

Southend on Sea Borough Council
Department for Place
Regulatory Services

Official Feed and Food Control Service Plan 2018-19

Elizabeth Georgeou

Group Manager Regulatory Services

May 2018

Introduction

The Service Plan was compiled within the Regulatory Services Group of Southend-on-Sea Borough Council.

The Service Plan is structured in accordance with the service planning guidance contained in the Framework Agreement on Local Authority Food Law Enforcement. Powers to enable the Agency to monitor and audit local authorities are contained in the Food Standards Act 1999. In accordance with this guidance the plan is submitted to the relevant member or senior officer forum for approval to ensure local transparency and accountability.

The purpose of the Service Plan is to ensure that national priorities and standards are addressed and delivered locally in accordance with the relevant codes of practice and guidance. It is intended to ensure transparency and accountability and detail the contribution that the Group makes to the Corporate Strategy for the Council.

1. Service Aims and Objectives

1.1 Aims and Objectives

The delivery of the plan aims to:

- Ensure that the highest achievable levels of food control (food safety, standards and feeding stuffs) are maintained throughout the Council.

The objectives are to:

- Ensure hygienic conditions in the sale, preparation, manufacture and storage of foodstuffs and feeding stuffs.
- Ensure the wholesomeness and appropriate labelling / composition of foodstuffs and feeding stuffs within the Borough.
- Focus on a risk-based approach to inspections and enforcement activity in accordance with the Regulatory Services Enforcement Policy.
- Administer the legislation in compliance with the approved codes of practice and related official guidance.
- Promote a greater knowledge and understanding of food safety and nutrition within Southend-on-Sea Borough Council.
- Continue participation in the Food Hygiene Rating Scheme (FHRS).
- Work with Public Health England (PHE) to deliver improved health outcomes for residents, visitors and those working in Southend.
- Focus on the local enforcement of illegal oyster harvesting.

1.2 The Corporate Aim of the Council is to:

Provide a Safe, Clean, Healthy, Prosperous Southend and become an Excellent Council which is reflected through each level of service planning from the Corporate Plan, the Public Protection Plan and individual team plans.

Regulatory Services' activities are linked to each of the Council's aims contributing to the Safe, Clean, Healthy and Prosperous priorities and the Public Protection Service Plan through delivering our objectives and the

Excellent priority through enhanced IT systems and undertaking risk based interventions.

2. Background

2.1 Profile of the Area

The Council is an unitary authority. It is a seaside town which is a tourist destination with local shopping areas and a thriving town centre covering 6,785 hectares. It is the closest seaside resort to London and is located within the Thames Gateway region and has over 6 million visitors each year. There are seasonal businesses within the town and the Council actively promotes events in the Borough to support the prosperity of the town.

The total population estimate for 2015 for the Council was 178,700. In 2016 the Business Survey identified, of those that responded, the main activity of their organisations as:

Main Activity	%
Wholesale and retail sector	22
Manufacturing	11
Finance	9
Construction / Building / Renovation	8
Health and Social Care	8
Food / Accommodation	7

There has been an increase to 67 percent of family run businesses with just over three quarters of businesses having between one and five employees. 20 percent of businesses surveyed rated tourism as important to their success rising to 40 percent for those businesses within the food / accommodation sector.

27 percent of Food / accommodation business reported having recruitment difficulties in the last 12 months. Whilst 66 percent of businesses were aware of all of the business support that the Council could provide only 23 percent found the Council useful to them. 41 percent of businesses indicated that they would be willing to pay for business advice of which only one percent of all businesses identified food safety as an area that advice was required.

2.2 Organisational Structure

(Annex 1) The Council structure together with details of responsibilities for food and feed.

The Council sends food for microbiological examination to the Public Health Laboratory (PHE) Laboratory at Colindale via a collection service.

Public Health England Food Water and Environmental Microbiology Lab 61 Colindale Avenue London NW9 5EQ 0208 327 6548 /6550	Consultant of Communicable Disease Control (CCDC), PHE East of England, Health Protection Team, Second Floor, Goodman House, Station Approach, Harlow CM20 2ET Tel: 0300 303 8537	Stool Samples Pathology First at Southend University Hospital NHS Foundation Trust, Katie Stewart-Byrne Laboratory Administrative Officer.
--	---	--

