authorities.

Although the FSA provides strategic direction, Local Authorities operate in partnership with other Agencies and have wider responsibilities for the safety of local communities. LA's will be required to adopt the principles of the Primary Authority Scheme and work within its enforcement framework.

Across local authorities there are a number of recurring key priority themes for the majority of local authorities: -

1. To produce safer and stronger communities
2. To produce a greener, cleaner, healthier environment
3. To achieve better health and wellbeing
4. To achieve excellence in delivery of services
5. Tackling exclusion and promoting equality
6. To strengthen and diversify the local economy
7. To recognise that being in work contributes to health & wellbeing within the community.

3. Review of Achievements for Previous Plan

1. Participation in the LGR/HPA co-ordinated food-sampling programme in partnership with the other four North West Food Liaison Groups and assisted with the successful implementation of revised laboratory and transport arrangements.
2. Developed the Food Standards sampling programme with Staffordshire and Leicestershire Public Analysts and successfully bid for money from the FSA for imported food sampling.
3. Commented on various consultations from the FSA, LGR and HPA on food safety/standards issues.
4. Participated in developing the Greater Manchester PPP Business Compliance Project
5. Provided training to 20 officers on the FSA's Food Safety Management Systems course to increase consistency of enforcement for HACCP.
6. Provided the FSA Auditing Food Safety Activities and Processes course for 20 officers to also increase consistency of enforcement for HACCP.
7. Provided training on the FSA's Vacuum Packing Course for 24 officers to ensure we are consistent in the advice given to FBOs to control this high risk process.
8. Continued to train Greater Manchester Food officers in nutrition and the promotion of healthy eating. This work was continued as one of the operational projects as reported to the Operations Group in conjunction with Directors of Public Health support and input. To be continued as an operational project throughout 2011-2012.
9. Facilitated a meeting with the FSA, ACMSF, HPA and LAs to discuss the growing risk from Listeria and to aid the development of revised national guidance. To be continued as an operational project throughout 2011-2012.
10. Continued active partnership work with GM Health Protection Unit including regular update meetings, improved reporting and investigation procedures.

11. Developed the planned AGMA wide roll out of the FSA's Food Hygiene Rating scheme. To be continued as an operational project throughout 2011-2012.
12. Worked with FSA NW, including representative attendance at FSA NW regional update seminar by GM food enforcement officers and attendance at regional Liaison Group meetings to raise awareness of local and national food safety issues.
13. Improved targeting of advice and enforcement within Greater Manchester's food businesses.
14. Produced a business newsletter with BRS for dissemination across AGMA food businesses e.g. by email and on council websites and as a food intervention with low risk questionnaires.
15. The Group continued to benchmark Authorities risk rating of food premises and available personnel resources in relation to food standards. The Group maintained its links with the FSA, LGR and remained actively involved with the TSNW Food Group and the Greater Manchester Public Health Network.

4. Project Plan for Current Year

The biggest challenge for the Group will be to manage the very different demands from central and local government with respect to safe food and healthy food with a reduction in resources. Ensuring the provision of food that is safe to eat has always been our priority but increasingly we are expected to encourage healthier eating choices. We aim to continue to develop healthy eating initiatives to improve the health of national and local populations without losing our focus on regulatory work targeting high hazard and non compliant food premises.

Another challenge is ensuring that we both support businesses during this economic downturn and at the same time maintain public health priorities. We need to respond to LBRO guidance and consultations and ensure that the issues are fully discussed and our views taken into account.

Consideration should also be given for the group to undertake inter authority auditing in line with the [FSA's inter authority auditing toolkit](#) . This would help demonstrate that adequate measures are in place to realise the Agency's goal of safe food for all.

This would also provide all authorities with an action plan to discuss with their senior managers, share successes and assist with securing adequate resources for food safety work.

