

# Food and Feed Law Enforcement Plan

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2018-19

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## **INTRODUCTION**

This Food and Feed Law Enforcement Plan has been developed in accordance with Foods Standards Agency Framework Agreement. It is developed in consultation with the Service Manager for Regulatory Services.

This document will be made available to the Traders and accessible via the Council's Website.

### **The Service Plan provides:**

- ✓ A focus on key delivery objectives;
- ✓ A structured insight into the activities and management of the Food Safety Teams.
- ✓ An essential link to financial planning;
- ✓ Set objectives for the future and identifies major issues that cross service boundaries;
- ✓ A means of managing and improving performance.
- ✓ A reference point against which to measure and review changes in organisation, personnel, service delivery, targets and performance.
- ✓ A method by which to bring the performance of individual team members into focus towards meeting objectives and targets for the team.
- ✓ A method by which to link to the Council's corporate aims and objectives.
- ✓ A reference point for contribution to the Food Standard Agencies (FSA) targets

## 1. SERVICE AIMS and OBJECTIVES

The [FSA Strategy 2015-20](#) and [the FSA Compliance and Enforcement Strategy 2015-20](#) have informed the development of this service delivery plan. Local Authorities work in partnership with the FSA to deliver Food and Feed Safety nationally and internationally.

### **The Commercial Environmental Health Team (CEH) has 4 main aims:**

- To regulate and achieve, through education and enforcement, the sale and/or production of food and feed which is safe and wholesome.
- To protect the interests of consumers to allow them to make informed choices in relation to the food that they consume, in particular to prevent fraudulent or deceptive practices such as the adulteration of food, which may mislead the consumer
- To prevent and control the spread of reportable infectious diseases (including food borne illness) through education and enforcement
- To respond to complaints from consumers and other stakeholders relating to food safety and food standards if food products have been sold or produced in the borough.

### **To achieve these aims, the following objectives have been set for 2018-19:**

- To undertake a risk-based programme of food and feed safety interventions in premises in accordance with Food Standards Agency Food and Feed Law Code of Practice and Practice Guide.
- To register food businesses in accordance with EC Regulation 852/2004 (Food Premises) as amended.
- To provide a risk-based response to all notifications of food related illness or suspected illness in order to minimise the effects on the community.
- To carry out food sampling in accordance with nationally and locally set programmes.
- To provide information, advice and education on food safety and standards issues.

- To respond in line with service priorities to complaints concerning food and feed safety standards.
- To provide formal food safety training opportunities.
- Initiate and respond to food and feed alerts.
- Increase the number of premises with a Food Hygiene Rating of 3 (Satisfactory) and above to 94%.
- To tackle illegal of foods into the borough and to monitor the composition and labelling of foods including imported products through sampling and inspection.
- To provide clear accessible information about compliance with hygiene legislation (Food Hygiene Rating Scheme).
- To assist in the delivery of the Health & Wellbeing Strategy (2015-18) In particular to promoting the Health Catering Commitment scheme in catering establishments in the most deprived areas of the borough in order to reduce childhood obesity, diabetes and cardiovascular disease.

## 2. LINKS TO CORPORATE OBJECTIVES AND PLANS

Haringey's [Corporate Plan 2015-18](#) sets out our agreed vision: 'To work with communities to make Haringey an even better place to live' and our approach to achieve it: 'To encourage investment and create opportunities for all to share in. It also explains our priorities for the borough and what the council will do to help achieve them:

### Outstanding for All

Children, young people and adults are healthy, thrive and achieve their potential

- Enable every child and young person to have the best start in life, with high quality education
- Enable all adults to live healthy, long and fulfilling lives

### Clean and Safe

a place which is clean, well maintained and where everyone feels safe and is proud to live and work

- Create a clean and safe borough where people are proud to live, with stronger communities and partnerships

### Sustainable Housing, Growth and Employment

Building a basis for communities to thrive.

- Drive Growth and employment form which everyone can benefit
- Create homes and communities where people choose to live and are able to thrive.



The [Community Safety Strategy 2013-17](#) identifies how the borough will improve the quality of life for people living, working, learning and visiting the borough.

