

**ANNUAL  
FOOD SAFETY  
SERVICE PLAN**

**2011/2012**

**WEST LANCASHIRE BOROUGH COUNCIL**

**Community Services**

# **FOOD SAFETY SERVICE PLAN 2011-2012**

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## COMMUNITY SERVICES

### FOOD SAFETY SERVICE PLAN 2011/2012

<b>1 Service Aims and Objectives</b>	
1.0 <b>Service Aims and Objectives</b>	<p>The aim of the Food Service is to protect the health of residents and the wider community by ensuring that all commercial production of food in the Borough is carried out safely and is fit for human consumption.</p> <p>In order to achieve these aims the service will:</p> <ul style="list-style-type: none"><li>• Ensure that it acts in accordance with the relevant Food Standards Agency Code of Practice and other official guidance.</li><li>• Encourage businesses to comply with the law by offering advice.</li><li>• Apply the principle of continuous improvement by comparing and measuring its performance and rectifying any shortcomings.</li><li>• Responding to local need and ensuring the service is accessible to everyone.</li></ul>
	<ul style="list-style-type: none"><li>• Ensure that the delivery of the Service is undertaken in a manner so as not to be discriminatory towards equality target groups and accessible to all who request or receive the Service.</li></ul>
1.2 <b>Links to Corporate Objectives</b>	<p>The Food Safety Service Plan is produced annually by the Assistant Director Community Services and the Commercial Safety Manager. Performance reviews are undertaken on a quarterly basis and related performance indicators are reported for scrutiny to the elected members of Cabinet. The results of the annual performance review are also reported to both Cabinet and Overview &amp; Scrutiny Committee.</p> <p>The Council has a number of key corporate priorities and values. The work detailed in the Service Plan specifically contributes these priorities &amp; values by making the best use of resources to deliver the best possible services.</p> <p>The service works closely with a number of other agencies and organisations eg. Food Standards Agency, LGR (Local Government Regulation), LBRO (Local Better Regulation Office), Cumbria &amp; Lancashire Health Protection Agency, NHS Central Lancashire,</p>

	HPA Food, Water & Environmental Microbiology Network (Preston laboratory) and other local authorities to ensure a comprehensive and consistent approach to food law enforcement.
<b>2.0 BACKGROUND</b>	
<b>2.1 Profile of the Local Authority</b>	<p>West Lancashire is located in the South West corner of Lancashire in the North West of England. It has a population of 108,378 and covers an area of 34,688 hectares. The area is characterised by a mainly flat intensively farmed agricultural landscape, which rises to the east to form low hills. The area is mainly rural, with the main exceptions being the former New Town of Skelmersdale and the market town of Ormskirk.</p> <p>In 2008, 13% of enterprises in West Lancashire were involved in the agricultural sector with a similar percentage involved in the retail/wholesale sector.</p> <p>Property and business services account for 28% of enterprises in the area, with a further 6% of businesses involved in hotels and catering services.</p> <p>Public administration, education and health accounted for approximately 10% of the organisations in West Lancashire.</p> <p>Over recent years, West Lancashire recorded an employment growth rate that was above the County and National averages.</p> <p>The majority of manufacturing is located in Skelmersdale, where there is a large industrial estate</p>
<b>2.2 Organisational Structure</b>	<p>The organisational structure of the Community Services Division is shown in Appendix 1.</p> <p>Food law enforcement duties are undertaken by the Commercial Safety Section, who deal with both food safety and health and safety enforcement matters.</p> <p>Administrative support is provided by members of a general Administration Team.</p> <p>The Health Promotion Unit provides a range of promotional and educational roles in respect of food safety matters.</p> <p>The service uses a range of Specialist Services including:</p>