<p>Fax: 020 8327 6542 fwem@phe.gov.uk</p>	<p>Fax: 01223 724499 Email: EastofEnglandHPT@phe.gov.uk Secure email mailto:phe.eoehpt@nhs.net</p>	<p>Consultant Microbiologists Dr Meyers, Dr Elhag and Dr Barrett Microbiology Dept Prittlewell Chase, WOS, Essex SS0 ORY Tel: 01702 746514 (Direct Dial Admin) 01702 435555 (Switchboard) 01268 968287 (lab administration at Hub katie.stewart- byrne@southend.nhs.uk</p>
---	---	---

The nominated Public Analysts for food and feeding-stuffs are located at:

<p>Food and Feeding-stuffs Public Analyst Scientific Services Ltd 28 – 32 Brunel Road Westway Estate Acton London W3 7XR Tel: 020 8222 6070</p>	<p>Food Kent Scientific Services 8 Abbey Wood Road Kings Hill West Malling Kent ME19 4YT Tel: 01732 220001</p>
--	---

2.3 Scope of the Regulatory Services Team

The Regulatory Services Team is part of Public Protection which is within the Department for Place. With respect to food and feed the responsibilities of the Group are to:

- Undertake proactive food safety and standards inspections.
- Undertake proactive feed inspections.
- Deal with imported food and feed matters.
- Investigate complaints about food and feed.
- Investigate complaints about food and feed premises.
- Investigate food poisoning and infectious disease referrals / complaints.
- Deal with health and safety and public health matters at food premises related to drainage, industrial noise and rubbish.
- Respond to emerging public health issues.
- Deal with enforcement issues surrounding illegal oyster harvesting.
- Provide consultation recommendations on planning, licensing and event applications.
- Assist with the delivery of the PHE agenda regarding healthy eating and the Responsibility Deal.

2.4 Demands on the Regulatory Services Team

The Service uses Uniform database which is supported by IT and linked to the property gazetteer.

Food Premises profile as at 31 March 2018

Type of Premises	Number
Primary Production	2
Manufacturers / producers* (includes cake makers - home caterers)	99
Distributors	13
Retailers	413
Restaurants / other caterers	1254
Importers	5
Total	1786

Food Hygiene Inspections:

FSA Category	No. of Premises	Frequency Required	Due 2018 - 19	Overdue
A	3	Every 6 months	6	0
B	86	Every 12 months	86	0
C	406	Every 18 months	264	0
D	580	Every 24 months	319	0
E	474	Alternative enforcement or every three years	68	236
Awaiting Inspection*	51	Within 1 month	51	0
Not in programme ⁺	186		0	0

Total Inspections due as at 31/03/18	1,030
--------------------------------------	-------

(+includes premises undertaking very low risk activities e.g. selling pre-packed bars and providing teas and coffees.

*Fluctuation in year as new premises register and are inspected which will affect the number of premises due for inspection in year compared to the start of the year.

These figures also includes previously registered child-minders who have extended activities to cater for more than 5 children. This group is routinely inspected by Early Years. It also includes Home-caters where we have undertaken information gathering to identify low risk premises.)

The Food Law Code of Practice (FLCoP) requires that Category A and B food hygiene, Category A food standards and non-compliant C premises be subject to an inspection, partial inspection or audit at the required interval. Broadly compliant C risk food hygiene premises and broadly compliant B risk food standards can alternate between inspection, partial inspection audit and other Official Controls.

Category D risk premises can only alternate between an intervention which is an Official Control, and an intervention that is not an Official Control, if the potential hazard element is less than 30.

Premises rated E for food hygiene and C for food standards can be subject to an alternative enforcement strategy.

Approved Food Premises:

Types	No. of each Type
Cockle Processing	5
Fishery Products	4
Meat Products	1
Cold Stores	2

Food Standards Inspections:

FSA Category	No. of Premises	Frequency Required	Due 2018 - 2019	Overdue
A	1	Every 12 months	1	0
B	149	Every 24 months	56	36
C	138 5	Alternative intervention or every 5 years	64	203
Awaiting Inspection	65		51	14
Not in programme	186		0	0
Total Inspections due as at 31/03/18				186

Feed Premises Inspections:

We have been co-ordinating with other authorities through the National Trading Standards Board (NTSB) and the Food Standards Agency (FSA) to ensure that regionally animal feed enforcement is effective and there are risk-based controls in place across the Region.

The Council had 24 businesses registered under the Feed (Hygiene and Enforcement) Regulations 2005, for feed inspections as at 31 December 2017. These are either manufacturers of animal feedstuffs or they are retail premises which distribute food on for feed purposes and one distributor.