In addition to food and feed regulation, CEH officers deliver a number of other regulatory roles that contribute to Haringey's Key Priorities. These include the regulation of health and safety, smoke free, public health and infectious diseases, animal health and welfare. The table below summarises the contribution that CEH makes towards Haringey's corporate objectives:

### 3. LOCAL AUTHORITY PROFILE

<b>Haringey Key Priority</b>	<b>CEH Contribution</b>
<p><u>Outstanding for All</u> Children and young people are healthy, thrive and achieve their potential</p>	<ul style="list-style-type: none"> <li>• Reduce obesity, diabetes and cardiovascular disease by encouraging sign up to Healthier Catering Commitment across the borough</li> <li>• Reduce exposure to second hand smoke and discourage uptake of smoking- Smoke free regulation - making every inspection count</li> </ul>
<p><u>Clean and Safe</u> A place which is clean, well maintained and where everyone feels safe and is proud to live and work</p>	<ul style="list-style-type: none"> <li>• Improved regulatory compliance through inspection</li> <li>• Swift and robust enforcement of business that are involved with serious criminal activity or present a imminent risk to health of the Public</li> <li>• Responsible authority in respect of premises licenses – ensuring that licensed businesses fulfil the licensing objectives.</li> <li>• Health and Safety hazard spotting – making every inspection count</li> <li>• Control of Infectious diseases – food poisoning investigation and outbreak controls</li> </ul>
<p><u>Sustainable Housing Growth and Employment.</u> Building a basis for communities to thrive</p>	<ul style="list-style-type: none"> <li>• Supporting and encouraging business success, improvement and employment opportunities through inspection, interventions, training, Food Hygiene Rating and provision of information and advice to existing and potential food business operators.</li> </ul>
<p>Improve the quality of life for people living, working, learning and visiting the borough.</p>	<ul style="list-style-type: none"> <li>• Regulating and supporting the success of the local food economy to provide employment and business opportunities and safe and healthy food</li> </ul>

Haringey is home to over 254,000 people in an area of North London that is 11.5 square miles and bordering 6 other London Boroughs. The borough is separated into 19 wards with 3 local ward Councillors in each:

Haringey is predominantly residential in character with some industry in the east of the Borough. It is home to a diverse population; almost half of our residents are from the diverse community, with an estimated 200 languages spoken within the Borough, which pose a challenge for food safety enforcement.

The Borough has three significant land sites, Finsbury Park and Alexandra Palace both of which cater for large events attracting people from across the country including large Pop Music Events, Firework Displays etc. Tottenham Hotspur Football Club is also located within Haringey and is currently regenerating its current stadium and surrounding sites to create a 56,000+ seat stadium, a new residential and shopping area, as well as public space.

Haringey has approximately 10,000 active businesses with over 2200 registered food businesses. These businesses contribute to a substantial night time economy and range in size from a majority of small catering outlets, home caterers, local and regional retailers and larger wholesale, meat cutting and manufacturing premises

The majority of businesses are concentrated in the main thoroughfares of Tottenham High Road, Seven Sisters Road, Green Lanes, Wood Green High Road (including Wood Green Shopping City), Crouch End and Muswell Hill. In addition, Haringey has 17 industrial Estates and 3 retail parks.

#### **4. ORGANISATIONAL STRUCTURE**

The food and feed safety function is delivered by the Commercial Environmental Health and Trading Standards Team (CEH&TS) which is part of the Regulatory Service.

This is under the remit of the Chief Operating Officer and within the Environment and Neighbourhoods Business Unit. (The team is also responsible for regulating Consumer Protection, Health and Safety, Infectious Disease, Animal Welfare, Smoke Free, Trading Standards, Public Health, Air Quality and Contaminated Land legislation.

The CEH&TS Team is led by 1 FTE Manager (job share) who is responsible for the yearly planning of the activities and the management of Food Safety, Health and Safety, Trading Standards, Pollution and associated work streams., and a Lead Officer who provides the specialist support for delivering the food safety function.

**Specialist support services are provided by the following:**

Food Examiners at Public Health England (PHE) Colindale:

Food, Water & Environment Microbiology Unit  
Central Public Health Laboratories,  
61 Colindale Avenue  
London  
NW9 5EQ  
Accreditation: UKAS No: 4063

Nominated Public Analysts and Agricultural Analysts at:

Eurofins Scientific  
445 New Cross Road,  
LONDON  
SE14 6TA

Authorised Officer (under the Public Health [Control of Diseases] Act 1984) at:

PHE London- North East and North Central London Health Protection Team

Ground Floor, South Wing  
Fleetbank House  
2-6 Salisbury Square  
London  
EC4Y8JX