	<ul style="list-style-type: none"> <li>• Food Analytical Services <ul style="list-style-type: none"> <li>- Lancashire County Council Public Analyst, plus specialist service providers as necessary.</li> </ul> </li> <li>• Food Examiner <ul style="list-style-type: none"> <li>- HPA Food, Water &amp; Environmental Microbiology Network (Preston laboratory).</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Cumbria &amp; Lancashire Health Protection Agency <ul style="list-style-type: none"> <li>- Consultant in Health Protection</li> </ul> </li> <li>• NHS Central Lancashire <ul style="list-style-type: none"> <li>- Director of Public Health</li> </ul> </li> </ul> <p>The Council is operating under a political structure involving an executive style Cabinet and a series of Overview &amp; Scrutiny and Review Committees.</p>
<p>2.3 <b>Scope of the Food Service</b></p>	<p>In respect of food safety matters the Commercial Safety Section is responsible for providing the following services:</p> <ul style="list-style-type: none"> <li>• Maintenance of the food premises register</li> <li>• Programmed and reactive inspection of all food premises</li> <li>• Investigation of food complaints and complaints relating to unsatisfactory premises/practices</li> <li>• Advisory visits and provision of information</li> <li>• Food sampling for survey and monitoring purposes</li> <li>• Investigation and control of infectious disease cases and outbreaks relating to food</li> <li>• Responding to food alerts from the Food Standards Agency</li> <li>• Maintaining an ISO9001:2008 Quality System relating to food safety matters</li> <li>• Promotion of food safety through education and promotional events</li> <li>• Notification to the Food Standards Agency of any serious local food problem</li> <li>• Inspection of food premises for hygiene and safety</li> <li>• Input to various licensing services on food safety matters</li> <li>• Issue of Health Certificates</li> <li>• Monitoring of Shellfish beds</li> <li>• Approval of product specific premises.</li> <li>• Operating imported food controls</li> </ul>
<p>2.4 <b>Demands on the</b></p>	<p>There are in total 836 registered food premises in the</p>

<p><b>Food Service</b></p>	<p>Borough. A breakdown of the premises types and their risk rating category is provided in Section 3.1</p> <p>The Borough has a cross-section of food businesses which include primary producers, manufacturers, retail and catering premises. Most of these premises are small to medium enterprise businesses. Caterers and retail form the major part of these premises.</p>																
	<p>These businesses can be divided into the following classifications:</p> <table data-bbox="603 636 1145 927"> <tr> <td>Producers</td> <td>19</td> </tr> <tr> <td>Slaughterhouses (seasonal)</td> <td>2</td> </tr> <tr> <td>Manufacturers/Processors</td> <td>20</td> </tr> <tr> <td>Packers</td> <td>12</td> </tr> <tr> <td>Importers/Exporters</td> <td>1</td> </tr> <tr> <td>Distributors/Transporters</td> <td>21</td> </tr> <tr> <td>Retailers</td> <td>183</td> </tr> <tr> <td>Restaurants/Caterers</td> <td>614</td> </tr> </table> <p>Of these, 6 are approved under product specific regulations.</p> <p>The Borough has a diversity of premises with product specific approval needed under EC Regulation 853/200. These relate to:</p> <ul data-bbox="603 1189 1086 1375" style="list-style-type: none"> <li>• Fishery Products (3 premises)</li> <li>• Meat Products (2 Premises)</li> <li>• Dairy Product (1 Premises)</li> </ul> <p>The Authority has adopted a street trading consent scheme for mobile retail and catering vehicles. This places additional demands on the service with 31 vehicles requiring compliance inspections per year on average.</p>	Producers	19	Slaughterhouses (seasonal)	2	Manufacturers/Processors	20	Packers	12	Importers/Exporters	1	Distributors/Transporters	21	Retailers	183	Restaurants/Caterers	614
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<p>2.5 <b>Service Delivery</b></p>	<p>Commercial Safety Section  Community Services  West Lancashire Borough Council  Robert Hodge Centre  Stanley Way  Skelmersdale  Lancashire WN8 8EE</p> <p>Telephone: 01695 577177 (switchboard)  01695 585235/585242 (direct)</p> <p>Fax: 01695 585126</p>																

