

Official Food Controls Service Plan
Aylesbury Vale District Council 2017/18

1. Service Aims & Objectives

1.1 Aims and Objectives

The food controls service plan sets out Aylesbury Vale District Council's intentions for taking forward corporate and service level objectives in relation to food hygiene and safety in the Vale.

2. Background

2.1 Profile of the Local Authority

Aylesbury Vale covers 350 square miles and makes up more than half of the County of Buckinghamshire in the centre of Southern England. It is located approximately 40 miles north-west of London and 65 miles south-east of Birmingham. Good transport links are provided via three major road routes – the M1, M25 and M40. Aylesbury Vale has a population of approximately 184,500 of which approximately 78,000 reside in Aylesbury itself. Of the local population approximately 14% come from ethnic minority groups. Aylesbury Vale's population is based in the three major settlements of Aylesbury, Buckingham and Wendover and many mid to small rural parishes of which over half have less than 500 residents. As such the Vale has a mixed economic profile with large areas of predominantly agricultural activity as well as small hubs of commercial and industrial activity. Parts of Aylesbury Vale have been designated for their landscape quality, either as forming part of the Chilterns Area of Outstanding Natural Beauty, Areas of Attractive Landscape or Local Landscape Areas. Aylesbury is the administrative centre for both the District Council and the County Council.

2.2 Organisational Structure

Aylesbury Vale District Council has a governance structure consisting of the Leader of the Council, a Deputy Leader and six Cabinet Members each with a specific portfolio area. The food service reports to the Cabinet Member for Environment and Waste.

In 2016/17 and the early part of 2017/18 Aylesbury Vale District Council was significantly restructured in line with the 'Commercial AVDC' programme refocusing services around a more commercial, sustainable and flexible organisational model. This has changed the organisation structure and reporting lines for the legacy Environmental Health and Licensing department. Environmental Health functions including food safety, are now being delivered within Regulatory Services as part of the Customer Fulfilment directorate.

Regulatory Services is split into five teams: Environment, Enforcement (South), Enforcement (North), Housing and System Administration. Environmental Health functions including Food Safety, Health and Safety, Statutory Nuisance, Pollution Control, Public Health (Infectious Diseases Control) and Private Sector Housing are delivered within both Enforcement Teams (North and South) based on geographical area. The Principal Enforcement Officer is the Lead Officer for food controls and reports directly to an Enforcement Team Manager. There are four Enforcement Officers with the qualifications to carry out official food controls and four Enforcement Officers with a primary focus on environmental health functions (one of these posts is career graded). It is important to note that within the Enforcement Teams, there is an expectation that more joined up shared working with planning enforcement will occur over time, and therefore officers will be able to assist with some 'lower level' type planning enforcement matters. At the time of writing, three of the qualified Enforcement Officer posts are vacant with recruitment into these posts currently underway.

Enforcement Officers cover all aspects of commercial and residential environmental health work (including food activities) irrespective of the lead area of their line manager. Two of our Enforcement Officers are currently completing their

qualifications to become qualified environmental health specialists. The service also employs a Principal Enforcement Officer who is the lead technical expert for Private Sector Housing matters who sits within the Housing team. This officer will undertake a limited degree of food control activity in order to ensure the service can remain both dynamic and supportive of staff development needs. The Environment Team contains a Pollution Control Officer who acts as the technical expert for Contaminated Land, Air Quality and Private Drinking Water Supplies.

The work alongside food service delivery includes all proactive and reactive work for health and safety, public health, statutory nuisance, licensing and planning consultation, pollution control and housing standards. The food controls work undertaken by Enforcement Officers is dependent on their level of qualification, experience and competency as required by the Food Law Code of Practice. The food service is driven by a combination of reactive and proactive demand.

During 2016/17 a number of qualified contractors have been employed temporarily to cover vacant posts and assist with the delivery of food controls. All contractors must evidence the qualifications, experience and competency to carry out this work as required by the Food Law Code of Practice. The Principal Enforcement Officer monitors and audits contractors' work to ensure a high standard of consistency and quality of service is maintained for our residents and businesses.

2.3 External contacts and provision

AVDC has liaison arrangements with public bodies and local authorities in Buckinghamshire. AVDC is a member of the Buckinghamshire Food Liaison Group. The Group has agreed terms of reference with regard to the shared common interests of the provision of official food controls in Buckinghamshire. The group consists of Environmental Health representatives from South Bucks and Chiltern District Councils, Wycombe District Council and Milton Keynes Council. Also in attendance are Trading Standards representatives from Buckinghamshire and Surrey County Council and Milton Keynes Council and representatives from the Food Standards Agency and Public Health England. The group covers current

enforcement issues, sampling results and programmes, legislation updates and implementation, initiatives to improve food service delivery.