## 5. SCOPE OF THE SERVICE

- Planned risk based interventions (inspections) at food and feed businesses to ensure compliance with Food and Feed regulations.
- Risk based investigation of service requests relating to contraventions of food and feed regulations.
- Risk based investigation, prevention and control of outbreaks and incidences of food borne diseases.
- Undertake hard-hitting enforcement action where there is a serious risk to health.
- Sampling and analysis of foodstuffs to check compliance with safety, compositional, and labelling standards;
- Maintain a database of food and feed businesses in Haringey in order to produce a public register of premises rated by inspection category with historic details of previous interventions undertaken within those premises.
- Risk based interventions and enforcement at large scale community events such as 'Wireless' festival.
- Provide a chargeable service for local food businesses of advice and guidance to comply with their legal responsibilities;
- Respond to Food Alerts (issued by the Food Standards Agency) as they relate to the local food trade.
- Training of food handlers in safe food handling practices or sign posting to suitable training courses.
- Issue of food export (Health) Certificates.
- Promote health and food safety initiatives.
- Ensure that staff maintain professional competence in authorised activities.

- Tackle the sale of illegal foods in the borough.
- Monitor the composition and labelling of foods to ensure they comply with food safety legislation.
- Respond to intelligence relating to food fraud and take appropriate action.

**The Food Safety Officers also provide the following additional functions;**

- Flexible resource to support Commercial and Operations functions as needed – officers may be deployed to other functions of the team if required (e.g. HSW, animal health, smoke free enforcement, pollution, public health – including drainage and the wider commercial and operations remit)
- Advice, guidance and enforcement (hazard spotting) in local food businesses to support compliance with health and safety, smoke free and other regulatory responsibilities. – make every inspection count;
- Investigation of reportable accidents and dangerous occurrences
- Responsible Authority for Licensable activities - provision of information to the Licensing Team to enable the processing of Licence applications.
- Consultee for planning applications – provision of information to the Planning Team to enable processing of Planning Applications
- Supporting student Environmental Health Officers in gaining practical experience for the ELP, PPP and professional qualification.

## 6. DEMANDS ON THE FOOD AND FEED SERVICE

### Premises profile

There are currently 2122 registered food and feed businesses in Haringey. Many of these businesses frequently change ownership (although the total number is expected to remain the same or increase slightly) identifying these changes in ownership is an ongoing challenge. Food businesses can be split into the following categories:

<b>CATEGORIES</b>	<b>TOTAL NUMBER</b>
Food Manufacturers/Packer	78 including 15 premises subject to approval
Food Importers/Exporters	22
Food Distributors	42
Food Retailers	615
Restaurants and other Caterers	1365
<b>Total Number of Food and Feed Businesses</b>	<b>2122</b>

- The Borough is characterised by its restaurants and other caterers. In addition, as the population diversifies and the number of retail food businesses increase, the amount of imported food coming into the borough is also increasing.
- The cultural diversity and language variations of food business operators in Haringey enriches the local community but provides additional communication challenges when driving forward food safety regulatory compliance.



## Service Demands

The following points outline some of the demands to the service which need to be considered when planning work programmes:

- In addition to Haringey registered food businesses, there are many food traders who operate at markets, festivals and community events within the Borough that may be registered with other Councils. Whilst not part of the statutory inspection plan, these are businesses which require input from the team to ensure regulatory compliance.
- Freedom of Information Act – information requests continue to increase, are often time consuming to collate and require a time sensitive response.
- Maintenance of Food Hygiene Rating Scheme –demands additional unplanned visits, revisits, appeals, monthly verification checks etc
- Many food businesses operate outside conventional office hours. Where possible the team works flexibly to meet its objectives.

## Service Points

The Commercial Environmental Health Service can be contacted in the following ways;

- **e mail** [frontline@haringey.gov.uk](mailto:frontline@haringey.gov.uk)
- **via the council's website:** <http://www.haringey.gov.uk/foodhealthsafety>
- **telephone** 020 8489 1335 (Customer Service) between the hours 9.00am and 5.00pm, Monday to Friday.
- **in person**, By appointment only at River Park House High road wood green London N22 8HQ between the hours of 9.00am and 5.00pm, Monday to Friday,



- **letter** at Frontline, First Floor, River Park House High road wood green London N22 8HQ
- **In an emergency, outside of the hours** given above by telephoning the Council's emergency telephone number: 020 8489 0000

## **7. ENFORCEMENT POLICY**

The Food Safety Service is bound by the Service Enforcement Policy (currently under review) which embraces the principals of the Regulators' Code, pays regard to the Crown Prosecution Guidelines and human rights issues. The policy directs food officers in enforcement to ensure consistency, openness and proportionate actions to the risk involved.

Authorised food safety officers will carry out proportionate enforcement in line with the Food Law Code of Practice and the Council's Enforcement Policy. Enforcement may involve one or more of the following actions:

- Formal written warning
- Enforcement Notices
- Emergency Prohibition
- Prohibition
- Seizure and Detention of Foods
- Simple Cautions
- Prosecutions

## 8. SERVICE DELIVERY

The following outlines Haringey's Policy for delivering our 2018-19 Work Plan.

