

**Southend on Sea Borough Council**  
**Department for Place**  
**Regulatory Services**

**Official Feed Food Controls Service Plan 2016-17**

Elizabeth Georgeou

Regulatory Services Manager

May 2016

## Introduction

The Service Plan was compiled by the Management Team 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 the 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 Southend on Sea Borough 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 Borough.

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 the Borough
- Continue participation in the Food Hygiene Rating Scheme
- 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 Southend on Sea Borough 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 Department for Place Service Plan, the Public Protection Plan. Our activities are linked to each of the aims.

Regulatory Services contributes 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 Southend on Sea Borough Council

This unitary authority is a seaside town which is a tourist destination with local shopping areas and a thriving town centre and covers an area of 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 businesses.

The mid-year estimate of population for 2014 was 178,000. In 2012 the Business Survey identified, of those that responded, that 22% of businesses were in the wholesale and retail sector and that the 64% were family run businesses with 76% of businesses having between 1 and 5 employees. Food / accommodation businesses were forecasting a 25% downturn in turnover with 65% of food / accommodation businesses identifying a skills gap. It was also noted that 71% of food / accommodation businesses and 42% of wholesalers / retailers considered tourism to be important. 90% of all businesses responding were aware that Southend Council provided business support services, however 26% did not find the Council services useful. There is no indication on the survey what services / information businesses do find useful.

### 2.2 Organisational Structure

(Appendix 1) Details the Council structure and the responsibilities relating to food and feed.

Southend on Sea Borough Council sends food for microbiological examination to the PHE Laboratory at Colindale via a collection service.

Public Health England FW&E Microbiology Lab 61 Colindale Avenue London NW9 5EQ 0208 327 6548 /6550 Fax: 020 8327 6542 <a href="mailto:fwem@phe.gov.uk">fwem@phe.gov.uk</a>	Dr Smita Kepadi CCDC, Essex HPU, Anglia & Essex PHE Centre, Public Health England, 8 Collingwood Road, Witham, Essex CM8 2TT Tel: 0845 155 0069 <a href="mailto:essexhpu@phe.gov.uk">essexhpu@phe.gov.uk</a>	Stool Samples Southend University Hospital NHS Foundation Trust, Caroline Cousins PA to Dr Meyers, Dr Elhag and Dr Barrett & Administrator to Microbiology Dept Prittlewell Chase, WOS, Essex SS0 0RY Tel: 01702 385212 (Direct Dial) 01702 435555 (Switchboard) <a href="mailto:Caroline.Cousins@southend.nhs.uk">Caroline.Cousins@southend.nhs.uk</a>
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The nominated Public Analysts for food and feedingstuffs are located at:

Food and Feeding-stuffs Public Analyst Scientific Services Ltd 28 – 32 Brunel Road Westway Estate Acton London	Food Kent Scientific Services 8 Abbey Wood Road Kings Hill West Malling Kent
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W3 7XR  
Tel: 020 8222 6070

ME19 4YT  
Tel: 01732 220001

### 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
- Undertake proactive and reactive health and safety interventions in food premises where required
- 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 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 Public Health England 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 the property gazetteer.

Food Premises profile as at 31/03/16

Primary Production (Beekeeper)	1
Manufacturers / producers* (includes cake makers - home caterers)	93
Distributors	11
Retailers	396
Restaurants / other caterers	1274
Importers	3
+Total	1778

Food Hygiene Inspections:

FSA Category	No. of Premises	Frequency Required	Due 2016-17	Overdue
A	3	Every 6 months	6	0
B	111	Every 12 months	111	0
C	421	Every 18 months	260	0

D	566	Every 24 months	293	63
E	428	Every 36 months	81	98
Awaiting Inspection*	70	Within 1 month	70	
Not in programme <sup>+</sup>	148			
<b>Total Inspections due as at 31/03/16</b>				<b>964</b>

*+Includes inspections not risk rated does not include that have registered but are not yet trading.*

*\*Fluctuation in year as premises are inspected and new premises register. Also includes Child-minders with more than 6 children who are inspected by Early Years and Home-caters where we have undertaken information gathering to identify low risk premises.*

Category A and B food hygiene, Category A food standards and non-compliant C premises should 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 as defined in the Food Law Code of Practice.