Feed Premises Profile as at 31 December 2017:

Category of Premises	No.
Distributor R05	1
Pet Food Manufacturers R06	4
Supplier of Surplus Food R07	19
Total	24

The Desktop Exercise for 2018/19 identified that seven of these premises must be incorporated into the inspection programme as required by the FSA's Feed Law Code of Practice (England) as detailed below.

Inspections due 2018/2019

Category	No. In category	Due 2017-2018	Number planned
R5	1	1.0	1.0
R6	4	2.0	2.0
R7	19	4.0	4.0

Concerns continue to be raised regarding the harvesting of oysters from the foreshore. There are allegations that these oysters are entering the food chain without the required controls in place.

Regulatory Services will respond to incidents of food fraud with respect to counterfeit products and to emerging public health issues.

Regulatory Services undertake sampling around the National Priorities identified in the FSA's Guidance on the food sampling programme and sampling priorities for the Council. There is no funding available for imported foods. There are also no identified sampling programmes for feed this year.

Service Requests:

Including:

Requests / Complaints	2017-18
*Food Safety and Standards	619
Infectious Disease	254

(*Includes all request for service, including advice.)

Officers are located in the main Civic Centre, Victoria Avenue. The service responds to inspections outside of normal hours. There is a contact centre which can receive emergency calls and is staffed 24 hours.

The Council is a seasonal location with impacts on the transient nature of the businesses in the borough.

2.5 Regulation Policy

The Regulatory Services Enforcement Policy was approved by the Council in 2015. This policy was developed and consulted on; meeting the requirements of the Legislative and Regulatory Reform Act 2006 and the Regulator's Code.

Regulatory Services is participating in the Better Business for All agenda working with the Growth Hub and across Essex authorities to better understand businesses needs to assist them with compliance.

3. Service Delivery

3.1 Interventions by Regulatory Services Officers for Food and Feeding stuffs

Details of inspections due in each category are listed in 2.4. Regulatory Services Officers will prioritise for inspection premises which are:

- A and B rated for food hygiene.
- A rated for food standards.
- Approved food premises: The premises approved for processing shellfish will be inspected at the start of the season and other approved premises where due.
- Feed establishments identified through the Desktop Study for inspection through the National Trading Standards Board (NTSB).
- C rated food hygiene, targeting those which are non-compliant.
- D rated food hygiene, targeting those which are catering or overdue in the first instance.
- Revisits at premises where notices have been served.
- Food hygiene revisits at premises with either a compliance score of 15 or higher for hygiene or structure; or a confidence in management control procedures rating of 20 or higher.
- Food standards revisits at premises either with a current compliance score of 40 or a confidence in management control system score of 30.
- Requests made under the FHRS for re-score visits, appeals and right to reply.

Regulatory Services Officers for food and feed are authorised in line with qualification and competency requirements detailed in the respective Codes of Practice. Those inspecting for food are allocated interventions by ward(s) in which they co-ordinate inspections, complaints, planning, event applications and the inspection of new premises. Co-ordination of feed is through the Lead Feed Officer.

Officers have access to expertise and peer support through attending local liaison group meetings, detailed in section 3.8.

Suitably qualified and competent Enforcement Officers will support the service where possible.

All high-risk food standards are prioritised for inspection each year. All other food standards inspections will be completed at the same time the food hygiene inspection is due, overdue or likely to be due before the next food hygiene inspection.

All new premises will be evaluated in accordance with the risk they represent. New premises should be inspected within 28 days of registration. Where this is not possible those undertaking high risk activities will be prioritised over low risk inspections.

Questionnaires will be used to assess Home caterers to determine the activities being undertaken and the inspection prioritised where high risk activities are being undertaken. Inspections at premises undertaking lower risk activities will be undertaken where resource is available.

Childminders are no longer required to register directly with Environmental Health. An up to date database on childminders is held by the Council's Early Years. Early Years visit Childminders and have undertaken to raise any concerns noted during inspection with Environmental Health. Inspections will be carried out where childminders are providing care for 5 or more children. All other childminders will be categorised as no inspectable risk with no intervention required, unless indicated by Early Years. Information may be provided to this group as an alternative intervention.

Alternative methods of intervention are to be undertaken to ensure that changes to those previously rated as low risk for food hygiene (E rated) are assessed for change.

An assessment of premises categorised as outside the inspection programme will also be undertaken to check that the risk from activities being under have not changed.

Enforcement Officers will assist in alternative interventions for other premises and sampling.