- See appendix A for the full Food Safety Interventions Plan
- Risk based food and feed safety interventions including inspections will be carried out in compliance with The Food Safety Act 1990, Food Hygiene (England) regulations 2006 and the Food and Feed Law Codes of Practice and Practice Guidance 2017 and according to the following principles.
- Higher risk interventions will take precedence over lower risk interventions
- Priority is given to the higher risk food hygiene inspection programme. All A, B, C and high risk (catering) D businesses will receive an appropriate official control.
- Low risk D rated premises will alternate between an official controls and other interventions
- Other Food/Feed interventions due within year will where practical be carried out alongside food hygiene interventions
- E rated businesses will be subject to an Alternative Enforcement Strategy and asked to complete a monitoring questionnaire which will be filed with their premises records. A maximum of 10% of these will receive a further intervention.
- Where an imminent risk of injury to health is identified or where formal enforcement is required, this will take priority over all other work. This may impact on the delivery of the pro-active inspection programme.
- Newly Registered Businesses are logged as non-compliant until inspected and risk rated. These will be inspected in addition to the proactive Inspection Program. Haringey has a high turnover of businesses resulting in high number of new food business registrations. Newly registered business will be prioritised according to evident risks and it may not be possible to complete these within the required 28 days of the business registering.

- Additional interventions – verification, monitoring and surveillance visits will be carried out in line with the Food Law Code of Practice in non-compliant high risk businesses in order to achieve compliance. This may impact on the delivery of the pro-active inspection programme.
- All officers authorised to undertake food and feed safety work meet the qualification and experience requirements as detailed in the Food Law Code of Practice (England) 2017.
- Whilst financial pressures in the council in 2018 continue to be a challenge, we will continue to utilise the staff flexibly to ensure public safety is maintained by prioritising high risk interventions and reactive work over lower risk issues.

#### Interventions Planned 2018-19

Food Hygiene Risk Category	Number of Interventions Planned	Food Standards Risk Category	Number of Interventions planned
A	6 (3 businesses)	A	7
B	55	B	112 During FH inspection If due within year
C	205	C	200 During FH inspection If due within year
D	282		
E*	163		
Outstanding From Previous Year	2 x D		
Unrated ** throughout year	230 (including 146 outstanding from previous year)		230
Feed Inspections	8		
<b>TOTAL*</b>	<b>951</b>	<b>TOTAL</b>	<b>549</b>

## Breakdown of Food Hygiene Rating Vs Risk Rating –

FH rating	Risk rating					(blank)	Grand Total
	A	B	C	D	E		
				1	44		45
0	2		1				3
1	1	22	9	4			38
2		3	15	12	3		33
3	0	9	54	22			85
4	1	8	65	48	98		220
5		15	54	278	302		649
<b>Grand Total</b>	<b>5</b>	<b>57</b>	<b>188</b>	<b>365</b>	<b>447</b>		<b>1073</b>

The above table shows that the majority of premises with a poor food hygiene rating i.e. 0 – 2 are within the risk categories A – C. The commercial EH team will prioritise resources on these premises.

### Feed Inspections

These will be carried out by via the Association of London Environmental Health Managers (ALEHM) funded project in partnership with London trading Standards (LTS). Haringey will provide a list of risk based inspections to ALEHM. These inspections will be delivered by an authorised feed officer.

### Impact of other Advice and Guidance

In addition to the statutory food and feed inspection program, the Commercial Environmental Health Team also carries out other supporting work to drive up regulatory compliance in commercial premises throughout the borough. These activities are prioritised and carried out alongside our core food safety work. There are occasions where local priorities in high risk areas may impact on the statutory inspection plan.

- National Food Hygiene Rating Scheme - We aim to maintain the percentage of premises with Hygiene Rating of 3,

4 and 5 at a minimum 94% and where possible increase compliance to 95%. This will be achieved by focussing resources on the non-compliant businesses via the inspection program and maintaining a strict enforcement regime in line with the Service Enforcement Policy. The level of enforcement and additional interventions required may impact on the proactive inspection programme.

