

Official Food Standards and Feed Controls Service Plan

2015 – 2016

Buckinghamshire & Surrey
trading standards



Food Service Plan 2015 – 2016

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1. Aims & Objectives

Our Joint Service Vision

“Buckinghamshire and Surrey Trading Standards working together to protect our communities, delivering excellent public services, locally trusted and nationally recognised.”



Our Joint Service Priorities

- Protection – protecting individuals, communities and businesses from harm and financial loss.
- Economic Prosperity - Helping businesses to thrive and supporting growth
- Improving Health and Wellbeing
- Innovation
- Customer Focus / Resident Experience

Our Joint Service Performance Measures

Protection - Protecting individuals, communities and businesses from harm and financial loss.

The joint service will provide better protection for residents from consumer scams, cons, and rogue traders.

Performance measures:

1. To increase the financial savings for residents as a result of our interventions and investigations.
2. To protect residents by stopping rogue traders operating in Buckinghamshire and Surrey.
3. Prevent residents becoming victims through expanding the use and reach of social media alerts, TSAlert, Volunteers, and other preventative initiatives to raise awareness of scams, rogue traders and unsafe products.

Economic Prosperity - Helping business to thrive and supporting growth

The joint service will improve business advice and support, and as a result better protect residents.

Primary Authority and Assured Advice helps businesses, supports business growth, and helps protect residents by raising standards and improving compliance.

Trader approval schemes help promote good businesses and provide confidence for residents that they can avoid rogue traders.

Performance measures:

4. To increase the number of Primary Authority Partnerships
5. To increase membership of trader approval schemes

Improve Health and Wellbeing

The joint service will work with Public Health and others to tackle the problems caused by Tobacco, Alcohol, and poor nutrition.

Performance measures:

6. Work with partners to tackle illegal sales of age restricted products; to explore new ways to reduce harm from the use and consumption of unsafe products; and to tackle poor food quality and nutrition.

These aims and objectives align with the Food Standards Agency Strategy for 2015-20 -Food We Can Trust.

The work we carry out will support and help to deliver the four strategic outcomes that the Food Standards Agency have identified as how they will measure the impact of the strategy

- Food is what it says it is
- Consumers can make informed choices about what they eat
- Food is safe
- Consumers have access to an affordable healthy diet, now and in the future

2. Background

Surrey and Buckinghamshire County Councils have decided to build on the success of their Trading Standards teams to create a new joint Trading Standards Service. For more information please use link below

[Buckinghamshire and Surrey trading standards have merged to form a joint service from 1 April 2015](#)

Surrey background

Surrey is the most urbanised shire county in England with 83% of inhabitants living in urban areas and yet 73% of land in Surrey is green belt and 25% is designated as Areas of Outstanding Natural Beauty.

The County of Surrey is one of the most densely populated shire counties and is strongly influenced by its proximity to London. 85% of housing is in 15% of the county. 85% of the county is countryside, of which 38% is still farmed. Although Surrey is an affluent area, with earnings being 42% higher than the national average, it has areas which are disadvantaged and can be overlooked if specific measures are not taken. Business diversity is great, although there is little in terms of heavy industry.

The population of Surrey is predicted to grow to 1,190,000 by 2017 from the current estimate of 1,152,114.

Buckinghamshire background

Buckinghamshire is a large rural county of 156,509 hectares close to London. The population is estimated to grow to 536,454 by 2018 from 516,096 in 2013.

The county is one of contrasts - the north is predominantly rural, with small market towns, whilst the south is more urbanised. The two largest centres of population are urban areas encompassing the towns of Aylesbury and High Wycombe, with total populations of 69,000 and 77,000 respectively. These urban areas accommodate nearly 40% of the total population. Over a quarter of Buckinghamshire is included within the Chilterns Area of Outstanding Beauty and a further third is protected as Metropolitan Green Belt, mostly in the south of the county. Within rural areas agriculture is the predominant land use, over 70% by area.

Business and the economy.

We have established 43 Primary Authority relationships with food businesses and continue to raise awareness of this opportunity with other appropriate businesses.

Both Buckinghamshire and Surrey are areas of light industry and high commercial development. There are comparatively few large manufacturing premises but we have the administrative and decision making offices of some very substantial national and international food companies within the areas. These include such companies as Unilever, Premier Foods, Dairy Crest, Rank Hovis, Del Monte, McCormick Foods and Kerry Foods.

There are a significant number of transient Importers of foodstuffs whom change at regular intervals in Surrey due to the proximity of the London airports.

Joint service background

Responsibility for food enforcement is shared between two tiers of local government - County Councils and District councils, of which there are four in Buckinghamshire and eleven in Surrey.

Liaison groups in Buckinghamshire and Surrey have representatives from each authority and there are forums to ensure appropriate coordination and cooperation on food issues. They meet regularly, every quarter.

Trading Standards is responsible for food standards, which includes food composition, ingredients and labelling of food. The District Councils' Environmental Health services are responsible for matters of food safety, hygiene, cleanliness and the food borne causes of illness.

3. Demands on us

In 2014-15 427 complaints were received across the service about food issues.

Those food contacts that are not acted upon directly are noted for potential future use as intelligence, which is taken into account when planning proactive work.