Regulatory Services Officers who inspect food premises also undertake:

- Health and safety interventions and inspections. Health and safety inspections will be undertaken in line with the Health and Safety Executive priorities for proactive inspections. They will also be undertaken where matters of evident concern are noted.
- Public health and nuisance complaints at food premises.
- Responses to planning applications for food premises.

Regulatory Services Officers who inspect feed premises also undertake activities relating to:

- Consumer Protection.
- Product Safety.
- Fair Trading.
- Weights and Measures.

Regulatory Services supports the Safety Advisory Group process for events to ensure that compliant caterers operate at these events. Caterers at these events will normally be those rated 3, 4 and 5 under the FHRS.

Where inspections of mobile traders are carried out at events or markets outcomes will be reported to their registered local authority in line with the FLCoP. Similarly reports from other local authorities regarding mobile traders registered with Southend-on-Sea Borough Council will be used to inform standards.

Regulatory Services Officers for food safety, standards and health and safety, will determine whether additional pro-active inspections are required within their inspection areas.

The Council will continue to participate in the FHRS to promote transparency and enable individuals to make informed choices about where they eat.

The Council will continue to utilise and develop the Uniform database to improve reporting capability.

3.2 Regulatory Services Group Food and Feed Complaints

The demand on the service for 2018-19 is detailed above in 2.4. It is anticipated that the number of complaints received in 2018-19 will be similar to those received in previous years.

All food complaints will be allocated in accordance with Officers inspection area and for feed to the Lead Feed Officer. Investigations of service requests / complaints will be based on intelligence and will be proportionate to the risk.

3.3 Primary Authority Partnership and Home Authority Scheme

The Council does not have any formal arrangements in place for food hygiene, standards or feeding-stuffs. The Enforcement Policy requires all Officers to give consideration to any partnerships and formal intervention strategies prior to taking enforcement action. As part of an informal Home Authority arrangement this authority will continue to undertake sampling for examination of the cockle processing establishments in liaison with the City of London Corporation Port Health Authority.

All Officers have access to the Primary Authority Scheme website and will adhere to inspection plans or priorities identified through this scheme.

3.4 Advice to Business

The level of demand from businesses last year is included in section 2.4 but does not take account of advice given during inspection. Advice to businesses will continue to be given particularly in respect to our obligations under both the FHRS and the Regulators' Code to assist businesses to grow, and for those within the FHRS to achieve a higher rating.

Ad-hoc advice will be given on request and where necessary businesses will be advised of specialist support that they can obtain for themselves. Further improvements will be made to the Council's web pages to provide advice to businesses and links to other providers of businesses.

Regulatory Services has supported the Economic Development team (EDT) by providing advice at events organised by EDT. The team has also supported businesses through bringing attention to grants that are available for business development and energy efficiency.

Details of what to expect during an inspection are included on the reverse of the inspection report which is left on site following an inspection together with the officer's contact details. Advice is also given on any further correspondence and will include the officer's contact details.

Feed and Food Sampling

The food sampling policy is set out in the Food Team Manual. The Regulatory Services Team will continue to participate in the Essex Food Group programme as well as take samples to support local work. It is planned that sampling will be undertaken in accordance with the sampling plan (Annex 2). Enforcement Officers support this work.

PHE continues to provide a free allocation for microbiological sampling but there is no funding available this year from the FSA to support national priorities. Where resources allow the team will participate in the East of England Trading Standards Association (EETSA) programme undertaking compositional food sampling and standards as well as taking samples in support of local work. The team will complete a local project for imported foods.

The UK Food Surveillance System (UKFSS) has continued to be utilised for submitting samples to PHE. The FSA is not taking this information from UKFSS for the returns the sampling information will be uploaded manually this year for the Local Authority Enforcement Monitoring System (LAEMS) return.

Samples for food examination will be submitted to PHE Laboratory at Colindale and samples for food and feed analysis will be sent to Public Analyst Scientific Services Ltd.

3.5 Control and Investigation of Outbreaks and Food Related Infectious Disease

Investigations will be undertaken of outbreaks; other incidents of suspected food poisoning will be monitored and responded to if necessary. The demand for last year is detailed in 2.4 and it is expected to be similar for this year. There are working instructions that detail the responses to be made. The Council has signed up to the Memorandum of Understanding Outbreak Control Plan.

Pandemic flu or similar will increase the demand on time and will result in a reduction in the pro-active programme.