AVDC is also a member of the Buckinghamshire Environmental Health Liaison Group. The group is chaired by Public Health England and consists of Environmental Health representatives from South Bucks and Chiltern District Councils, Wycombe District Council and a representative from NHS Buckinghamshire. The group covers latest infectious disease issues, legislation updates and implementation, initiatives to improve outbreak control and service delivery.

The Environmental Health team also liaises with the South East (Thames Valley) unit of Public Health England (PHE) and the Consultant in Communicable Disease Control. Specialist services such as microbiological and chemical analysis of food and water samples are outsourced to UKAS accredited laboratories as required.

2.4 Scope of the Food Service

The food service is delivered by the Enforcement Teams (North and South). The Officers deliver food controls alongside all other commercial and residential aspects of environmental health work.

The food service is driven by a combination of reactive and proactive demand.

- Reactive demand- This is based on intelligence from members of the public, internal departments and external organisations. This includes investigation of food and food premises complaints, investigation of notifications of infectious disease, responding to food incidents and alerts, requests for re-rating by food businesses under the national Food Hygiene Rating Scheme, participation in PHE led national sampling programmes, acting on food safety issues and trends as raised by the Food Standards Agency.
- Proactive demand - This is based on inspections required by law and education for food businesses. This includes programmed food inspections and interventions as required by the Food Law Code of Practice, maintenance

of an annual sampling programme as agreed by Bucks Food Liaison Group. The provision of advice and support to new and existing food businesses in the Vale, the promotion of food safety to residents and visitors to the Vale and via the national Food Hygiene Rating Scheme.

The Environmental Health service is delivered from the Council offices at The Gateway in Aylesbury during office hours. There is no out of hours service provided by Environmental Health. However, it is recognised that Officers may sometimes need to work outside of these hours where food premises open solely in the evening or when an incident occurs.

2.5 Demands on the Food Service

The total number of food premises within the Vale is 1786. This is an increase of 62 from 2016/17. The table below shows the food premises profile in Aylesbury Vale by business type and risk category:

Business Type	Premises Risk Category					Unrated	Outside Programme	Total
	A	B	C	D	E			
Primary Producers	0	0	1	6	16	3	3	29
Manufacturers/ Packers	0	6	6	6	13	6	0	34
Importers/ Exporters	0	0	0	0	6	0	1	7
Distributors/ Transporters	0	0	1	2	24	1	5	33
Retailers	0	5	16	43	151	24	62	301
Restaurants/ caterers	0	24	224	451	397	116	170	1382
Total no. of food premises	0	35	248	508	607	147	241	1786

The classification of premises risk is in accordance with the Food Law Code of Practice. Risk rating is based on the nature of the operation and standards of hygiene. Category A businesses are highest risk and category E are lowest risk. Unrated premises are those that have not currently been classified. Premises outside the programme are premises that are registered with us, but do not receive routine programmed interventions.

Approved establishments are food premises that prepare and handle foods of animal origin for sale or supply to other businesses. These premises must meet additional legislative food safety requirements and will generally require greater officer resource than other food premises. Within the premises profile there are 14 approved establishments. This is a decrease of 2 from 2016/17.

There are several annual events that take place in Aylesbury Vale that require additional resource for inspection of mobile food and market traders. These include the Moto GP and British Grand Prix at Silverstone, Bucks County Show and ad hoc markets, licensed large scale (i.e. music events) and community events.

2.6 Regulation Policy

The Council has adopted the Government's 'Enforcement Concordat' on the principles of good enforcement. The Enforcement Teams operate in line with our Enforcement Policy Statement and Divisional Enforcement Policy which aims to ensure a clear and consistent approach to enforcement, including in the delivery of the food service. The Policy was reviewed in May 2014, and has regard to the requirements of the Regulators' Code.

The Enforcement Policy adopts a tiered approach to enforcement and the action that will be taken by the Council to secure compliance with legislative requirements. The Policy adopts the principles of proportionality in applying the law and securing compliance, consistency of approach, targeting of enforcement action and transparency about how we will operate and what the duty holder may expect. The enforcement policy is operated with regard to the Council's Equal Opportunities Policy.

3. Service Delivery

3.1 Interventions at Food Establishments

Interventions undertaken at food establishments result from a mixture of proactive programmed interventions (inspections or other interventions scheduled to be undertaken during 2017/18 generated from the Food Law Code of Practice risk rating process) including food sampling and reactive interventions. Reactive interventions may result from a complaint from an employee or member of the public, from unsatisfactory food sampling results or from intelligence received from another food authority or the Food Standards Agency e.g. in relation to a Food Alert.