	<p>Opening Hours: 08.45 – 17.00 (Monday-Thursday) 08.45 – 16.45 (Friday)</p> <p>Out of Hours: Emergency Service is available by contacting 01695 577177</p>
	<p>The out of hours emergency service is available 24 hours 7 days a week. An appropriate officer of the Environmental Health Service can be contacted through this number in an emergency eg. food poisoning outbreak.</p>
<p><b>2.6 Enforcement Policy</b></p>	<p>A Corporate Enforcement Policy was agreed by the Council in October 2009. The aim of this Policy is to promote consistency across the Council and it provides the principles of the Council's approaches to enforcement.</p> <p>The Community Services Division's Enforcement Policy, also agreed by the Council in October 2009, is positioned below the Corporate Policy and contains more specific interpretation in relation to legislation, approaches, etc.</p> <p>The Policies include aspects of the Food Standards Agency Service Plan requirement.</p>
<p><b>3.0 SERVICE DELIVERY</b></p>	
<p><b>3.1 Food Premises Inspections &amp; Interventions</b></p>	
<p>3.1.1</p>	<p>It is West Lancashire Borough Council's Policy to carry out programmed inspections and interventions of premises in accordance with:</p> <p>(a) the minimum inspection frequencies and requirements detailed in the Food Standards Agency Food Law Code of Practice (June 2008)</p> <p>(b) the Council's Enforcement Policy</p>

3.1.2		The proposed Inspection and Intervention Programme for 2011/2012 is as follows:	
Premises Risk Category	No of Premises as at 1.4.11	No of Programmed inspections & interventions due (1.4.11- 31.3.12)	Estimated Number of Revisits
A	4	8	3
B	100	85	10
C	428	241	22
D	124	46	7
E	178	50	7
F	0	0	1
Total	834	430	50
Non-rated	38	-	-
3.1.3		<p>The revised Code of Practice, published June 2008, introduces the term “broadly compliant”. This term originates from NPI 184 and is based on the specific risk ratings given for compliance using the new statutory code of practice. It shows how well a food business operator is complying with food safety standards at the time of the inspection. The Code of Practice also allows authorities some limited flexibility in dealing with businesses’ compliance with food safety legislation, so as to try to achieve an improvement in the number of businesses who are “broadly compliant”.</p> <p>The Council introduced the Food Hygiene Rating Scheme, based on the FSA’s national model, on 1<sup>st</sup> June 2011. The rating for a premises is based upon the most recent food hygiene inspection.</p> <p>Implementation of the Scheme in West Lancashire will benefit consumers, where the scheme will help them make informed choices about where to eat or buy food and they will be able to easily compare one business with another within their own area and more widely.</p> <p>The scheme will also benefit businesses, by providing an incentive for them to improve standards and do better than their competitors – good food hygiene ratings will be good for business whilst poor food hygiene ratings may make their customers think twice.</p>	
3.1.4		Revisits are undertaken if a further visit is needed to assess compliance with an enforcement notice or if contraventions found during an inspection are of such a risk that enforcement action may be required before the next programmed inspection.	
3.1.5		The qualifications, experience and training of staff is sufficient to ensure that the Authority has the expertise to ensure competent inspection of the premises and	

	processes in our area.
<b>3.2 Food Complaints</b>	<p>Food complaints are investigated in line with procedures laid down in the Quality System. Action is determined by the nature of the complaint and the potential threat posed to public health.</p> <p>Complaints about food hygiene practices or the condition of a food premises are also actioned according to the potential to cause harm. Follow up action may be immediate or delayed to the next programmed inspection provided the time period is not excessive.</p> <p>On average the section receives 25 food complaints per year and 60 complaints about food premises.</p> <p>The length of time taken to resolve a complaint can vary considerably.</p> <p>It is the policy of West Lancashire Borough Council to give a first response within 3 working days to <b>all</b> food premises complaints/service requests.</p>
<b>3.3 Home Authority Principle</b>	<p>West Lancashire Borough Council subscribes to the current Local Government Regulation (LGR) Home Authority Principle (HAP). The authority has not been approached by, nor is aware of, any local company who wish to enter into a formal agreement within the remit of the HAP.</p>
	<p>West Lancashire Borough Council, however, does take on the role of “Originating” authority for several businesses that operate on a regional and/or national basis and gives advice on food safety matters.</p> <p>Much of the input from the service is generated by requests for service from other enforcement authorities.</p> <p>It is anticipated in the annual work programme that 4 originating authority referrals will be made and 4 received per year.</p>
<b>3.4 Primary Authority Scheme</b>	<p>The Primary Authority Scheme (PAS) has been in operation since 2009, when the Regulatory Enforcement and Sanctions Act 2008, came into force. This scheme ensures a consistent approach between local authorities and companies having a number of outlets throughout the country.</p> <p>The operation of the PAS is the statutory responsibility of the Local Better Regulation Office (LBRO) whose role is to register partnerships, issue guidance and resolve disputes. The scheme enables companies the right to</p>