National schemes with local implications include:-

- FSA Local Authority Monitoring System (LAEMS) and FSS net (national food sampling database)
- The FSA's strategy to 2015.
- The FSA's review of UK Food Safety Official Controls

- FSA National Food Hygiene Rating Scheme
- The LBRO Regulators' Compliance Code
- Continued implementation of SFBB in a variety of catering, retail and ethnic businesses.
- Locally determined priorities may also be identified and it is recognised that capacity needs to be available to respond to strategic priorities raised by the PPP Steering or Operations group.
- Primary Authority Scheme (including National Business Pilot 2011)

Current local priorities to be considered by the Group include:-

- Ensuring consistent working across Greater Manchester in accordance with the FSA Code of Practice and the LBRO Regulators' Compliance Code.
- Provision of on-going relevant officer training.
- To deliver agreed joint working within the Group, HPA, GMHPU, and other partners.
- Production of joint publicity and guidance following sample surveys.
- Develop and support Primary Authority Partnerships for example Manchester CC and the Cooperative Group.
- Benchmarking
- Introduction of FSS net locally
- Business Compliance Project
- Promotion of the work of the Group
- Implementation of the e-coli guidance at local level

3. Operational Projects

Increasing Consistency (FS/1/ 2011-2012)

| | |
|--|---|
| Technical Working Group | Food Group |
| Description of Joint Project | <p>To assist all authorities to achieve compliance with the FSA Code of Practice and Regulators' Compliance Code.</p> <p>To successfully implement the FSA's Food Hygiene Rating scheme within the 10 Greater Manchester Authorities</p> |
| Project links to PPP objectives | <p>Improve the health of residents, visitors, and employees. Improve the efficiency of regulatory services and 'value for money' through joint working on service standards, service delivery and procurement of goods and services Support the economy through an effective and consistent regulatory regime that minimises the regulatory burden on businesses Help local business to improve their level of compliance through the provision of training and advice Deliver targeted regulatory action through the effective use of intelligence</p> |
| Resource Implications | 5 days per authority (preparation) plus 1 days training per enforcement officer |
| Key Milestones | As monitoring |
| Expected Outcomes / Benefits | <p>Improved levels of food safety compliance and improved targeting of enforcement in relation to non compliant businesses</p> <p>To ensure all food businesses are dealt with fairly and consistently across Greater Manchester.</p> <p>A consistent implementation of the FSA Food Hygiene rating scheme across Greater Manchester and AGMA wide launch publicity</p> <p>Enable consumers to make informed choices</p> <p>Raising the profile of food safety services</p> |
| Expected Output(s) and Targets | <p>Agree a consistent standard for enforcement, revisits and advice to food businesses within Authorities.</p> <p>Each authority to review its procedures and operations and to introduce required improvements.</p> <p>Consistent implementation of FHRS through officer guidance, consistency exercise and FSA briefings.</p> <p>Undertake a partial inter authority audit scheme to ensure compliance with the FSA Code of Practice</p> |

| | |
|---|---|
| Monitoring / progress | <p>At Technical group meetings</p> <p>Quarter 1: GM wide publicity to promote the FHRS scheme</p> <p>Quarter 3: Inter authority Audit</p> |
| Project Completion Date | March 2012 |
| Senior Responsible Officer (SRO) for project | John Snow |
| Project Lead Officer | Steve Hoyle (Chair) and John Snow (Secretary) to coordinate work |
| Project team officers | All Authorities |

Tackling Food Borne Pathogens (FS/2/ 2011-2012)

| | |
|--|--|
| Technical Working Group | Food Group |
| Description of Joint Project | To assist with the development of national guidance for food borne pathogens and ensure a consistent approach to implement controls |
| Project links to PPP objectives | <ul style="list-style-type: none"> • Improve the health of residents, visitors, and employees. • Improve the efficiency of regulatory services and 'value for money' through joint working on service standards, service delivery and procurement of goods and services • Support the economy through an effective and consistent regulatory regime that minimises the regulatory burden on businesses • Help local business to improve their level of compliance through the provision of training and advice • Deliver targeted regulatory action through the effective use of intelligence |
| Resource Implications | 20 Officer days per authority |
| Key Milestones | <ul style="list-style-type: none"> ▪ Implement FSA's Guidance for E.Coli 0157 Control of Contamination/ butchers guidance ▪ Respond to FSA Consultation Document on the Control of Listeria ▪ Develop links with GM hospitals and arrange workshop in relation to Listeria and sandwiches in hospital settings ▪ Undertake planned enforcement visits and where appropriate undertake related sampling activity to ensure effective controls are in place in high risk premises. |
| Expected Outcomes / Benefits | <p>Improved levels of food safety compliance and improved targeting of enforcement in relation to non compliant businesses</p> <p>To ensure all food businesses are dealt with fairly and consistently across Greater Manchester through a consistent approach to advice to food business operators on implementing national guidance.</p> <p>A consistent implementation of the FSA's E.Coli 0157 Control of Cross Contamination Guidance for FBOs across Greater Manchester and AGMA wide launch publicity</p> |