Number of interventions due by risk category 2017/18 as of 1st April 2017

	Total	A	B	C Non-comp	C Comp	D Non-comp	D Comp	E
Programmed interventions (including outstanding interventions 2016/17)	632	0	35	13	132	0	284	166
New unrated interventions (excluding low-risk categories)	140	Unclassified						
Total	772	0	35	13	132	0	284	166

In order to target resource where the risk to health is the greatest, premises are inspected in accordance with a risk prioritisation scheme specified within the Food Hygiene Intervention Policy and Alternative Enforcement Strategy (AES) (The aim is to allow the Council to target a limited resource where the risk to public health is likely to be the greatest. In 2017/18 programmed interventions are to be carried out in accordance with date due and in the following priority order;

- A rated
- B rated
- C rated- non-compliant
- New unrated businesses awaiting inspection
- C rated- compliant
- D rated- non-compliant
- D rated- compliant
- E rated

The definition for non compliant and compliant business is in line with the Food Law Code of Practice. It is based on the risk score given by the Officer at the time of inspection. It includes three risk rating areas; food hygiene and safety, structure and cleaning and confidence in management. Compliant D rated and E rated premises

are lower risk premises and will be subject to an Alternative Enforcement Strategy (AES) which will involve a mixture of inspection/audit and other interventions including the use of self-assessment questionnaires.

New unrated premises currently awaiting inspection as of 1st April 2017:

Total no. of new unrated food premises awaiting inspection	140
Child-minders awaiting intervention	47
Low-risk premises awaiting intervention (church halls etc.)	0
Low-risk domestic premises cake-makers	0
Total no. of remaining unrated premises awaiting intervention (excluding low risk categories above)	93

There has been an increase in the total number of new unrated premises awaiting intervention from 99 in 2016/17 to 140 in 2017/18. This is mainly as a result of a sudden increase in a larger than normal volume of new businesses registering in March 2017 which could not be assessed and processed prior to the end of the financial year.

There is a backlog of 93 new unrated premises (excluding low risk categories) in Aylesbury Vale who have registered with the Council but not received an intervention. It is important to note that within this number there will be a proportion of businesses which have registered with us, but have not yet commenced trading and therefore we are unable to inspect. It is better to visit premises once trading has commenced so the officer can see the practices which are actually being carried out on site. It is the Council's view that these premises should take priority for intervention in 2017/18 in line with the risk prioritisation scheme detailed above. New premises will be prioritised over our compliant C rated premises which are those premises that we know from our previous interventions are broadly compliant with food law requirements and are less likely to pose a significant compliance or health risk. New premises are prioritised because without any knowledge of the processes and activities going on within these businesses we cannot make risk judgements about them. Although there is a requirement for businesses to register with us 28

days before they commence trading we find that businesses will either register far in advance or not register prior to commencement of trading. Officers will often pick up information about new businesses via other intelligence sources.

In 2016/17 an online food registration form was implemented in line with the area of improvement identified in 2015/16. The new website facilitates the implementation of the new food business registration form. Previously food registrations were paper format and received via post. The online form reduces the administration time and allows quicker categorisation of low risk businesses. The form requires the business to provide information about the food they prepare and supply before they can submit it to us. This information allows officers to determine if the premises is low risk or outside the programme. This includes small-scale domestic cake-makers and community halls available for hire. Premises outside the programme will not receive an inspection from the authority unless information or intelligence is received that justifies the need to do so. Should a complaint be received regarding one of these premises then this is likely to trigger an intervention.

In addition to the 772 programmed interventions and new unrated interventions (excluding low risk) detailed above the authority receives between 15 and 20 new food business registrations a month throughout the year. These numbers will also be factored into the inspection allocation for these periods. In 2017/18 the authority will continue to employ the services of a qualified contractor to assist with the low risk programmed inspections and to reduce the time taken to inspect new unrated premises. There has been budget allocated for this period to resource this.

3.2 Outstanding Inspections from 2016/17

Number of overdue interventions by risk category 2017/18 as of 1st April 2017:

Rating	Outstanding
A	0
B	0
C	3
D	29
E	59
Total	91

There are 91 overdue interventions from 2016/17. 97% of the outstanding interventions are from the lowest risk categories and many of these would have been subject to a self-assessment questionnaires instead of an inspection visit. These businesses would have been sent a questionnaire but it may not have been returned despite Officers attempting to make contact with the business. It is likely that a number of these businesses may have ceased trading and not informed us. We will target these premises during 2017/18 in order to establish their status and remove them from the database or reclassify them where appropriate.