3.6 Incidents

Regulatory Services continues to respond to incidents of illegal harvesting of oysters from the foreshore. Oysters are removed from the food chain where commercial harvesters have been unable to demonstrate that the oysters will be subject to the correct controls.

There are working instructions for incidents in the Food Team Manual and the Feed and Food Law Codes of Practice. Where required by the FSA or the Department for the Environment, Food and Rural Affairs (DEFRA) resources will be provided which will result in a reduction in the pro-active programme. Resource may also be required to support the Council's emergency control plan.

3.7 Liaison with Other Organisations

The Council will continue to participate locally in liaison arrangements with:

- The Essex Food Liaison Group (including microbiological sampling).

- EETSA Food Group.
- EETSA Feed Group.
- Essex Occupational Health and Safety Group.
- Thames Liaison Group for Shellfish.
- Food Hygiene Focus Group.
- Essex Environmental Health Managers Group.
- Public Health England.
- Planning Major Projects Board.

The Council will work with national bodies as appropriate, Food Standards Agency, Chartered Trading Standards Institute, Chartered Institute of Environmental Health, Department for Environmental, Food and Rural Affairs, Department for Business, Energy and Industrial Strategy, Local Government Association.

3.8 Promotional Work and other non-official controls interventions for food and feed

Participation will be as part of a larger exercise organised nationally or through Essex County, these will be evaluated in line with corporate objectives.

Support of initiatives identified through the public health agenda including those identified in action plans for Health and Wellbeing. This will include, the promotion of the Healthy Eating Awards and delivery of the Responsibility Deal with PHE where funding has been made available.

Regulatory Services will also participate in:

- Health Promotion Events organised by SBC.
- Targeted events.

Any promotional work undertaken will be evaluated to measure its effectiveness

4. Resources

4.1 Financial Allocation

	£ Budget 2018-19
Travel and Subsistence	3,350
Equipment	0
IT & Legal (included in management, administration and technical services)	2,600
¹ Sampling Budget	7,000
Staffing Costs	215,500
Additional funding from Centre (oyster enforcement)	11,300

(¹Microbiological samples are taken as part of our free allocation with PHE.)

4.2 Staffing Allocation

Staff	FTE 2015-16	FTE 2016-17	FTE 2017-18
Management Food and Feed	0.5	0.5	0.5

Regulatory Services Officers Food	3.7	3.7	3.7
Enforcement Officers Food	0.52	0.49	0
Contracted food inspections	Not recorded	0.31	0.35
Total Officers	4.72	4.9	4.55
Administration	1.1	0.6	0.6
Regulatory Services Officers Feed	0.03	0.09	0.09

4.3 Staff Development Plan

Training will be identified as part of the appraisal system to meet the needs of the service to be delivered. Registered Environmental Health Practitioners are responsible for managing their own CPD training which will mostly be provided externally and funded by the Council.

Continued assessment of competencies in line with the Code of Practice is undertaken as part of the appraisal system.

Officers who support areas of food, feed, infectious disease and legal processes will receive appropriate training which will be provided both in-house and externally as appropriate.

One Enforcement Officer is undertaking work to complete their log book. There is also one Regulatory Services Officer who has completed the learning element of the Environmental Health degree. These Officers will be supported to complete log books, their learning portfolios and professional interviews. Support will be given to these trainees to help them to achieve their registration.

4.4 Projected resource required to deliver programme

Activity (does not include Business Support time)	FTE
Food Hygiene Inspections	1.86
Approved Premises	0.04
Food Standards (if undertaken at time of food hygiene inspection)	0.4
Revisits to check compliance / FHRS	0.03
Service Requests	0.4
Events applications	0.23
HA / Primary Authority	0.01
Advice to Business	0.21
Formal action	0.1
Co-ordination liaison	0.07
Promotional work	0.01
Sampling activities	0.11
Food poisoning (does not take into account outbreak)	0.23
Incidents (including illegal harvesting of oysters)	0.5
Training for competency (Code of Practice requirement) & internal	0.13
Auditing	0.05
Management of activities (service and improvements)	0.9
Total Food (excluding dedicated administration	5.46
All Feed Activities	0.09

There is resource available to undertake contracted food inspections to assist with meeting the FLCoP requirements on high risk interventions to be completed in year. Feed inspections are being funded through the EETSA Feed Group.

5. Quality Assessment

5.1 Quality Assessment and Internal Monitoring

The Council participated in the Essex Food Group internal audits against the Brand Standard in 2015. An action plan was developed and implemented. Audit procedures were updated to include checks for Brand Standard compliance. The team continues to participate in the data cleansing programmes managed through the FSA and has completed all exercises this year.