	<p>form a statutory partnership with a single local authority. That authority then provides robust and reliable advice for other councils to take account of when carrying out inspections or dealing with non-compliance.</p> <p>Councils are required to contact the Primary Authority for a company covered by the scheme before taking enforcement action.</p> <p>The service intends to comply with the new requirements of the Regulatory and Enforcement Sanctions Act 2008 by referring information to other regulators and the Local Better Regulation Office (LBRO), where there is a wider regulatory interest.</p>
<p><b>3.5 Advice to Businesses</b></p>	<p>West Lancashire Borough Council is committed to providing advice to any business within its Borough or to members of the public.</p> <p>It is anticipated in the work programme that on average 50 requests will be dealt with verbally and 30 requests will result in a visit and written response. The response time required by performance indicators is 10 days.</p> <p>The enforcement policy has been published on the Council's website and all recipients of letters and notices relating to food safety issues are advised of this.</p>
<p><b>3.6 Food Sampling and Inspection</b></p>	<p>West Lancashire Borough Council's policy is to sample food and drink supplied, produced and sold within the district, in accordance with a planned sampling programme to assess its safety and quality and where necessary, in response to food complaints/investigations. Further details can be found in the Council's Food Sampling Policy for 2011/2012.</p> <p>The Council will participate in Lancashire-wide, national and European sampling programmes. Further details can be found in the Council's Food Sampling Programme for 2011/2012.</p> <p>Samples are analysed by the HPA Food, Water &amp; Environmental Microbiology Network (Preston laboratory) (Microbiological) and the Public Analyst Laboratory in Preston (chemical and content).</p> <p>West Lancashire Borough Council has cockle &amp; mussel production beds in the Ribble to the North of the district. Routine microbiological and algal toxin samples are taken and monitored through the Centre for Environment and Aquamarine Culture and Science (CEFAS).</p>

	<p>Currently, the Council is undertaking an additional comprehensive sampling programme of new shellfish beds to the south of the Ribble Estuary, where large numbers of cockles are expected to mature by the latter part of 2011. Such sampling should ensure that the beds can be officially classified according to the quality and safety standards for potential harvesting. The national classification Scheme ensures shellfish used for food is fit for human consumption.</p> <p>There are a small number of private water supplies monitored by West Lancashire Borough Council, which are sampled and water complaints are investigated.</p> <p>The Council is working to ensure it complies with the new Private Water Supplies Regulations 2009, which came into force on 1 January 2010 and which requires full compliance by 2015.</p>
<p><b>3.7 Food Safety Incidents</b></p>	<p>It is the policy of West Lancashire Borough Council to comply with the Food Standards Agency Code of Practice in relation to the handling of food alerts. Procedures are documented as part of our ISO 9001:2008 quality system.</p> <p>The number of notifications have increased since the commencement of the Food Standards Agency. It is estimated that the Service will respond to approximately 70 alerts per year.</p>
<p><b>3.8 Control &amp; Investigation Of Outbreak &amp; Incidents Of Food Related Infectious Disease</b></p>	<p>This work will be undertaken through contact between Environmental Health Officers, Consultants in Health Protection, Director of Public Health and Control of Infection Teams.</p> <p>Investigation procedures &amp; outbreak control will be undertaken in line with agreed written procedures &amp; documentation.</p>
<p><b>3.9 Liaison With Other Organisations</b></p>	<p>Liaison arrangements exist with a number of organisations to ensure a consistent approach to enforcement action. Such arrangements include liaison with the following organisations:</p> <ul style="list-style-type: none"> <li>• LGR</li> <li>• Environmental Health Lancashire (EHL)</li> <li>• Lancashire Food Officers Group</li> <li>• Cumbria &amp; Lancashire Health Protection Agency</li> <li>• HPA Food, Water &amp; Environmental Microbiology Network (Preston laboratory)</li> <li>• Lancashire County Analyst</li> <li>• NHS Central Lancashire</li> <li>• United Utilities Plc</li> <li>• Lancashire County Council Trading Standards</li> </ul>