In addition to this reactive demand, the Service carries out a similar proportion of proactive work in this area, which is described further in the Food Surveys and Projects section. This year we will carry out visits to all premises assessed as high risk. It should be noted that the projects will also involve a variety of interventions such as visits and sampling.

We will also carry out the feedingstuffs visits and sampling that have been agreed as part of the National Trading Standards Board regional coordinated work. These help to deliver the necessary interventions that nationally help to guarantee food and feed exports.

Profile of food premises in Buckinghamshire and Surrey

Total business premises	57 949
Total food premises	12 502
Food manufacturers/importers/packers	204

Profile of feed premises in Buckinghamshire and Surrey

On farm mixers:	
Mix Feeds on Farm with additives and premixes	89
Mix Feeds on Farm with compound feeds containing additives	157
Feed producers:	
Manufacturer &/or place on the market – Feed Additives	0
Manufacturer &/or place on the market – Nutritional Additives	0
Manufacturer &/or place on the market – Feed Materials	49
Others:	
Livestock Farm not mixing or mixing without additives	1310
Placing on the market of Compound Feeds	8
Transport of Feed & Feed Products	13
Storage of Feed & Feed Products	8
Arable Farm growing or selling crops for feed	147

Of these Food premises 42 are High Risk; 501 are Upper Medium Risk; 1805 are Low Medium Risk and 8145 are Low Risk (the remainder will be no risk)

Of the feedingstuffs premises: 7 are High Risk; 11 are Upper Medium Risk; 16 Low Medium and the rest are Low Risk (some premises fall into multiple categories and therefore the total numbers of risk and category do not match)

4. Liaison with other organisations

We work in partnership with;

- Other parts of the County Councils in particular our colleagues in Public Health
- Central Government Agencies with responsibility for food standards (DEFRA; Food Standards Agency and Department of Health)
- Chartered Trading Standards Institute
- District Councils
- Business organisations
- Trading Standards South East Liaison Group
- Other Local authorities
- Food Liaison Groups
- Other charitable organisations such as the Coeliac Society and Allergy UK

Food and feedingstuffs safety and standards promotion

Our publicity programme will be targeted at publicising the findings of our work on issues impacting on the health, nutrition and economic welfare of consumers and providing both consumer and business education to mitigate any barriers that may exist.

We carry this out by:

- Attending and participating in Community events, seminars and exhibitions.
- Using social media
- Issuing regular press releases and participating in interviews with the media
- Promoting and taking part in national and local campaigns
- Static displays around the service area
- Giving talks to consumers and businesses
- Attending and participating in appropriate meetings and workshops

5. Food surveys & projects

Each year officers undertake various projects where: information is gained that can usefully assist consumers to make informed choices; or to protect the functioning of the market and help businesses improve their products

In 2014-15 the following are examples of projects that were undertaken.

- Authenticity of kebabs sold in takeaways
- Presence of DNP in body building products
- Counterfeit spirits
- Allergen issues in catering establishments
- Sampling of various foods funded by the Food Standards Agency
- Traceability of ingredients used in catering establishments
- Developing the Eat Out Eat Well scheme - the joint service now has around 200 members.

In 2015-16 projects will look at issues in relation to, amongst other things,

- Food traceability
- Food waste traceability
- Allergens in catering establishments
- Foreign labelled food
- DNP issues
- Authenticity of olive oil

The Service will also be participating in the Food Standards Agency funded sampling programme which will involve sampling a variety of foods that have been identified as potentially problematic.

6. Organisational structure

The joint service is governed through a Joint Committee comprising Cabinet Members from both partner authorities. The Service also has an advisory Board comprising of councillors and senior managers from each authority. The legal framework for the Service is set out in an Inter Authority Agreement.

The service operates from two centres, one in Aylesbury and one in Redhill.

Enforcement information

The Service has a documented Enforcement Policy - this is available on our website.

7. Quality assessment

The joint service is currently establishing work systems and practices that will enable the best outcomes to be delivered.

Currently the Aylesbury office has an operational approach based on systems thinking and officers follow the principles established by this method, which focus on the customers' needs and ensuring that the flow of work is as smooth as possible to cut out unnecessary work (waste) and be as efficient as possible.

The Redhill office operates internal quality procedures and work guidance which are monitored internally.

8. Review against 2014– 2015 plan

The activities identified in the 2014-15 plan have been delivered.

We have taken part in the Food Standards Agency/National Trading Standards Board funded feedingstuffs visits and sampling work

9. Resources

Officers (FTE equivalent)	Food work	Feedingstuffs work	Totals
Operational	6.4	0.3	6.7
Managerial	0.5	0.04	0.54
Support	0.1	0.04	0.14
Totals	7.0	0.38	7.38

Costs	Food work	Feedingstuffs work	Totals
Staff costs (including overheads)	£329690	£17 897	£347587
Project and sampling costs	£50,000	£6,000	£56000
Total costs	£379690	£23897	£403587

Staff development plan

Authorised food and feed officers are qualified in accordance with Food Standards Agency Food and Feed Codes of Practice.

We operate a staff appraisal scheme and managers work closely with officers to enable us to identify training needs and provide ongoing training. These needs may be met by coaching within the day to day work and external formal provision. All officers are members of the Chartered Trading Standards Institute (CTSI) and as such undertake CPPD which is CTSI verified.

Where significant changes to food or enforcement law and food technology occur relevant training will be identified and provided by one of the means above.