- Non-compliant premises will receive additional interventions in line with the codes of practice to ensure that higher risk matters are resolved
- Healthier Catering Commitment - we will continue to expand and support the scheme via our Public health funded project.
- Smoke-free Enforcement - We will continue to contribute to the regulation and enforcement of this work .
- Partnership working - take part in joined-up work / operations between services to contribute to the wider regulatory agenda.
- Community Events – contribute to the regulation of large scale community events e.g. Wireless festival
- Waste management - continue to ensure food businesses have appropriate systems in place dispose of the waste they generate.
- We will work to develop our web pages to assist service users in utilising on line information sources.
- Health & Safety – high risk issues will be considered during the inspection where there is a concern about compliance.

## **Alternative Enforcement Strategy for Low Risk Premises**

Premises which pose little or no risk to the Food Safety/standards (E Risk)) are not subject to Official Controls. These premises will initially be contacted by letter and provided with relevant information. They will be asked to confirm that the details we hold about the business are correct. 10% of low risk businesses will be inspected if we receive no response, or their risk appears to have increased

Primary inspections of such businesses will be triggered by criteria other than the planned inspection programme. These criteria include:

- Applications for registration;
- Consumer complaints;
- Changes in management;
- Food alerts from the FSA;
- Significant changes in activities.

## **Premises outside of the Inspection Programme**

There are a 60 food premises on the database that do not require an inspection. These include approved premises which are inspected by the Food Standards Agency, some businesses that handle no goods at all and so there is no premises or information to inspect.

We will review the list of premises outside of the programme to ensure it is accurate and appropriate.

## **9. FOOD COMPLAINTS**

All service requests (including complaints about food and food businesses) are recorded by the council's Call Centre. The requests for service are allocated by the Lead Officer to the officers for action. Our Service standards are published here: [https://www.haringey.gov.uk/sites/haringeygovuk/files/food\\_health\\_and\\_safety\\_service\\_standards\\_2017-18.pdf](https://www.haringey.gov.uk/sites/haringeygovuk/files/food_health_and_safety_service_standards_2017-18.pdf)

We expect to receive in the region of 1000 service requests of all types concerning food and food premises. We will continue to revise customer service scripts and web pages in order to reduce the number of service requests and complaints by improving our information for service users.

## **10. PRIMARY/ HOME AUTHORITY**

The Service recognises the value of the Primary/Home Authority Principle in securing and improving food hygiene and food standards practices. The principle is that the local authority provides guidance to the companies and acts as a central point for other local authorities.

Advice is regularly exchanged with Primary/Home, Originating (where a food is manufactured) and Enforcing (where an offence takes place) Authorities. The Authority has no formal Home or Primary Authority partnerships with local businesses, but continuously acts in an informal capacity with manufacturers in the borough with whom we have no formal agreement.

## **11. ADVICE AND CONTACT WITH BUSINESSES**

The Commercial Environmental Health Team support local food businesses by assisting them to comply with the law and to encouraging best practice. This is achieved via the following:

- Advice given during inspections
- Advice given during other interventions at business premises –
- Responding to service requests and enquiries over 1000 expected in 2017-18
  
- Improving business support via the Haringey website and moving towards e-government targets
  
- Publication and presentation of information in media
  
- Food Hygiene Training Courses – a minimum of 4 per year
  
- Attendance at business forums and events –where resources available

## **12. FOOD and FEED SAMPLING**

The Borough's Food and Feed Sampling Programme (Appendix 2) aims to achieve a sampling strategy that enables consumers to be confident in the quality and safety of the food available in Haringey. It also aims to incorporate issues of national and international concern.

Food sampling is carried out in a programmed way, in response to complaints and also during or following programmed inspections.

Sampling is coordinated within the North West Sector Food Sampling sub-group in partnership with the Food Standards Agency, the Food examiner from the Health Protection Agency and Eurofins (appointed Public Analysts). A Budget of £2,500 is allocated to this function. This will cover the costs of procurement and analysis.



### 13. INFECTIOUS DISEASES

The Service investigates and seeks to control incidents of food borne disease and cases of Tuberculosis where there is a potential for further spread of the disease

All formal and informal notifications are recorded on the database. We can expect 200-300 notifications in 2017-18

Information and questionnaires are sent to patients/cases by the business support team.

Cases are allocated to members of CEH where further investigation or action is required to control the spread of disease.

A memorandum of understanding has been produced and agreed with Public Health (England) and follows the principles established in a countywide procedural document. This memorandum requires the provision of 24-hour cover for outbreak investigation and this is tested on a yearly basis. Currently Haringey has a 24-hour emergency duty environmental health practitioner system in place.

Investigations can be contained within the existing resource allocation. However, in the case of a major food poisoning outbreak, resources will need to be diverted away from the food hygiene inspection programme and elsewhere within the Regulatory Service, to support the investigation and action required.