	<p>Changes are expected to take place, through the national health reforms, involving a number of these organisations. However, such changes are not scheduled to be completed in the 2011-2012 year.</p> <p>The Service intends to refer information to other regulators where there is a wider regulatory interest.</p>
<p><b>3.10 Food Safety Promotion</b></p>	<p>The service recognises the importance of food safety promotional work and as a result undertakes the following activities:</p> <ul style="list-style-type: none"> <li>• Food Safety Week</li> </ul>
	<ul style="list-style-type: none"> <li>• CIEH Level 2 Award in Food Safety in Catering Courses</li> <li>• CIEH Level 2 Award in Healthier Food and Special Diets Courses</li> <li>• Specific Seminars/Initiatives as appropriate</li> <li>• Promotion of the FSA's Safer Food Better Business Scheme</li> </ul> <p>Such work is undertaken in conjunction with the Authority's Health Promotion Unit.</p>
<p><b>3.11 Food Safety Training For Officers</b></p>	<p>Staff development is primarily assessed through the Employee Development Appraisal Interview undertaken annually.</p> <p>The Authority also participates in the Environmental Health Lancashire (EHL) Food Safety Annual Training Programme.</p> <p>The qualifications, experience and training of staff is sufficient to ensure that the Authority has the expertise to ensure competent inspection of the premises and processes in our area.</p>
<p><b>3.12 Imported Food Controls</b></p>	<p>The Food Safety Service will undertake work necessary for the enforcement of the legislation relating to imported foods, through the following:</p> <ul style="list-style-type: none"> <li>• Food Safety Act 1990</li> <li>• European Communities Act 1972</li> <li>• The General Food Regulations 2004</li> <li>• The Official Feed &amp; Food Controls (England) Regulations 2006 (as amended)</li> <li>• Products of Animal Origin (Third Country Imports) (England) Regulations 2006 (as amended)</li> <li>• Products of Animal Origin (Import &amp; Export) Regulations 1996 as amended</li> </ul>

	<ul style="list-style-type: none"> <li>• EU Regulation 882/2004, 178/2002 &amp; 852/2004</li> <li>• Contaminants in Food (England) Regulations 2007</li> <li>• The organic products (Imports from Third countries) Regulations 2003</li> <li>• The Food Hygiene (England) Regulations 2006 (as amended)</li> </ul> <p>Documented procedures are in place for the enforcement of the legislation relating to imported Products of Animal Origin (POAO) and imported Food Not of Animal Origin (FNOA).</p>								
<b>4.0 RESOURCES</b>									
<b>4.1 Financial Allocation</b>	<p>The Food Safety Service financial costs are contained within the main “Health Services” budget.</p> <p>The total cost of the Food Safety Service is £197,812 which comprises of the following:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">Staff &amp; associated costs</td> <td style="text-align: right; padding-left: 20px;">- £141,070</td> </tr> <tr> <td style="padding-left: 20px;">Equipment, materials, sampling</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Specialist fees etc.</td> <td style="text-align: right; padding-left: 20px;">- £15,740</td> </tr> <tr> <td style="padding-left: 20px;">Health Management/Administration</td> <td style="text-align: right; padding-left: 20px;">- £41,002</td> </tr> </table>	Staff & associated costs	- £141,070	Equipment, materials, sampling		Specialist fees etc.	- £15,740	Health Management/Administration	- £41,002
Staff & associated costs	- £141,070								
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Health Management/Administration	- £41,002								
<b>4.2 Staffing Allocation</b>	<p>Staff resources for food safety matters are provided from the Commercial Safety Section which consists of:</p> <ul style="list-style-type: none"> <li>• Commercial Safety Manager (1FTE)</li> <li>• 4 Senior Environmental Health Officers (2.5 FTE)</li> <li>• 3 Environmental Health Assistants (1½ FTE)</li> <li>• 1 Health &amp; Safety Officer (1FTE)</li> </ul> <p>The Commercial Safety Section is responsible for food safety, health and safety, infectious disease control and some public health matters.</p> <p>The resources allocated from the Commercial Safety Section solely for food safety matters equate to 3.30 FTE. This is comprised of the following:  Commercial Safety Manager (0.5 FTE)  Senior Environmental Health Officers (1.75 FTE)  Environmental Health Assistants (1.05 FTE)</p> <p>The staffing of the Commercial Safety Section was reduced by 0.5 FTE, with effect from 01-10-09 due to organisational downsizing. This has reduced the level of service available for the key areas of work which are detailed below.</p> <p>In response to the national spending review, the Council has undertaken major service reviews of all services across the Council. The current draft of proposals to deal with the matter is currently out for consultation. The</p>								