3.3 Alternative Enforcement Strategy (for low-risk food businesses)

Premises currently due an AES intervention as of 1st April 2017:

	Total	D	E
Low-risk premises overdue intervention from 2016/17	74	16	58
Premises due for AES intervention 2017/18	248	147	101
Total no. of premises that may be subject to AES in 2017/18	322	163	159

The policy relating to the inspection of food premises is detailed in the Food Hygiene Inspection Procedure. This document sets out what food businesses can expect from Officer interventions and expands in a practical way the Council's Divisional Enforcement Policy. In recognition that most businesses want to comply with the law, Officers help food businesses and others meet their legal obligations without unnecessary expense, whilst taking firm action against those who fail to comply with the law, including prosecution where appropriate.

This Service Plan is focused towards directing our resources towards the highest risk and most non-compliant businesses. European food law states that all food businesses should receive an intervention, however, AVDC along with all other Bucks Food Liaison Group members formally agreed in June 2015 that the following premises would be classed as having a non-inspectable risk. This approach will continue in 2017/18. This does not exempt these businesses from meeting food law requirements, but means that they will not be subject to programmed interventions.

- Retailers where the sale of low-risk food is ancillary and/or seasonal, e.g. clothes and card shops
- Service sector businesses only serving drinks and biscuits, e.g. hairdressers and car sales showrooms
- Religious groups only serving drinks and biscuits after events
- One-off events such as charity fundraisers and fetes
- Food brokers that do not actually handle food, i.e. offices
- Grain haulage businesses as Trading Standards will cover them if serving feed businesses
- Community halls offered for hire by others (individual businesses operating regularly from these will be expected to register and be subject to official controls)
- Child-minders that only provide milk, other drinks and low-risk snacks or serve food provided by the parents

AVDC seeks to ensure that resources are targeted and applied where they are most required and can be most effective. There are a number of food businesses that consistently perform compliantly and/or have a number of external audits each year. In 2017/18 we will continue to explore the possibility of extending the scope of our

Alternative Enforcement Strategy to include more of our compliant food businesses, however under the current rules this would mean that we would act outside of the FSA's Code of Practice.

3.4 Revisits

The Food Hygiene Inspection Procedure details the action to be taken when non-compliance following inspection is found and identifies when to carry out a revisit. In 2016/17 we undertook 30 revisits which took approximately 65 hours including administrative time. This does not include travel time.

3.5 Health Certificates

The division provides health certificates to several manufacturers within the Vale to assist with the export of products of fish or plant origin to countries outside of the European Union. Health certificates are provided for companies that have received an inspection or audit of the premises and this service is charged for. Last year the division generated £14,757 from health certification. In 2017/18 we will continue to review the process of issuing health certificates to ensure we are offering customers the best service.

3.6 National Food Hygiene Rating Scheme (FHRS)

The authority is part of the Food Standards Agency's national Food Hygiene Rating Scheme (FHRS). The scheme is intended to give consumers information to assist them in making choices about where they buy their food from. AVDC promotes the scheme through various channels including social media, and articles in Council publications.

We have seen an interest in the ratings we award to businesses from the local media and have been contacted by members of the public for advice about premises following rating. We have also recently been interviewed by Mix 96 to discuss our FHRS data. Under the food hygiene rating scheme businesses that have taken steps to address the issues of non-compliance raised at the time of their initial inspection

can request a revisit to the premises for the purpose of re-rating. In the 2016/17 period the number of requests for revisit received by the authority was 12.

3.7 Food Complaints

In the 2016/17 period the authority received 129 food related complaints. The resource involved in investigating these complaints by the EHOs was approximately 249 hours. This does not take into account time spent on telephone contact and data entry by the Customer Services Team. The complaints can be broken into two distinct areas; complaints regarding food itself (69 complaints), complaints about premises (60 complaints). It is anticipated that the number of food complaints and request for service received in the period 2017/18 is likely to be similar.

3.8 Primary Authority Scheme

The Council does not act as a Primary Authority partner for any food businesses within the Vale. The Primary Authority Scheme are adhered to by Officers when undertaking interventions in multi-outlet businesses. Officers will contact the Primary Authority where an agreement exists, on policy or enforcement issues relating to food hygiene for national food businesses.

Forthcoming changes to Primary Authority from 1 October 2017 will mean that small businesses in AVDC that are not currently eligible to setup a primary authority i.e. they are regulated by more than one local authority or are a business in a co-ordinated group that are collectively regulated by more than one local authority (such as a trade association), will be able to setup a primary authority partnership with AVDC and/or Bucks County Council. This could present an opportunity for us to help promote the area for new business development and help to support small to medium businesses who have aspirations to significantly grow by giving them advice and guidance about how to comply with statutory regulations, including Food Hygiene legislation. In 2017/2018 We will look to work with colleagues in Economic Development and with partners such as Buckinghamshire Business First to encourage those food businesses based in AVDC who are looking to expand to approach us to discuss developing a potential partnership.