The FSA undertook a thematic audit of the Council's food enforcement programme in December 2012. An Action Plan was agreed with Council and has been implemented. Progress against the Action Plan has been reported to the FSA. The audit review by the FSA was completed in April 2014 and the service has been signed off as compliant.

A Data Protection Audit took place in November 2012 and there were no issues raised.

There is an internal audit team within the Council who select areas for review on an annual basis. There is also Member scrutiny through the scrutiny process as appropriate. An audit of the Regulatory Services restructure was carried out during 2013 and a further audit is scheduled for 2018-19.

6. **Review**

6.1 Review against the Service Plan 2017-18

There is continued support for report writing and there are a range of performance reports available.

Food Safety:

FSA Category	Numbers Due	% Achieved
A	19	100
B	133	100
C	302	100
D	269	100
E	132	36
Unrated (includes changes in year)	244	83
Totals of those due	1099	

100 percent of all A, B C and D rated inspections for food hygiene were completed. The percentage of D rated premises inspected increased to 100 percent compared to 98 percent the previous year. Whilst attention is focussed on higher risk inspections an increased number of E rated premises inspections were completed this year.

The team inspected 83 percent of unrated inspections during the year. The majority of those that were not inspected were either assessed by the team as undertaking low risk activities or the business had previously advised that they were not currently trading. The number of unrated premises due for inspection at the beginning of the year was reduced.

Food Standards:

FSA Category	Numbers Due	% Achieved
A	2	100
B	77	67
C	357	64
Unrated (includes changes in year)	126	83
Totals of those due	562	

Food standards were not separately targeted in line with the previous plan, apart from the A-risk premises. Medium and low risk food standards inspections are completed at the same time as the food hygiene inspections are undertaken. Those inspected for food standards will be due, overdue or due before the next food hygiene inspection. This approach has previously reduced the number of overdue food standards inspections. However the number of overdue food standards inspections has increased because of the availability of competent contracted staff. Where contracted staff were not competent to undertake food standards inspections they were not allocated to them.

Feed Premises Profile as at 31 December 2017 (for the 2017-18 inspection programme):

Category of Premises	No.
Pet Food Manufacturers R06	6
Supplier of Surplus Food R07	17
Co Product Producer R12	1
Total	24

Inspections completed in line with the desk-top study at 31 December 2106

Category	No. In category	Due 2017-2018	Completed	% Achieved
R7	17	2.6	3	100
R6	6	1	1	100
R12	1	0		

Training and competency programme for feed is ongoing.

Enforcement in Food Premises:

	2017-18	2016-17	2015-16
<i>Prosecutions</i>	0	3	0
<i>Simple Cautions</i>	0	0	1
<i>Improvement Notices</i>	7	17	15
<i>Prohibitions & Voluntary Closures</i>	3	1	0
<i>Seizure and Detentions (including voluntary surrender)</i>	11	12	15
<i>Remedial Action and detention notices</i>	0	0	1

There continues to be voluntary surrenders of oysters illegally harvested from the seafront and there has been an increase in closures during the year for matters considered to pose an imminent risk to health.

Requests

	2017-18	2016-17	2015-16
<i>Food Safety and Standards</i>	619	701	553
<i>Infectious Disease</i>	254	201	284
<i>Nuisance / Noise / Planning in food</i>	Not counted	33	44

Sampling

	2017-18	2016-17	2015-16
<i>Microbiological Samples Taken</i>	164	215	214
<i>Analytical Samples Taken</i>	0	13	34

(There was a reduction in the number of microbiological samples taken. However, we continue to support national schemes and local priorities. There were no samples taken for analytical testing and there were no samples required to be taken for feed analysis in 2016-17.)

The FSA no longer supports the UKFSS system for the reporting for LAEMS purposes and this was provided manually.

Improvements have continued to be made to the Uniform system and we have upgraded to version 10. There are procedures in place for the use of the system and enhanced reporting tools available.

Questionnaires continue to be used as a method of assessing the risk of the activities of unrated Home Caterers. This group tends to operate sporadically and often do not continue their operation. Undertaking the questionnaires enables the team to target the higher risk activities for inspection within 28 days of opening. Home Caterers already on the inspection cycle will be inspected in line with the priorities detailed in 3.1. Home Caterers assessed as undertaking low risk activities will be inspected outside of these time scales.