### 14. FOOD and FEED SAFETY INCIDENTS

Food and Feed Alerts received from the Food Standards Agency are given an appropriate response (As detailed in Food Law Code of Practice). Any relevant food safety incidents identified within the Borough are notified to the FSA. It is expected that the service will receive 100-200 notifications per year requiring different levels of response. The majority are providing information; some are **alerts for action** and will require immediate action from the team.

## **15. IMPORTED FOOD**

Imported foods are considered during all food safety interventions. Haringey has a diverse population who demand foods from all over the world. Imported food control is considered a high priority

The team deal with the regulation and enforcement of imported foods in partnership with the FSA and other local authorities through inspection, sampling and reactive work. In addition, area based initiatives will be utilised where possible to provide a platform for effective enforcement. During these initiatives, it is proposed that the team engage with operators of food businesses and provide an educative approach where appropriate

## **16. LIAISON WITH OTHER ORGANISATIONS**

We work closely with the following organisations to aid consistency and provide a joined up service:

- Association of Local Authority Environmental Health Managers (ALEHM) via Head of Service
- Participation at the North West London Food Liaison Group (NWLFLG);
- Attendance at Food Standards Agency (FSA) update seminars;
- London Food Co-ordinating Group via LFCG;
- London Approvals Group
- Local Government Association (LGA – formerly LACORS );
- DEFRA.
- Health and Safety Executive
- London Food Study Group

- London Trading Standards
- Voluntary Sector and Consumer Organisations (North London Business Link)
- OFSTED
- Haringey Primary Care Trust & Public Health England (Environmental Forum for ID work);
- Joint initiatives with other Haringey Services such Trading Standards and Licensing, Waste Management, Planning;
- Port Health Authorities

## **17. PROMOTION**

The Service promotes awareness within the food and feed trade and the local population via a targeted education/information program:

- FSA Food Hygiene Rating Scheme (See Appendix 3)
- Internal Food Hygiene Courses – minimum 4 per year
- Local and National media including Council magazines
- Advisory leaflets available in English and other local community languages;
- Talks and presentations in local community centres; schools; fairs; government organisations; and other organisations.
- Promotion via the council's website

- Participation in the **FSA** 'National Food Safety Week';
- Additional advice is provided for consumers around seasonal food safety matters e.g. Christmas Cooking and barbeques.
- Action following Food Alerts and Food Incidents – e.g. mail shots, visits, local press release.
- Area based operations – focussed activities

**18. RESOURCES – Commercial Environmental Health**

<b>BUDGET - FOOD SAFETY</b>	<b>2018-19 £</b>
Staffing (inc on-costs for pension, NI contributions etc )	£254658.84
Transport (car allowances & public transport)	£5596.80
Supplies and Services	£565.33
Support Corporate Services (80%)	£122835.62
Sampling	£5,000
<b>Total Budget</b>	<b>£388656.59</b>

## 19. STAFFING ALLOCATION

The staffing resource detailed below includes all Enforcement Officers/Management in the Commercial Environmental Health Team who are authorised officers.

Level of Food Law Enforcement	No. of Staff and % of time spent on food safety work	
1 x EHO Full range of Food Safety Authorisation -NK	0.8 FTE	90%
1 X SEO Not authorised to seize/detain foods BJ-	1 FTE	90%
1 X SEHO Full range of authorisation AK	1 FTE	90%
1 X SEHO Full range of authorisation CD	1 FTE	90%
1 X LO Full Range of Authorisation CO	1 FTE	75%
1 X FEED OFFICER – VIA ALEHM*	0.02FTE*	100%
1 x S/EHO Full Range of authorisation Vacant	0.5 FTE	90%
1 X Manager Full Range of Authorisation	1 FTE (job share)	35%
1 X Regulatory Services Manager – Strategic Functions – Powers of Entry	1 FTE	10%
<b>Total Resource</b>	<b>5.2</b>	

\*funded by the Association of London Environmental Health Manager (ALEHM)

## 20. STAFF DEVELOPMENT PLAN

- Staff are supported by a system of performance appraisal ('my conversation') and regular one to one meetings, team and directorate briefings, staff events, staff forums, Intranet, on-line training and the innovation network. .
- Staff will complete the FSA competencies matrix.
- Authorisations will be reviewed

- The appraisal process aims to support and develop staff to continuously improve and build a work force that is fit for purpose.
- The appraisal identifies agreed objectives and any areas for development to ensure that objectives can be met. Regular one to ones monitors the progress of staff in achieving performance and development objectives.
- CPD is a standing item on officers' development plans.
- Performance is reported to senior management team monthly and areas of underperformance are addressed.