3.9 Advice to businesses

Officers routinely provide advice and guidance to businesses during programmed interventions. However there are also a number of contacts received each year from businesses requesting advice regarding their existing business or from those looking to set up a new food business in the Vale. In 2016/17, 41 requests for general food business advice were received by the authority and approximately 6 related to information requests regarding the setting up of a new food business. The resource involved in providing this advice to businesses by the department was approximately 42 hours. This does not take into account time spent on telephone contact and data entry by the Customer Services Team. It is acknowledged that this area of work is not fully recorded on our system as we are sometimes contacted for advice before a business has found a premises in the Vale in which to be established.

The AVDC website provides links to further guidance and information which food businesses are directed. We have added another 7 online forms for customers to use which reduces officer administration time and makes the process more straight forward for them.

On occasions we may also make direct contact with a particular sector of food businesses to advise them regarding new legislation or guidance that may affect their businesses. This contact is generally made either in writing or via email and has not been considered in the resource allocation above.

The FSA and Department of Business, Innovation and Skills have been reviewing the option of earned autonomy for businesses. The last year has seen the development of the FSA's Regulating our Future (ROF) agenda. ROF encompasses a significant rethink of how food controls are delivered across the UK. AVDC attended and participated in a national ROF workshop in June 2017 to give our feedback into the consultation process. Although ROF is currently only a conceptual model, there are clear principals which we can expect to be included in the new model. These include a recognition that food businesses that have an excellent compliance history will be able to use third party audit information to evidence their compliance with food law.

This principle will allow AVDC to explore the following:

1. Not be so tied to an inspection regime that requires us to inspect all A, B ,C and alternative D rated premises regardless of previous compliance history, and to better focus our resources on poorer performing businesses.
2. Take advantage of opportunities which have now been officially recognised by the FSA under the Localism Act 2011 to provide chargeable advisory services to new businesses to help them understand and achieve compliance. We will explore the opportunities for working with colleagues in Economic Development to implement a range of 'opt in' advisory services that can be charged for. We will look to adapt our online food business registration forms so that businesses can 'opt in' to receive food safety advice for a chargeable fee. We will need to clearly differentiate between our advisory role and statutory food hygiene enforcement role to ensure there is no conflict of interest, and we will seek advice of this from our legal advisors. There is also scope for the registration form to advertise other AVDC services such as waste bin collections.
3. We see opportunities to take advantage of our new Salesforce database system which will be based on a business having a My Account to access Council services. We will therefore have access to information about customers to allow us to 'join the dots' between different council services which have a relationship with food safety and then provide an opportunity for the customer to register as a food business at the same time. For example:
 - A customer applies for a premises licence for a public house
 - A customer registers for an online business rates account related to a food business

We will be exploring opportunities to work with these related services to implement this system functionality.

4. During 2017/18 we will be exploring the potential to deliver a pilot project based on the principles of Better Business For All that improves the services provided to local businesses, streamlining delivery and more effectively supporting them to succeed.

Such a project should work with businesses to understand the way that they currently interact with AVDC and how this could be improved. Solutions could include the establishment of single points of contact (Account Managers) for businesses who contact AVDC. This person would work with the business to build a relationship with them and help them identify their needs and to understand how AVDC might best fulfill them. It is likely that fulfilment would consist of a range of no-fee and paid-for statutory services as well as non-statutory services provided by AVDC and Incgen. Fulfilment of services required would be overseen and supported by the Account Manager, reducing the need for multiple contacts with different service areas.

Businesses would come into contact with the Pilot through a variety of routes including self-referral via the website or as a result of AVDC comms, contact with a single service area e.g. a food officer or existing customer relationships. Officers working in Customer Fulfilment and other areas of AVDC who have contact with businesses would act as initial conduits for business into the commercial pilot where they identified that a business had a service requirement from AVDC.

3.10 Food Sampling Programme

Food sampling is undertaken in line with the Food Sampling Policy and Procedure. The objectives of the food sampling programme are to protect the consumer from contaminated foods that may pose a risk to health. The Council participates in both proactive and reactive sampling activity. Proactive sampling involves participation in national sampling programmes coordinated by Public Health England, Bucks Food Liaison Group and the Food Standards Agency. The information obtained through the national sampling programmes helps to identify food hazards and provides a knowledge base for food authorities. Reactive sampling is also undertaken in food

businesses in the Vale where it is necessary to validate food processes, activities and procedures and to investigate contamination and food poisoning incidents.