The Council has continued to participate in the FHRS. Support has been given to the national campaigns around raising the profile of this scheme and has undertaken data cleansing exercises as required by the FSA.

The Council has embarked on the use of Social Media through a Facebook page to inform business of emerging issues, including reinforcing the FHRs; publicising campaigns and informing members of where a business achieves a five under that scheme.

There has been a contribution through working with PHE, providing details of suitable premises for healthy eating interventions. A Bronze Award has been developed which targets fast food takeaways. There is a high level of fast food takeaways close to schools and it is essential to work with these businesses to improve their menus through offering healthier options.

Officers have continued to support enforcement activity in relation to illegal oyster harvesting and disrupting that activity.

There is continued support of the Safety Advisory Group which provides guidance to event applicants.

6.2 Identification of any Variation from the Service Plan 2017-18

An alternative intervention strategy was not been implemented for E rated premises because of an unfilled post.

There have been two Officers on extended leave; the inspection programme has been discharged through the use of contracted inspectors. There has also been acting up opportunities within the team where cover has been required.

6.3 Areas for Improvement

- Continue to improve the use of the database.
- Continued improvement of remote working facilities to integrate paperwork for inspections.
- Continue to develop reports for performance management purposes.
- Adopt further areas of Uniform to maximise reporting and intelligence.
- Utilise Uniform to report electronically the sampling element of the LAEMS.
- Standardising work where possible and process improvements.
- Continue to vet and prioritise new premises inspections.
- Training of Officers to support work areas and identified competency requirements.
- Determine where 'other official controls' are possible and how IT would need to be mapped to report this.
- Develop the process for alternative enforcement for low risk food hygiene interventions and to include an alternative enforcement approach for food standards.
- Identify areas where support from businesses is required, including using the Business Survey.
- Continue to participate in the Better Business for All agenda.
- Work with Business development on the Visit Southend website to provide information to residents and visitors to Southend on the food hygiene rating scheme and healthy options.

- Assist the Council to ensure that potable water is available at Events through a testing regime.
- Integration on Uniform for all feed establishments and process controls.
- Review provision for feed inspections.
- Integration of Uniform with MySouthend, the new customer contact tool.