## **21. QUALITY ASSESSMENT**

The following monitoring arrangements are in place to assess the quality of food enforcement work and ensure expected standards are maintained:

- Daily support provided by Team Manager and Senior officers
- Allocation of premises requiring inspection according to risk from the M3 programme;
- Documentation Audits;
- Team Manager to review and approve recommendations for legal proceedings;
- Lead Officer/Team Manager to review and approve service of notices
- Use of inspection checklist/proformas for inspections and standard phrases form Schedules of Contraventions;
- Ongoing appraisals and regular one to one meetings.
- Procedures for investigating feedback complaints against the Service
- Inspection and performance targets reported monthly, reviewed at monthly 1-to-1 meetings, performance appraisals and Service Management Team Meetings.
- Continuation of Officer professional training and development through my conversation/appraisal;
- Team meetings and briefings to discuss matters of professional and technical interest.



## 22. REVIEW

### Food Safety Service Plan Review 17-18

<b>REVIEW 2017-18</b>	
<b>Objective</b>	<b>Achieved</b>
To undertake a risk-based programme of interventions of food and feed premises in accordance with Food Standards Agency Food Law Code of Practice and Practice Guide.	<p>Completed 893 food safety inspections due in 2017-18 100% of high Risk Inspections completed).</p> <ul style="list-style-type: none"> <li>• Completed 100% 540 food standards inspections.</li> <li>• Completed Feed Inspections</li> </ul>
To register food and feed businesses in accordance with the Food Premises (Registration) Regulations 1991 as amended.	<ul style="list-style-type: none"> <li>• Registered 293 new businesses and 29 updates to current businesses</li> <li>Completed 230 new business inspections (exceeded target of 109 inspections)</li> </ul>
To provide a risk-based response to all notifications of food related illness or suspected illness in order to minimise the effects on the community.	<ul style="list-style-type: none"> <li>• Received 257 notifications of infectious diseases, of which 239 were food poisoning related illnesses</li> <li>• 14 required no further action</li> <li>• 170 were sent questionnaires and information</li> <li>• 8 cases required further investigation and action in liaison with the HPA</li> </ul>
To carry out food sampling in accordance with nationally and locally set programmes.	<ul style="list-style-type: none"> <li>• Submitted samples for examination or analysis</li> <li>• Contributed to PHE studies and and FSA National Food Sampling programme</li> <li>• unsatisfactory results requiring further investigation and action:</li> </ul>
To provide information, advice	<ul style="list-style-type: none"> <li>• Provision of LAEMS data published by FSA</li> </ul>



and education on food and feed safety and standards issues to the business and residential community.	<ul style="list-style-type: none"> <li>• Provision of FHR data available on FHR website</li> <li>• Provision of LA web pages and links</li> </ul>
To respond in line with service priorities to complaints and service requests concerning food and feed safety and standards.	<ul style="list-style-type: none"> <li>• 1058 Complaints and service requests about food safety and standards investigated</li> <li>• 9 formal food complaints</li> </ul>
To provide formal training opportunities for food handlers working in Haringey and participate in National Food Safety Week.	<ul style="list-style-type: none"> <li>• 4 training courses held</li> <li>• 55 participants trained</li> <li>• 97 % pass rate</li> <li>• The pass rate has increased from last year.</li> <li>• Excellent feedback from participants</li> <li>• Participation in Food Safety week – publishing tweets, press releases</li> </ul>
Initiate and Respond to Food and Feed Alerts	<ul style="list-style-type: none"> <li>• 21 FSA Food alerts for action responded</li> </ul>
Increase the number of premises with a Food Hygiene Rating of 3 ( Satisfactory) and above to 94% through targeted inspections, reactive work, advice and guidance, education and training and appropriate enforcement;	<ul style="list-style-type: none"> <li>• Food hygiene Rating and LAEMS data demonstrates that the number of compliant businesses (FHR 3 or above) rose 94.2%</li> <li>• 281 other food safety interventions completed</li> </ul>
To tackle illegal importation of foods into the borough and to monitor the composition and labelling of imported foods through sampling	<p>Assistance to FSA and Port Health Authorities following information about poor sampling results</p> <ul style="list-style-type: none"> <li>• Imported foods considered during food hygiene and food standards interventions</li> </ul>