| | |
|---|---|
| Expected Output(s) and Targets | <p>Agree a consistent standard for enforcement, revisits and advice to food businesses within Authorities.</p> <p>Each authority to review its procedures and operations and to introduce required improvements.</p> <p>Consistent implementation of national guidance through officer guidance, consistency exercise and FSA training.</p> |
| Monitoring / progress | At Technical group meetings |
| Project Completion Date | March 2012 |
| Senior Responsible Officer (SRO) for project | John Snow/ Salford |
| Project Lead Officer | Trafford and Wigan |
| Project team officers | All Authorities |

**Contribution to the wider Health Agenda and Tackling inequalities (Including
Healthy Eating)
(FS/3/ 2011-2012)**

| | |
|--|---|
| Technical Working Group | Food Group |
| Description of Joint Project | <p>As part of routine inspections; ASK Campaign – Salt reduction initiative aimed at removing salt from tables in catering establishments with the development and distribution of a toolkit to assist traders</p> <p>Healthier Food, Healthier Business – Café/Sandwich Shop Project – to distribute and encourage the use of healthier food checklist by caterers</p> <p>Distributing information to caterers on Allergens</p> |
| Project links to PPP objectives | <ul style="list-style-type: none"> • Protect and improve the food safety and health of residents, visitors, employees and the environment • Improve the efficiency of regulatory services and ‘value for money’ through joint working on service standards, service delivery and procurement of goods and services • Help local business to offer healthier choices through the provision of advice and training |
| Resource Implications | 10 Officer days per authority |
| Key Milestones | As Monitoring |
| Expected Outcomes / Benefits | <p>Raising the awareness of traders in regards to healthier food production</p> <p>Making it easier for consumers to choose a healthier diet</p> <p>Enable consumers to make informed food choices</p> <p>Contribute to the Dept of Health’s Healthy Lives, Healthy People and involvement in other DOH projects as appropriate</p> <p>Contribution to FSA strategy in tackling allergens.</p> |
| Expected Output(s) and Targets | <p>To implement the “ASK” campaign toolkit within 100 catering establishments (Restaurants/Cafes/Pubs) across GM by the end of 2011/12</p> <p>Introducing the “Healthier Choice, Healthier Business” checklist within 25 catering establishments per local authority by the end of 2011/12</p> |
| Monitoring / progress | Quarterly - Distribution of “Healthier Choice, Healthier Business” checklist and “ASK” toolkit |

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|---|--------------------------------|
| Project Completion Date | March 2012 |
| Senior Responsible Officer (SRO) for project | John Snow/Salford |
| Project Lead Officer | Bury and Blackburn with Darwen |
| Project team officers | All Authorities |

Sampling – (FS/4/2011-12)

| Technical Working Group | Food Group |
|---|---|
| Description of Joint Project | Sampling - see Appendix 2 Food Sampling Programme |
| Project links to PPP objectives | <ul style="list-style-type: none"> • Protect effectively both the safety and health of residents, visitors, employees and the environment • Improve the efficiency of regulatory services and ‘value for money’ through joint working on service standards, service delivery and procurement of goods and services • Support the economy through an effective and consistent regulatory regime that minimises the regulatory burden on businesses • Help local business to improve their level of compliance through the provision of training and advice • Deliver targeted regulatory action through the effective use of intelligence |
| Resource Implications | Officer Time Cost of Sample Cost of Analysis SLA for micro testing and therefore FOC |
| Key Milestones | As Monitoring |
| Expected Outcomes / Benefits | To highlight areas of concern and the effect of the current economic climate on food fraud. To ensure compliance with labeling, compositional and microbiological legislation To contribute towards healthy eating |
| Expected Output(s) and Targets | Each Authority to procure samples dependant on resources available and local priorities |
| Monitoring / progress | Sampling Results reported at the group meetings bi-monthly and / or at the conclusion of surveys |
| Project Completion Date | Quarterly |
| Senior Responsible Officer (SRO) for project | John Snow/Salford |
| Project Lead Officer | Frank Hollywood (Public Analyst) Kevin Williamson (HPA) |