The 2017/18 proactive sampling plan is based on the Public Health England (PHE) UK Co-Ordinated Microbiological Sampling Programme 2017/18. It is anticipated that the Council will participate in the studies where we have premises which are included in the scope of the surveys. In addition the authority will be undertaking sampling on locally agreed areas informed by the Bucks Food Liaison Group and local intelligence and information. An imported foods programme was introduced in 2013/14 and this will be built upon in 2017/18. In addition a number of reactive samples will be taken during the course of the year to both validate food processes and procedures and investigate where there may be concerns regarding contamination.

In 2016/17 a total of 10 proactive and reactive samples were taken from food businesses in the Vale. In addition we took part in a survey which involved taking samples of food sauces stored at ambient temperature from restaurants and takeaways. The resource involved in taking these samples and the associated administration by the Enforcement Officers (EH) was approximately 4 hours. This does not take into account time spent on data entry by the Customer Services Team, or time taken to organise and plan the sampling programme. The four Enforcement Officers (EH) working with the Environmental Health division are authorised to take informal food samples and will be involved in proactive sampling for the national sampling programme. Two of the Enforcement Officers have been given a greater responsibility in organising the sampling process and there was an increase in number of samples taken. A similar number of samples are anticipated in 2017/18. In the event that a formal food sample needs to be taken where legal action may result an Environmental Health Officer would undertake this sampling.

Samples requiring microbiological analysis are submitted for analysis to the Food and Water Laboratory at Public Health England in Colindale, London. Food sampling analysis credits are provided by the PHE and used and shared by the food authorities in Buckinghamshire. AVDC liaises with the other food authorities in Buckinghamshire via the Buckinghamshire Food Group to coordinate sampling

across the County. There may be occasions when samples need to be sent to the Public Analyst for chemical contamination or composition analysis. Our appointed Public Analyst is Worcester Scientific Services.

3.11 Control and Investigation of Outbreaks and Food Related Infectious Disease

Food poisoning notifications and outbreak controls are carried out in accordance with the Control of Infectious Disease Procedure (QPMS-11). In 2016/17 the number of notifications of infectious disease received by the Council was 137. Not all of these were necessarily food related, and it is extremely rare to be able to associate them with a premises. PHE directly investigate a number of infectious diseases with the patient and only notify the Council where they find links with a premises or are given information which is of concern. The Council directly investigates Campylobacter and Salmonella in vulnerable people or where it is known the patient is a food handler. Many of our investigations are undertaken via a postal questionnaire. It is considered likely that a similar number of notifications will be received by the authority this year. The majority of notifications are administered by the Customer Relationship team and Enforcement Officers who categorise the disease case by risk group and send out and administer questionnaires as necessary. In some cases it is necessary to carry out visits to infected persons to provide advice or assistance with the collection of faecal sampling at the request of PHE. The information collected is provided to PHE as requested to inform and assist with trend analysis.

In the event of an outbreak of infectious disease the investigation process follows that detailed within the PHE Thames Valley Health Protection Team Outbreak Plan and would be led by an Enforcement Officer. In the event of an outbreak resources have to be pulled from other work streams to enable investigation of the outbreak as necessary. This resource cannot be allocated on a day-to-day basis because of the unpredictability of occurrence and can place high demands on other areas of service provision at the time of the outbreak.

3.12 Food Safety Incidents

Food Safety incidents are dealt with in line with the Food Incident Policy and Procedure and in line with the requirements of the Food Law Code of Practice. In 2016/17 a small number of food safety incidents required action from the authority. The authority is regularly informed of incidents and product recalls which have taken place such as due to undeclared allergens. These are read and action taken if directed by the Food Standards Agency.

3.13 Liaison with Other Organisations

The Authority has liaison arrangements with various outside bodies and neighbouring local authorities including the Buckinghamshire Food Liaison Group and Thames Valley Environmental Health Liaison Group. In 2016/17 the resource involved in attending and contributing to Liaison Groups was approximately 111 EH Manager hours. It is anticipated that the resource implications for the period 2017/18 will be similar.

3.15 Food Safety Promotional Work and other Non-official Controls Interventions

There is limited resource available for the provision of food safety promotional work in the 2017/18 period. The Council utilises the media toolkits produced by the Food Standards Agency promoting FHRs around Christmas and Valentines' Day, weekend Bank Holidays and allergen awareness using the Council's social media accounts. We have also recently been interviewed live on Mix 96 to discuss FHRs compliance data for the Vale. The local newspaper has run several articles on FHRs and this has raised awareness of the scheme. It is anticipated in 2017/18 that we will continue to use the FSA media tool kits which enable us to use both traditional press releases and social media. Articles will also be included in the Council newspaper 'Vale Times' which is distributed to every house in the Vale. It is anticipated that around 20 hours will be spent on food safety promotional work.