Category D risk premises can only alternate between an intervention which is an Official Control and an intervention that is not an Official Control only 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	4
Fishery Products	3
Meat Products	1
Cold Stores	1

Food Standards Inspections:

FSA Category	No. of Premises	Frequency Required	Due 2016-2017	Overdue
A	1	Every 12 months	1	0
B	228	Every 24 months	71	35
C	1288	Every 60 months	24	182

Awaiting Inspection	74	Within 1 month	74	
Not in programme	178			
<b>Total Inspections due as at 31/03/16</b>				<b>387</b>

Feed Premises Profile:

<b>Category</b>	<b>No. In category</b>
R7	19
R6	5

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.

Southend currently has 24 businesses in the Borough registered under the Feed (Hygiene and Enforcement) Regulations 2005, for feed inspections. These are either manufacturers of animal feedstuffs or they are retail premises which distribute food on for feed purposes. The Desktop Exercise of 2015/16 identified that 5 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.

<b>Category</b>	<b>Due</b>
R7	4
R6	1

Concerns continue to be raised regarding the harvesting of oysters from the foreshore and allegations that these oysters which are entering the food chain without the required processing or being relayed.

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

The Team will undertake sampling around the National Priorities identified in the FSA's Guidance on the food sampling programme and sampling priorities. Funding will be sought for imported foods. There are no identified sampling programmes for feed this year.

Service Requests:

Including:

<b>Requests / Complaints</b>	<b>2015-16</b>
*Food Safety and Standards	553
Infectious Disease	284

Nuisance / Noise	23
Planning in food premises	21

\*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 is staffed 24 hours.

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

### *2.5 Regulation Policy*

There is a Regulatory Services Enforcement Policy which was approved by Council in 2015. This policy was developed and consulted upon meeting the requirements of the Legislative and Regulatory Reform Act 2006 and the Regulator's Code.

The team will continue to raise awareness with businesses of the requirements of the Food Information Regulations 2014.

## 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 National Trading Standards Board (NTSB)

C rated food hygiene, targeting those which are non-compliant or overdue in the first instance.

D rated food hygiene, targeting those which are catering or overdue in the first instance.

Premise where notices have been served.

Premises rated 0 or 1 under the Food Hygiene Rating scheme, following consideration of the area of non-compliance.



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.

Food standards inspections will be undertaken at the same time as the food hygiene inspection where they are due, overdue or likely to be due before the next food hygiene inspection. This aims to reduce the number of overdue food standards inspections. There is currently only one business rated as high risk for food standards which will be inspected this year.

All new premises will be evaluated as to the risk they represent. New premises will be inspected based on risk and where they are undertaking catering activities.

Childminders are no longer required to register directly with Environmental Health. An up to date database on childminders is held by Early Years. Early Years visit Childminders and have undertaken to raise any concerns with Environmental Health. Inspections will be carried out where childminders are providing care for 6 or more children. All other childminders will be categorised as no inspectable risk with no intervention required, unless indicated by Early Years. Information will be provided to this group as an alternative intervention.

Questionnaires will be used to assess Home caterers to determine the activities being undertaken. Inspections will always be prioritised where high risk activities are being undertaken and where lower risk activities are being undertaken they will be inspected where resource is available.

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

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 hazards are found.

- Public health and nuisance complaints at food premises
- Responses to planning applications for food premises

Regulatory Services Officers who inspect food premises also activities relating to:

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

The team will participate in the SAG process for events to ensure that compliant caterers operate at these events. These will normally be those rated 3, 4 and 5 under the FHRs.

Where inspections of mobile traders are carried out at events or markets outcome will be reported to their registered local authority in line with the Code of Practice.

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

Southend will continue to participate in the Food Hygiene Rating Scheme to promote transparency and enable individuals to make informed choices about where they eat. Details of the scheme will also be included on the Visit Southend website.

Southend on Sea Borough 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 2015–16 is detailed above in 2.4. It is anticipated that the number of complaints received in 2016-17 will be similar this year.

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*

Southend on Sea Borough 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 Food Hygiene Rating Scheme 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.

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 (Appendix 2). Enforcement Officers support this work.