current draft proposes that the post of sectional manager is removed but it is not considered that this will not directly affect inspection targets, although there may be some short term effects until completion of the restructure. The draft also proposes that the accreditation of the Environmental Health Quality System, which includes the food safety service, be discontinued.

The staffing allocation to key areas of the Food Safety Service is now as follows:

**STAFFING ALLOCATION - FOOD SAFETY SERVICE**

3.30 FTE

710 Officer Days

	Approx %	Approx FTE	Approx Officer Days
Food Hygiene Inspections	63	2.0695	445
Food complaints	7	0.219	47
Advice	3	0.1095	23.5
Sampling	6	0.1825	39
Food poisoning investigations	6	0.1825	39
Food Alerts	3	0.1095	23.5
Liaison with other organisations	4	0.146	31.5
Food safety promotion	2	0.073	16
Officer training	1	0.0365	8
Imported Food	1	0.0365	8
Food safety management inc Safer Food Better Business	4	0.1355	29
<b>TOTAL</b>	100	3.30	710

4.3 **Staff Development Plan**

The Authority, in accordance with the Food Standards Agency Food Law Code of Practice (published June 2008) is committed to providing each member of the Food Safety Service with a minimum of 10 hours ongoing/updating training each year.

Records of training needs and competency levels are kept as part of the Environmental Health Services Quality System.

Attendance on appropriate training courses is undertaken and is complemented by in-house training on specific developments during meetings or workshops.

5.0 **QUALITY**

5.1 **Quality Assessment**

It is our policy to undertake all functions of the Food Safety Service in accordance with the procedures laid down in the Environmental Health Services Quality

	<p>System.</p> <p>The Service is accredited to the ISO 9001:2008 Standard as part of an overall Quality System to cover Environmental Health Services.</p> <p>External audits by ISOQAR are undertaken at 6 months intervals. Internal audits are undertaken annually within Environmental Health Services.</p> <p>Requirements of the Quality System include verification of work, identification of non-conformances and the carrying out of customer satisfaction surveys.</p> <p>The draft proposals relating to the Major Service Reviews propose that the accreditation of the Environmental Health Quality System, which includes the food safety service, be discontinued.</p> <p>The Authority is an active member of the Environmental Health Lancashire (EHL) Food Officers Group (FOG) for the Lancashire area and is committed to developing FOG's liaison, training, peer review, inter-authority auditing, benchmarking and consistency processes.</p> <p>Through FOG, the Authority participates in inter-authority auditing of the Food Safety Services in Lancashire against the Standard laid down by the Food Standards Agency.</p>
<p><b>6.0 REVIEW</b></p>	
<p><b>6.1 Review Against The Service Plan 2010/2011</b></p>	<p>Performance was monitored in the following way:</p> <ul style="list-style-type: none"> <li>• Monthly performance figures for the Food Safety Premises Inspection Programme</li> <li>• Submission of performance figures against target figures to members on a quarterly basis</li> <li>• Performance was subject to Audit Commission scrutiny and data provided to the Food Standards Agency on an annual basis</li> <li>• Performance was reviewed at Team Meetings and at the half-yearly Food Quality System Management Reviews.</li> <li>• Percentage of food premises inspections that should have been carried out and were carried out for all categories premises -  2010/2011 Performance Target 90%  Achievement 85%</li> </ul>