The Food Information Regulations came into force in 2014. These are primarily enforced by Trading Standards, however, environmental health has been given some enforcement powers concerning the allergen requirements in catering establishments. Officers check compliance and provide advice and guidance during routine inspections.

4. Resources

4.1 Financial Allocation

The overall level of expenditure allocated for the provision of the food service in the 2017/18 period is as indicated below:

Staff Costs (and internal recharges – Marketing, Finance etc.)	£181,000
IT Costs recharge	£13,500
Legal Costs recharge	£7,200
Equipment/printing	£4,000
Specialist advice (including payments for contractor inspections)	£12,000
TOTAL	£217,700

The estimated level of food service demand during the 2017/18 period:

Food service demand 2017/18	Resource required (hours)			
	EO	EO	PEO	CRE
180 inspections (programmed A to non-compliant D plus outstanding C premises from 2015/16)	0	360	56	36
140 new inspections (premises registering during the 2016/17 period) plus 93 from 2015/16	0	466	16	38
128 compliant D and E rated premises inspections (not suitable for AES)	0	256	0	17
463 compliant D and E rated premises AES interventions (suitable for AES)	174	174	0	117
Revisits to non-compliant premises	0	65	0	0
FHRS administration and revisits to re-rate	0	24	12	0
Infectious disease investigation	250	80	0	0
Food complaint investigation	0	442	0	0
Sampling activity	25	40	5	0
Attendance/input at Bucks Food Group, EHLG and other food related forums	0	0	140	0
Food incidents and alerts	0	20	0	0
Provision of food business advice	0	180	0	50
Management and administration of food service	0	20	700	400
Formal enforcement activity and legal cases	70	300	70	0
Training and CPD	20	60	35	0
Support of EHTOs undertaking EHO qualification (food element)	0	60	30	0
Work on implementation of public health agenda	0	15	0	0
Food/Health Promotion activities	0	20	20	0
TOTAL	539	2582	1084	674
Grand Total	4205 hours = 2.63 FTE 4879 hours (including CRE) = 3.0 FTE			

PEO = Principal Enforcement Officer EO = Enforcement Officer CRE = Customer Relationship Team

A FTE post amounts to approximately 1600 working hours per annum. The above figures are an approximation based on the information available regarding the provision of the food service in 2017/18 and known demands within the 2016/17 period. Due to acknowledged gaps within the database it is likely that these figures do not take into account additional factors such as the increased demand of reactive work in other areas during the summer months, staff sickness and considerable travel time to and from food premises. They also do not take into account the unpredictable demands that can be placed on the food service by incidents such as a large food poisoning outbreak, a complex prosecution case, a serious workplace accident investigation or a major pollution incident.

4.2 Staffing Allocation

The number of full-time equivalent (FTE) staff allocated to the provision of the food service is currently 3.0. This consists of 4 food qualified Enforcement Officers and one Principal Enforcement Officer (PEHO) as well as administrative Customer Relationship staff. There is additional support available as the Principal Enforcement Officer (Housing) and the Team Manager (EH) are also food competent. Each of the Officers spends approximately 50% of their time on food service work. The PEHO also spends approximately 50% of their time on work associated with the delivery of food controls. There is administrative support provided to these officers by the Customer Relationship team and the Systems Administration Team which is equivalent to 0.37 of a FTE post. The non-food qualified Enforcement Officers provide support to the Officers in some areas of food service work and this is reflected in the table.

The FTE staff allocation for the provision of the 2016/17 food service was 2.98. In the 2017/18 period this staff allocation has increased by 0.02. There is a £12,000 specialist advice budget within the 2017/18 expenditure allocation food service budget to allow the department to buy in contractor inspections to assist with meeting intervention targets as necessary. This amount is equivalent to a 0.22 FTE post.

4.3 Staff Development Plan

The Food Standard Agency's Code of Practice was revised in April 2015. The section concerning the Qualifications and Experience was updated and local authorities were given 12 months to implement the revised requirements.

The Food Law Code of Practice requires authorised food officers to complete a minimum of 20 hours per year of Continuing Professional Development (CPD) training. These hours are split into:

- 10 hours- core food matters directly related to the delivery of official controls
- 10 hours- other professional matters including training needs identified by Team Managers and Principal Enforcement Officer during competency assessments/appraisals

Aylesbury Vale District Council supports and engages with the CIEH Buckinghamshire Branch who runs a number of low cost training courses (including food training) throughout the year. Environmental Health Officers will attend both external and internal cascade training courses during the course of the year, some of which are organised by the Food Standards Agency. Where Officers attend courses that are of use to the rest of the Enforcement Team staff this information is delivered via cascade training and course resources made available to others. Officers are required to keep records of the CPD training that they complete. Officers take part in Food Standards Agency consistency exercises and food service consistency is regularly discussed at monthly team meetings. This will continue in 2017/18.