Project team officers

All Authorities

National Surveys – (FS/5/2011-12)

| Technical Working Group | Food Group |
|---|--|
| Description of Joint Project | National Surveys- FSA Imported Food |
| Project links to PPP objectives | <ul style="list-style-type: none"> • Protect effectively both the safety and health of residents, visitors, employees and the environment • Improve the efficiency of regulatory services and 'value for money' through joint working on service standards, service delivery and procurement of goods and services • Support regulatory services by means of income generation • Support the economy through an effective and consistent regulatory regime that minimises the regulatory burden on businesses • Help local business to improve their level of compliance through the provision of training and advice • Deliver targeted regulatory action through the effective use of intelligence |
| Resource Implications | Officer Time Funding is £30 per sample to cover costs Cost of Sample Cost of Analysis |
| Key Milestones | As monitoring |
| Expected Outcomes / Benefits | GM contributing to National Agenda by sampling imported food and food of concern as highlighted by the FSA Building local intelligence |
| Expected Output(s) and Targets | Application for FSA Imported Food Grant Each Authority to procure samples dependant on resources available and local priorities |
| Monitoring / progress | Quarter 1 – Application for FSA Imported Food Grant Quarter 2/3 – Undertake sampling for FSA Imported Food Quarter 4 - Results |
| Project Completion Date | FSA Imported Food (October 2011) |
| Senior Responsible Officer (SRO) for project | John Snow |

| | |
|------------------------------|--|
| Project Lead Officer | Stuart Killip (Blackpool) |
| Project team officers | Frank Hollywood (Public Analyst) All relevant authorities |

Appendix 1

Composition of Group/Meeting Cycle

- a) The Group will meet every two months starting in February.
- b) Post holders for 2011/12 are:

Steve Hoyle: **Chair**
John Snow: **Secretary**
John Snow: **Chief Officer Liaison Advisor**

- c) Group members:

| Authority | Contact | Tel No | Email Address |
|---|--------------------------------------|---------------|--|
| Blackburn with Darwen BC | Frank Mallon | 01254 585156 | frank.mallon@blackburn.gov.uk |
| Bolton MBC | Julia Hall | 01204 336562 | julia.hall@bolton.gov.uk |
| Bury MBC | Steve Hoyle | 0161 253 6198 | s.j.hoyle@bury.gov.uk |
| Manchester City Council | Phil Quinlan | 0161 234 4853 | p.quinlan@manchester.gov.uk |
| Oldham MBC | Kathryn Kelly | 0161 770 4455 | kathryn.kelly@oldham.gov.uk |
| Rochdale MBC | Jackie Hall | 01706 924147 | jackie.hall@rochdale.gov.uk |
| Blackpool BC | Stuart Killip | 01253 478380 | stuart.killip@blackpool.gov.uk |
| Salford City Council | John Snow | 0161 925 1076 | John.Snow@salford.gov.uk |
| Stockport MBC | Melony Woods | 0161 474 4241 | melony.woods@stockport.gov.uk |
| Tameside MBC | Khush Ahmed | 0161 342 3962 | khush.ahmed@tameside.gov.uk |
| Trafford MBC | Liz Woloschin | 0161 912 4290 | Elizabeth.Woloschin@trafford.gov.uk |
| Wigan MBC | Christine Nuttall / Julie Searing | 01942 828189 | c.nuttall@wigan.gov.uk J.Searing@wigan.gov.uk |
| COLA | John Snow | 0161 925 1076 | John.Snow@salford.gov.uk |
| Public Analyst | Frank Hollywood, Staffordshire CC | 01785 277 810 | frank.hollywood@staffordshire.gov.uk |
| Food Examiner HPA Microbiology Services, Food Water and Environmental Microbiology Laboratory, Preston | Health Protection Agency | 01772 522115 | kevin.williamson@lthtr.nhs.uk Trudi.Allen@lthtr.nhs.uk andrew.fox@hpa.org.uk |