	<p>The level of achievement reflects the pro-rata absences of a part-time Environmental health Officer post and a part-time Environmental Health Assistant post which were both vacant for a period of time during 2010-2011.</p> <p>The Environmental Health Services Quality Management System was formally accredited to the new ISO 9001:2008 Standard in May 2009. The Environmental Health Services Quality Management System covers food safety, health &amp; safety enforcement, health promotion, environmental protection, pest control, dog control, animal welfare and street scene services.</p> <p>The Environmental Health Services Quality Management System was audited twice during 2010-2011. The Quality System was found to be working satisfactorily and the accreditation to the ISO 9001:2008 Standard was maintained.</p> <p>Accreditation to this Standard is internationally recognised as showing commitment to quality, customers and a willingness to work towards improving efficiency.</p> <p>Policies, procedures and standards relating to complaints about a third party, requests for service, statutory notifications and referrals to other regulators (on information received where there is wider regulatory interest) are monitored and reported on, and any variations are addressed within this Service Plan.</p>
<p><b>6.2 Identification Of Any Variations From Service Plan 2010/2011</b></p>	<p>Some staff absences occurred during 2010-2011 due to long-term sickness.</p> <p>During 2010, a Senior Environmental health Officer post and an Environmental Health Assistant post became vacant. The Council was able to fill these posts due to their importance but they were still vacant for a significant period of time.</p> <p>A very significant amount of time and resources had to be used in the preparation work for the implementation of the National Food Hygiene Rating Scheme.. This involved all officers in the Service. However, such an investment of resources should achieve long term improvements in food hygiene standards.</p> <p>Both issues had significant impacts on the number of inspections undertaken as described in paragraph 6.1.</p>

	<p>During the year, officers were again involved in work to further develop and maintain the Environmental Health Services Quality Management System, which incorporates the Food Safety Service.</p>
<p><b>6.3 Areas For Improvement (2011/2012)</b></p>	<ul style="list-style-type: none"> <li>• The target inspection rate for 2011/2012 is 90%. This target is in line with the stepped improvement targets over the last few years leading up to 100% in recent years, but reduced due to the reduction in staffing following the organisational downsizing in October 2009.</li> <li>• The target response rate to food safety requests within 3 working days is 95% for 2011/2012.</li> </ul>
	<ul style="list-style-type: none"> <li>• To further develop and implement the new M3 computer software system used for the recording, programming and monitoring of the Food Safety Database of Premises and the Food Safety Premises Inspection Programme.</li> <li>• To continue the Food Standards Agency (FSA) Local Authority Enforcement Monitoring System (LAEMS). This is a computerised system introduced by the FSA for Local Authorities to provide the FSA with details of their enforcement activities.</li> <li>• To develop a methodology for addressing key issues at those premises which do not achieve the level of being 'broadly compliant' so that that this level of compliance can be achieved. Thereby, increasing the percentage of food businesses which are 'broadly compliant'.</li> <li>• Maintain and develop the food safety part of the Environmental Health Services ISO 9001:2008 Quality Assurance Accreditation.</li> <li>• To produce at least one Commercial Safety Newsletter for businesses, which will include sections on important food safety issues.</li> <li>• Further develop and implement, in partnership with the Lancashire County Council Trading Standards Service, the Recipe 4 Health Award Scheme.</li> <li>• To develop, implement and maintain the Food Hygiene Rating Scheme for food businesses in the area, in line with a national FSA scheme.</li> </ul>



## ORGANISATIONAL CHART FOR THE COMMUNITY SERVICES DIVISION (AS AT 01.08.11)