The Team, where resources allow, will participate in the East of England Trading Standards Association (EETSA) food sampling and standards programme as well as taking samples in support of local work.

Funding from the FSA will be applied for either through the EETSA food group or individually for targeted sampling for imported food control in accordance with the priorities identified by the FSA.

UKFSS will continue to be utilised for reporting sampling and will be used to provide sampling information for the LAEMS returns.

Samples for food examination will be submitted to PHE Laboratory at Colindale. Samples for food and feed analysis will be sent to the 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. Southend Borough 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*

The team will continue to respond to incidents of illegal harvesting of oysters from the foreshore. The team will remove from the food chain oysters which commercial harvesters have not demonstrated that the oysters will be subject to the correct controls.

There are working instructions for incidents in the Food Team Manual. Where required by the Agency or DEFRA resources will be provided which will result in a reduction in the pro-active programme. Resource may also be required to support Southend Borough Council's emergency control plan.

### *3.7 Liaison with Other Organisations*

Southend Borough Council will continue to participate locally in liaison arrangements with:

- the Essex Food Liaison Group (including sampling)
- EETSA Food Group
- EETSA Feed Group
- Essex Occupational Health and Safety Group

- Thames Liaison Group for Shellfish
- Food Hygiene Focus Group
- Environmental Health Managers Group
- Public Health England
- Planning Major Projects Board
- SMAART Team;

and 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 Innovation and Skills, 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 the County, these will be evaluated in line with corporate initiatives.

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 within Southend and delivery of Responsibility Deal with PHE and
- the nutritional project in residential care homes

where funding has been made available.

The team 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*

	<i>£ Budget 2016-17</i>
<i>Travel and Subsistence</i>	<i>3,300</i>
<i>Equipment</i>	<i>0</i>
<i>IT &amp; Legal (included in management, administration and technical services)</i>	<i>11,800</i>
<sup>1</sup> <i>Sampling Budget</i>	<i>7,000</i>
<sup>2</sup> <i>Staffing Costs</i>	<i>209,260</i>
<i>Additional funding from Centre</i>	<i>0</i>

<sup>1</sup>Microbiological samples are taken as part of our free allocation with the FWE.

<sup>2</sup>Includes costs for contracted inspections.

#### 4.2 Staffing Allocation

<b>Staff</b>	<b>FTE 2014-15</b>	<b>FTE 2015-16</b>
Management Food and Feed	0.5	0.5
Regulatory Services Officers Food	2.9	3.7
Enforcement Officers Food	0.53	0.52
<b>Total Officers</b>	<b>3.92.</b>	<b>4.72</b>
Administration	1.1	1.1
Regulatory Services Officers Feed	N/A	0.03

*In 2015-16 our funding for the oyster project was used to convert the vacant Enforcement Officer post to a Regulatory Services post to support the activity around enforcement of illegal oyster harvesting. The remainder being used to contractors backfill inspections.*

#### 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.

Assessment of competencies in line with the Code of Practice is being 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. Assessment against the competency framework of these officers will be undertaken.

One Enforcement Officers 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 but is not currently working in food. All Officers will be supported to complete log books, learning portfolio and professional interviews. Support will be given to trainees to help them to achieve their registration with an expectation this is undertaken within a reasonable period.

#### 4.4 Projected Resource Required to deliver programme

Activity (does not include Business Support time)	FTE
Food Hygiene Inspections	<b>2.00</b>
Approved Premises	<b>0.03</b>
Food Standards (if undertaken at time of food hygiene inspection)	<b>0.02</b>
Revisits to check compliance / FHRS	<b>0.5</b>
Service Requests	<b>1.1</b>
Events applications	<b>1.13</b>
HA / Primary Authority	<b>0.16</b>
Advice to Business	<b>0.3</b>
Formal action	<b>0.2</b>
Co-ordination liaison	<b>0.17</b>
Promotional work	<b>0.04</b>
Sampling activities	<b>0.23</b>
Food poisoning (does not take into account outbreak)	<b>0.02</b>
Incidents (including illegal harvesting of oysters)	<b>0.50</b>
Training for competency (Code of Practice requirement) & internal	<b>0.14</b>
Auditing	<b>0.05</b>
Management of activities (service and improvements)	<b>0.9</b>
Total Food (excluding dedicated administration)	<b>7.49</b>
All Feed Activities	<b>0.03</b>

There is currently resource available to undertake contracted food inspections to assist with meeting the Code of Practice requirements on 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 Essex Food Group undertook internal audits against the Brand Standard in 2015. An action plan was developed which is being implemented. Audit procedures were updated to include checks for Brand Standard compliance.