Partners

| Name | Contact | Tel No | Email Address |
|---|-------------------------------|---------------|--|
| FSA – NW | Angela Towers Sharon Young | 0161 952 4248 | angela.towers@foodstandards.gsi.gov.uk sharon.young@foodstandards.gsi.gov.uk |
| Greater Manchester Health Protection Unit | Lorraine Lighton | 0161 786 6710 | Lorraine.Lighton@hpa.org.uk |
| Greater Manchester Public Health Network | Helen Turner | 0161 212 4939 | helenmary.turner@alwpct.nhs.uk |

Appendix 2 (a)

Food Standards Sampling Programme

A sampling programme will be agreed on a quarterly basis and will reflect the needs of each authority and national and regional priorities, to ensure compliance with food labelling and composition legislation.

The programme will operate within the following criteria:

- 1) Each authority will concentrate on its Home Authority companies where applicable, sampling raw ingredients where possible.
- 2) Authorities will concentrate on 'locally' produced foodstuffs as well as HA companies
- 3) In general, up to 8 categories will be sampled during each quarter under the following headings: Animal Feed, Meat Products, Claims, Healthy Eating, Contaminants, General Composition, Topical/Seasonal and National Survey.
- 4) Areas identified as presenting continuing problems will be regularly sampled – Meat Products, Food Claims.
- 5) To avoid the submission of incorrect samples, the Group will agree specific criteria and guidance for the use by sampling officers and this information will be noted on the sampling programme.
- 6) The Group will be sensitive to trends and areas of public concern. Guidance and expertise will be provided by the Public Analyst.
- 7) An overview of the results for the previous quarter's sampling programme will be reported to the subsequent meeting of the group.
- 8) The Group will endeavour to avoid duplication of samples. A list of Authorities allocated supermarkets is shown below;

| Allocated Supermarkets | | |
|--------------------------------|---|-------------------|
| Bolton | Asda | Holland & Barrett |
| Bury | Spar | Marks & Spencer |
| Manchester | Co-op | Londis |
| Oldham | Aldi | Farm Foods |
| Rochdale | Tesco | Boots |
| Salford | Netto | Makro |
| Stockport | Waitrose | Bookers |
| Tameside | Lidl | Iceland |
| Trafford | Sainsbury's | Cost Co |
| Wigan | Morrisons | |
| Blackburn Blackpool | Asda, Tesco, Sainsbury, Morrisons, Booths | |

PLEASE NOTE: There are other smaller, sometimes local chains, which are not listed above

Appendix 2 (B)

Sampling for food examination will be agreed regionally with HPA and members of this group will represent GM at the Regional meetings. Details of the sampling programme will be communicated to the Group.

Appendix 3

Schedule of Meetings

| Day | Date | Time | Venue |
|-----------|--------------------------------|-----------|------------|
| Wednesday | 13 th April 2011 | 9.45 a.m. | Manchester |
| Wednesday | 8 th June 2011 | 9.45 a.m. | Rochdale |
| Wednesday | 10 th August 2011 | 9.45 a.m. | Oldham |
| Wednesday | 12 th October 2011 | 9.45 a.m. | Salford |
| Wednesday | 14 th Dec 2011 | 9.45 a.m. | TBC |
| Wednesday | 8 th February 2012* | 9.45 a.m. | Stockport |
| Wednesday | 11 th April 2012 | 9.45 a.m. | Tameside |
| Wednesday | 13 th June 2012 | 9.45 a.m. | Trafford |
| Wednesday | 8 th August 2012 | 9.45 a.m. | Wigan |
| Wednesday | 10 th October 2012 | 9.45 a.m. | Bolton |
| Wednesday | 12 th Dec 2012 | 9.45 a.m. | Bury |

* Dates and venues for 2012 to be confirmed