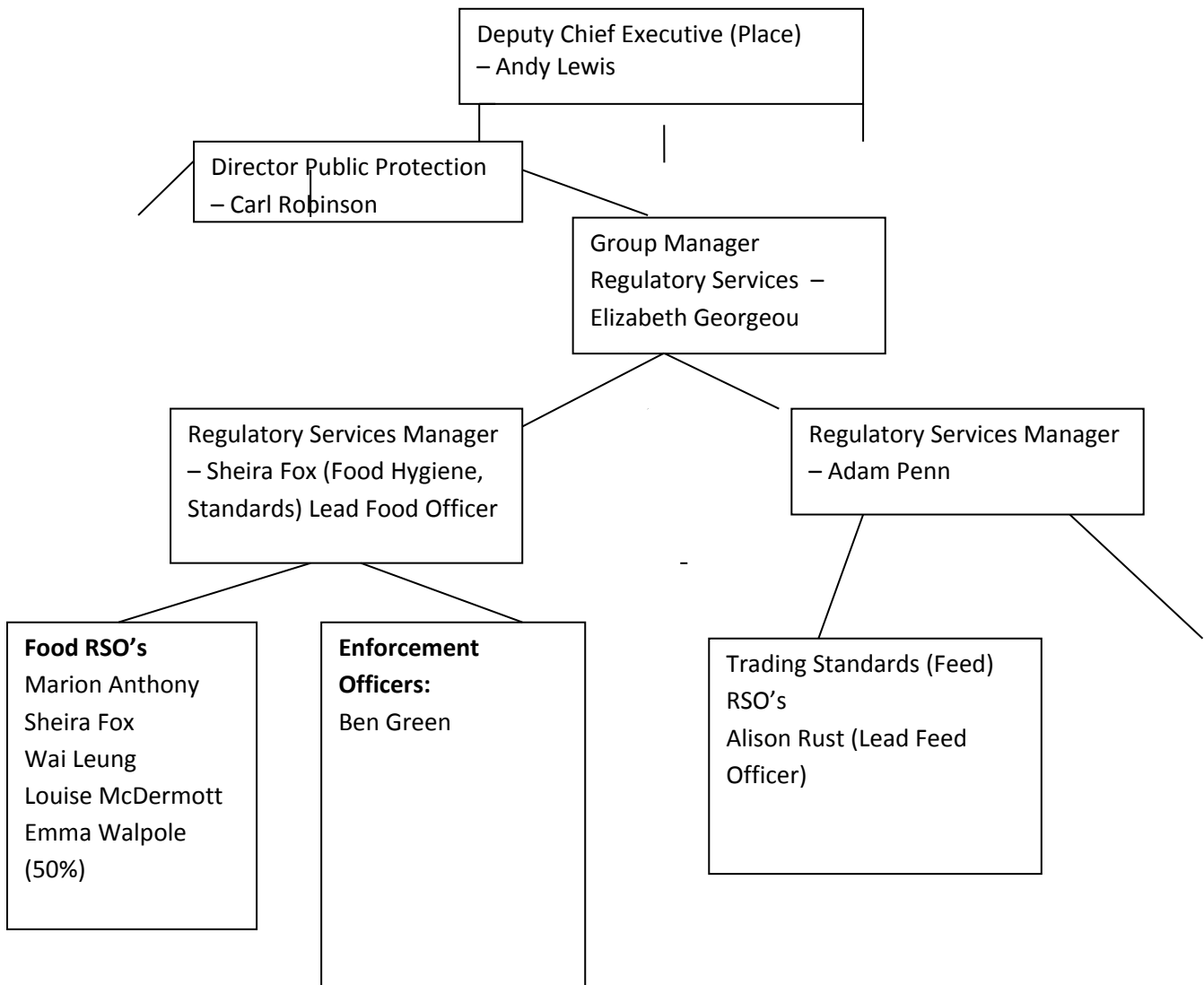
Annex 1

Leader and Cabinet Portfolio for Public Protection:

Leader Councillor John Lamb

Public Protection Councillor Mark Flewitt

Food Service – Officers undertaking food work only:



Annex 2

SOUTHEND-ON-SEA BOROUGH COUNCIL SAMPLING PROGRAMME; 1st April 2018 – 31st March 2019

Samples will be collected from the reception or post room around 3.30pm.

Sampling will take place fortnightly, unless otherwise agreed with PHE lab.

Food Std Sampling Dates	Microbiological Sampling Dates				
		Sampling Projects In-house, HPA, FSA funded, Eastern Region	Factories	Fuud	Cockles (June-Oct)
In-house imported food control (POAO from third country)	Weds	Easter break			
	11/04/2018	In-house rte seafood, dressed crab etc	YES		
	25/04/2018	In-house rte seafood, dressed crab etc			
	09/05/2018	In-house rte seafood, dressed crab etc *RESAMPLES*			
	23/05/2018	In-house scooped & machine ice cream			
	06/06/2018	In-house scooped & machine ice cream		YES	
	20/06/2018	In-house scooped & machine ice cream			
	04/07/2018	PHE project Study 64 Pies etc			
	18/07/2018	PHE project Study 64 Pies etc	YES		
EETSA project on products not in English label	01/08/2018	In-house project Listeria in sliced fruits/melon, sliced meat, pate			
	15/08/2018	In-house project Listeria in sliced fruits/melon, sliced meat, pate			
	29/08/2018	In-house project Raw foods e.g. homemade coleslaw, raw cereal/ seed bars, veg/fruit juice, beef carpaccio, hollandaise sauce, sushi			
	12/09/2018	In-house project Raw foods e.g. homemade coleslaw, raw cereal/ seed bars, veg/fruit juice, beef carpaccio, hollandaise sauce, sushi		YES	
	26/09/2018	In-house project Raw foods e.g. homemade coleslaw, raw cereal/ seed bars, veg/fruit juice, beef carpaccio,			

		hollandaise sauce, sushi			
	10/10/2018	HPE/Regional project – TBC			
	24/10/2018	HPE/Regional project – TBC	YES		
	07/11/2018	In-house project TBC *RESAMPLES*			
	21/11/2018	In-house project TBC		YES	
	05/12/2018	In-house project TBC			
		MERRY CHRISTMAS/HAPPY NEW YEAR *NO SAMPLING ACTIVITY*			
		NEW YEAR - *NO SAMPLING ACTIVITY*			
	09/01/2019	In-house project – emerging risks	YES		
	23/01/2019	In-house project – emerging risks			
	06/02/2019	PHE/Regional project – TBC			
	20/02/2019	PHE/Regional project – TBC		YES	
	06/03/2019	PHE/Regional project – TBC AND *RESAMPLES* AND Water samples (Event)			
	20/03/2019	*RESAMPLES* AND Water samples (Event)			