<p>To provide clear accessible information about compliance with food safety legislation (Nation Food Hygiene Rating Scheme)</p>	<ul style="list-style-type: none"> <li>• National Food Hygiene Rating Scheme</li> <li>• Consumers able to access online information detailing compliance in all catering businesses</li> <li>• Links to Food Hygiene Rating website via Haringey web pages</li> </ul>
<p>To continue to assist in the delivery of the Health &amp; Wellbeing Strategy (2015-18) In particular to promoting the Health Catering Commitment scheme in catering establishments in the most deprived areas of the borough in order to reduce childhood obesity and reduce cardiovascular disease.</p>	<ul style="list-style-type: none"> <li>• A total of 125 businesses have signed up to the HCC scheme</li> <li>• 6 businesses have renewed their sign up in 2017-18</li> <li>• The scheme is well received within most of the premises targeted</li> </ul>

## **Key Areas of Achievement 2017-18**

The number of Broadly Complaint Businesses continues to increase and has risen from 87% in 2014-15 to 94.2% in 2017-18. This has been achieved through inspection, business engagement and enforcement where necessary.

- Completed 100% of planned high risk inspections (A-C risk).
- Successful resource planning and management to achieve key targets
- Inspected 230 new businesses –exceeded target
- Increased the number of food business signed up to the Healthier Catering Commitment from 75 in 15-16 to 125 in 17-18.
- Continued to take robust action against businesses where serious non compliance was identified. 44 Formal Notices, 7 simple cautions and over 500 written warning letters,
- 2 businesses required emergency prohibition and were temporarily closed down to protect the public.
- 1 Business had its product approval status revoked
- 2 Businesses voluntarily surrendered food products which posed a serious risk to the public.
- Worked in partnership with the police and FSA Wales to seize a consignment of illegally slaughtered ewes destined for North London Asian/African Community

## **Challenges in 2017-18**

The cultural and business profile in Haringey continues to make the demands made on the Food Safety Team somewhat unpredictable. A great deal of resource is required to keep track and secure improvements in food businesses. This is largely due to the condition of the some of the building stock, economic challenges within the community, the diverse community and high percentage of food business that change in ownership. New businesses are automatically

considered as non compliant until they are inspected. This increases the number 'non compliant' businesses recorded on the database. It is not unusual for a business to change hands 2-3 times in year

The CEH team has been set up to provide a cost effective, flexible resource to deliver a range of EH functions whilst supporting other regulatory services. This means that resources have sometimes been stretched to be deployed to cover other high risk/high priority areas of work – i.e. food safety officers may be called on to support health and safety, animal welfare, pollution, public health matters.

### **23. VARIATION FROM THE SERVICE PLAN 2017-18**

The service plan objectives were met

### **24. AREAS FOR IMPROVEMENT 2018-19**

- Continue to raise compliance levels and maintain the number of premises with a Food Hygiene rating of 3 4 and 5 at 94% or above
- Continue to raise compliance levels by focussing on robust enforcement in line with enforcement policy
- Continue to develop smarter working techniques to improve on efficiency and value for money.

25. Appendix 1 – Food Intervention Plan 2018-19

Commercial Environmental Health	Achieved 2017-18	O/S from Previous @ 1st April 2018	Proposed Target 2018-19	Comments
<b>PROACTIVE INSPECTIONS</b>				
<b>Food Hygiene Inspections (FHI's)</b>				
Target FHI's (Category A's - D's)	627	2	548	6 x A 55 x B 205 x C 282 x D
<b>New/Unrated Food Premises</b>				
New/Unrated FHI's	230	146	200	This figure may increase over the year due to new registrations
<b>Alternative Enforcement Strategy (AES)</b>				
Target Food Hygiene E risk AES	326	0	163	Send questionnaires – inspect min 10%
Target E risk Inspections			16	Inspect 10% of E risk – following questionnaire return or other intel
<b>Food Standards Inspections (FSI's)</b>				
Target FSI's - Cat A	7	0	7	
Target FSI's - Cat B*	114	84	112	If due within year at time of Food hygiene Inspection

Target FSI's – Cat C	218	132	200	If due within year at time of Food hygiene Inspection
<b>Animal Feed Inspections</b>				
Target Animal Feed Inspections	8	0	8	
<b>Enforcement Activity</b>				
Prosecution (Conviction)	0		N/A	In line with enforcement policy
Simple Cautions Issued	7			In line with enforcement policy
Formal Written Warnings	500		500	Formal warning written to address any non-compliances found during interventions
No of FB with a FHR of 3 (Satisfactory) or above.	94.2%	N/A	94%	Aim to improve levels of compliance
<b>Reactive Activity</b>				
Complaints/Service Requests - Received			1000	Prioritised for action based on risk. Where appropriate deferred until next inspection. Aim for consumers to self-help where practical.

26. Appendix 2 – Sampling Plan – awaiting publication

27. Distribution of Food hygiene Ratings 2017-18