The Food Standards Agency undertook a thematic audit in December 2012. An Action Plan was agreed with Council and has been implemented and 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.

The Regulatory Services Group continues to support the concepts of Peer Review and Inter-Authority Auditing. A Regulatory Services Self-Assessment and Peer Challenge took place in 2009.

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.

## 6. Review

### 6.1 *Review against the Service Plan*

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

Food Safety:

<b>FSA Category</b>	<b>Numbers Due @ 01/04/2015</b>	<b>% Achieved</b>
A	12	100
B	131	100
C	306	100
D	221	71
E	165	51
Unrated (includes changes in year)	244	75
Totals of those due	1079	

The team completed 100% of all A and B rated inspections for food hygiene and 100% of C rated, compared to 98% of C rated inspections completed the previous year.

The % of D rated inspected completed this year was lower at 71% compared to 88% the previous year and the % of E rated inspections completed was lower 62% to 51%. However we reduced the number of overdue inspections for both these categories.

We achieved 75% of unrated premises inspections during the year and of those not inspected all but 5 premises were low risk activities which are reviewed to determine their activity or childminders subject to inspection by Children's Services.

Food Standards:

<b>FSA Category</b>	<b>Numbers Due 2015-16</b>	<b>% Achieved</b>
High	1	100
Medium	96	64



Low	228	20
Unrated (includes changes in year)	170	68
Totals of those due	495	

Food standards were not separately targeted in line with the previous plan, apart from the A-risk premises. Through inspecting those due, overdue and due before the next food hygiene inspection the number of overdue food standards inspections has reduced. The number of overdue inspections was reduced.

#### Feed Inspections

None were identified for interventions for 2015-16. An assessment of competency for feed has been undertaken and a training programme is being implemented to meet the competency requirements.

#### Enforcement in Food Premises:

	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>
<i>Prosecutions</i>	0	1	0
<i>Simple Cautions</i>	1	0	0
<i>Improvement Notices</i>	15	5	15
<i>Prohibitions</i>	0	4	0
<i>Seizure and Detentions (including informal for oysters)</i>	15	23	7
<i>Remedial Action and detention notices</i>	1	0	0

There has been an increase in notices served targeting the non-compliant premises. There continues to be voluntary surrenders of oysters illegally harvested from the seafront.

#### Requests

	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>
<i>Food Safety and Standards</i>	553	580	579
<i>Infectious Disease</i>	284	253	235
<i>Nuisance / Noise</i>	23	28	41
<i>Planning in Food (new role)</i>	21		

*\*includes planning requests not previously included.* Requests for service remain at a similar level

#### Sampling

	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>
<i>Microbiological Samples Taken</i>	214	224	254
<i>Analytical Samples Taken</i>	34	16	21

*No samples were required to be taken for feed analysis in 2015-16.*

Food sampling has continued at a similar level as previous years and UKFSS is being used for reporting sampling. There was an increase in analytical samples taken through successful bidding for FSA funding for targeted activities relevant to Southend.

Improvements have continued to be made to the Uniform system. 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 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. Those undertaking catering and high risk activities will be inspected. Home Caterers who continue to operate a cake making business will be inspected outside of these time scales.

Southend on Sea Borough Council has continued to participate in the Food Hygiene Rating Scheme. Support has been given to the national campaigns around raising the profile of this scheme.

The team successfully bid for funding from Public Health England to undertake an assessment of the nutritional quality of foods being delivered in Residential Care Homes. The project is scheduled to be completed over a 2 year period, with interventions being undertaken where possible at the same time as routine food hygiene and standards inspections. 39 assessments were completed during 2015-16 and reported.

The team continued to deliver the targets set by PHE for health eating. There were 4 Gold Awards, 3 Silver Awards for premises providing healthy alternatives and 25 pledges to work towards these awards.