5. Quality Assessment

5.1 Quality Assessment and Internal Monitoring

During the 2012/13 period new procedures for monitoring the accuracy, quality and consistency of the delivery of the food service were introduced. Details of the monitoring arrangements in place are set out within the departmental procedures 'Food Database Management Procedure' and 'Food Service Monitoring, Audit and Review Procedure'. The food service is subject to a rolling programme of review by the Internal Audit Team. Consistency within the FHRS is also an item on the Buckinghamshire Food Group meeting agenda.

6. Review

6.1 Review against the Service Plan

The table below details the number of interventions that formed part of the programme in 2016/17. Category A premises should receive an inspection 6 months after the previous intervention, where as a category C is inspected at 18 month intervals. A number of factors influence when an inspection is due including the number of people the business supplies food to and how compliant the business is with legislative requirements.

The number of interventions completed in 2016/17 by risk category:

2016/17	A	B	C	D	E	Total
Interventions completed	8	57	219	180	189	653
Interventions outstanding	0	0	3	24	54	81
% interventions achieved	100%	100%	99%	88%	77%	93%

The total number of interventions achieved decreased from 828 in 2015/16 to 653 in 2016/17. All of the highest risk premises (A rated and B rated premises) were inspected. There was an increase of 24 interventions achieved across category C premises compared to 2015/16. However, there was a decrease in the percentage of interventions achieved across category D and E premises by 4% and 15% respectively. The overall percentage of interventions achieved decreased by 9% and this is due to the poorer performance for lower risk D and E premises (particularly E premises).

The Food Standards Agency provides categorisation of when a business is deemed to be broadly compliant with the law based on their risk scores at inspection.

The number of broadly compliant businesses by risk category:

2016/17	A	B	C	D	E	Total
Total number of premises	0	35	248	508	607	1398
Number broadly compliant	0	25	224	507	607	1363
% Broadly compliant	N/A	71.4%	90.4%	99.8%	100%	97.5%

The figures relating to compliance of food businesses has remained very consistent over the previous periods (2013/14 96.47%, 2014/15 96.93%, 2015/16 97.08%, 2016/17 97.5%). As 99.99% of D and E rated premises are broadly compliant, this provides justification for the targeting of resources towards A-C rated premises. It is important to note that A or B rated premises are not necessarily non-compliant businesses but may be high-risk because of the type of food activities it carries out.

The areas of improvement identified in the previous 2016/17 Food Service Plan are discussed within this document. The areas have been completed or are identified as ongoing in the 2017/18 improvement areas below. In the period 2017/18 delivery against this service plan will be reviewed and the Principal Enforcement Officer will update the Cabinet Member for Environment and Waste.

6.2 Identification of any Variation from the Service Plan

As part of the review process any variance from the service plan will be identified and detailed within the report. Reasons for the variance will be given and any necessary improvement plans for the following 6 month period identified.

6.3 Areas of Improvement

This service plan has identified the following areas for improvement in delivery of the food service over the 2017/18 period:

- Review the premise database with a focus on category E rated premises to ensure that premises are correctly classified as outside the programme. This will improve the database accuracy and ensure resources are targeted to those requiring intervention and based on risk to public health.
- Enforcement Officers are to continue to target D and E Rated premises who did not return questionnaires last year. If necessary inspections will be carried out. This work will improve the accuracy of our database.
- We will explore potential opportunities under the Localism Act to provide advisory services to new food business that we can charge for as part of an 'opt in' package of benefits. We will also approach local catering colleagues to look at the possibility of working in partnership to develop food hygiene training initiatives.
- Consider the opportunities around the changes to primary authority scheme in October 2017 to make it more straightforward for smaller businesses (who are currently ineligible to apply) to setup partnerships with local authorities. We will look to work with colleagues in Economic Development and partner organisations such as Buckinghamshire Business First to encourage those food businesses based in AVDC who are looking to expand to approach us to discuss developing a partnership.
- Adapt our food business registration form as required to promote range of 'opt in' services as discussed above such as new food business advice, primary authority options and promotion of other Council chargeable services eg. waste bins etc..
- Ensure that we maximise the benefits of Salesforce at the customer facing end so that customers are encouraged to register their food business when

applications for other services that are food related eg Premises Licence Applications

- Explore the potential to deliver a pilot business project based on the principles of Better Business For All that builds on and maximises our relationships with local business.
- Continue to review the health certificate processes to ensure that we are offering the best service to our business customers.
- Continue to keep abreast of current issues, (particularly Regulating our Future) and cascade information to businesses as required.

Produced by Brett Warren, Principal Enforcement Officer