## *6.2 Identification of any Variation from the Service Plan 2015-16*

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

We utilised some of the funding from Council to deal with illegal oyster harvesting to convert an Enforcement Officer post (which we were unable to recruit to) to a Regulatory Services Officer. This has enabled enforcement

work to be undertaken as part of usual duties with the remainder of the funding to be used to backfill inspections.

The team continues to support the Safety Advisory Group to provide guidance to event applicants.

An alternative intervention strategy has been developed for E rated premises and began in the first quarter of last year. This strategy will continue. Where premises have changed or there has been no response an inspection has been carried out.

### *6.3 Areas for Improvement*

- Continue to improve the use of the database
- Continue to develop reports for performance management purposes
- Adopt further areas of Uniform to maximise reporting and intelligence
- 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
- Continue to raise awareness with business of the requirements of the Food Information Regulations
- Determine where 'other official controls' are possible and how IT would need to be mapped to report this.
- Further develop the process for alternative enforcement for low risk food hygiene interventions to include an alternative enforcement approach for food standards.
- Recruit to vacant post
- Identify areas where support from businesses is required, including using the Business Survey.
- Work with Essex Environmental Managers Group to develop links with Better Business for All objectives.
- 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.
- Evaluate the requirements for food brokers and ensure that appropriate interventions are carried out.
- Assist the Authority to ensure that potable water is available at Events through a testing regime.
- Integration on Uniform for all feed establishments and process controls.
- Complete competency assessment and identification of training needs for feed
- Develop paperwork for feed inspections.

Appendix 1

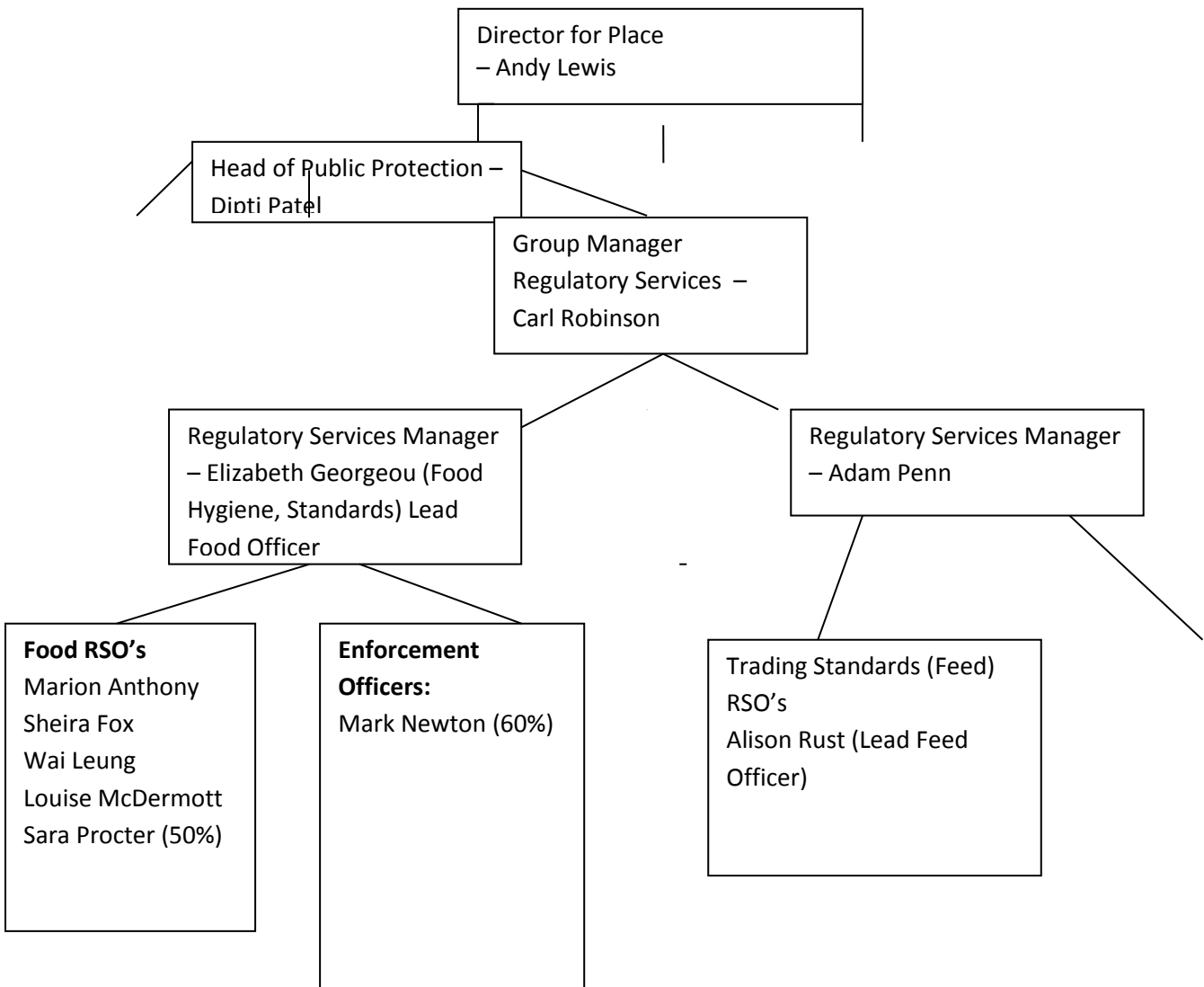
Leader and Cabinet Portfolio for Public Protection:

Leader                      Cllr Lamb

Public Protection        Cllr Flewitt

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Food Service – Officers undertaking food work only:



**SOUTHEND-ON-SEA BOROUGH COUNCIL**  
**SAMPLING PROGRAMME; 1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017**

Samples will be collected from the reception or post room around 3pm.

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

Food Std Sampling Dates	Microbiological Sampling Dates				
		Sampling Projects In-house, LGA/HPA, FSA funded, Eastern Region	Rossi	Fuud	Cockles (June-
TBC	Weds	<b>Easter break</b>			
	13/04/2016	In-house scooped & machine ice cream	YES		
	27/04/2016	In-house scooped & machine ice cream			
	11/05/2016	In-house scooped & machine ice cream *RESAMPLES*	YES		
	25/05/2016	In-house rte seafood, dressed crab etc			
	08/06/2016	In-house rte seafood, dressed crab etc	YES		
	22/06/2016	In-house rte seafood, dressed crab etc		YES	
	06/07/2016	In-house picnic basket – soft cheese, sliced meat, pate, salads etc	YES		
	20/07/2016	In-house picnic basket – soft cheese, sliced meat, pate, salads etc			
	03/08/2016	In-house picnic basket – soft cheese, sliced meat, pate, salads etc	YES		
	17/08/2016	In-house picnic basket – soft cheese, sliced meat, pate, salads etc			
	31/08/2016	In-house picnic basket – soft cheese, sliced meat, pate, salads etc		YES	
	14/09/2016	HPE/Regional project – TBC	YES		
	28/09/2016	HPE/Regional project – TBC			
	12/10/2016	In-house lightly cooked food – beef carpaccio, hollandaise sauce, egg fried rice, raw vegetable smoothies	YES		

	26/10/2016	In-house lightly cooked food – beef carpaccio, hollandaise sauce, egg fried rice, raw vegetable smoothies			
	09/11/2016	*RESAMPLES*	YES		
	23/11/2016	Xmas meals – roast dinner, meat based gravy, hot holding buffet foods		YES	
	07/12/2016	Xmas meals – roast dinner, meat based gravy, hot holding buffet foods	YES		
	21/12/2016	<b>MERRY CHRISTMAS/HAPPY NEW YEAR *NO SAMPLING ACTIVITY*</b>			
	04/01/2017	<b>NEW YEAR - *NO SAMPLING ACTIVITY*</b>			
	18/01/2017	HPE/Regional project - TBC	YES		
	01/02/2017	HPE/Regional project - TBC			
	15/02/2017	HPE/Regional project - TBC	YES	YES	
	01/03/2017	In-house fresh/synthetic cream cakes new cake shops)			
	15/03/2017	In-house fresh/synthetic cream cakes *RESAMPLES* Water samples (Event)	YES		
	29/03/2017	<b>*NO SAMPLING ACTIVITY*</b>			