



Environmental Services Section

Food Service Plan 2018-2019

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1. Introduction

1.1 The Council is required to prepare an annual food service plan in line with the Food Standards Agency's (FSA) Framework Agreement on Food Law Enforcement, which sets out how such plans should be structured and what they should contain. This Service Plan sets out the measures the Council will implement to safeguard food and drink which is produced, prepared or sold within the district.

1.2 Eden District Council's Food Service is delivered by the Food, Health and Safety Team in the Council's Environmental Services Section. This Service Plan covers the functions carried out by authorised officers of Eden's Food, Health and safety Team under the provisions of the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and relevant regulations made under the European Communities Act 1972.

2. Service Aims and Objectives

2.1 Aims

The key aim of the food service is to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within the district is without risk to the health and safety of the consumer.

In delivering the service, the Food, Health and Safety Team aims to:

- protect public health;
- enhance food safety;
- deliver services in a professional, competent and courteous manner;
- abide by the principles of the Government's Better Regulation Agenda and the Regulators Code;
- provide clear information, guidance and advice to help business operators to meet their responsibilities;
- Provide an effective, impartial and consistent approach to the interpretation and implementation of food safety legislation and the provision of advice.

2.2 Objectives

The key objective of the food service is to promote and maintain good standards of food hygiene and safety. The Food, Health and Safety Team will achieve this by:

- carrying out a programme of food hygiene interventions in accordance with frequencies set out in the Food Law Code of Practice (England) issued by the Food Standards Agency;
- continuing to implement the Food Hygiene Rating Scheme (FHRS), this allows the general public to find out more about the districts food establishments and enables them to make a more informed choice;
- taking appropriate enforcement action in accordance with the Council's Food Safety Enforcement Policy;

- providing advice to businesses and the public on food safety matters;
- responding to requests for service and complaints about food and food premises;
- responding to cases of food borne infectious disease and where appropriate, advising upon appropriate precautionary and control measures;
- sampling and arranging for the microbiological testing of a range of foods produced and/or sold in the district, including imported food;
- continually developing and improving the service to meet the needs of customers, statutory requirements and to achieve best practice, and
- ensuring all staff involved in food safety are qualified and competent, meet the standards set out in the Food Law Code of Practice and have adequate equipment and other resources to enable them to undertake their work.

2.3 Links to Corporate Objectives and Plans

2.3.1 Overall Vision

The Council's overall vision as set out in the Council Plan 2015-2019, is that:

“Communities, residents and businesses thrive and prosper throughout Eden's rich environment”

In implementing this vision, the Council will focus on meeting its four priorities:

- Decent Homes for All
- Strong Economy, Rich Environment
- Thriving Communities
- Quality Council

The Council Plan contains broad overarching strategic priorities and actions which are also reflected in Portfolio Plans. The Portfolio Plans contain more specific actions, targets and measures of performance, all aimed at delivering the priorities of the Council Plan.

2.3.2 Priority Objectives and Strategic Actions:

The Food Service Plan supports and contributes to the Council Plan, the Portfolio Plans and the Service Plan for Environmental Services. It links to the following Council Plan priority objectives and strategic actions:

- Quality Council
 - Continue to provide efficient and cost effective statutory and discretionary services.
 - Deliver consistently high quality statutory services.
 - Ensure staff are enabled and trained so that services provided meet quality standards and customer expectations.
- Thriving Communities

- Continue to inspect food premises to ensure they maintain hygiene standards.
- The service also has a role to play in contributing to this priority through the work that is done to deliver and promote healthy living, for example supporting projects that promote healthy eating and exercise.

2.4 Links to Other Strategies

2.4.1 Food Standard Agency's Strategy to 2015-2020

This strategy explains how the FSA works with Government, businesses and enforcement delivery partners to ensure food safety and standards are applied and enforced consistently throughout the UK, and that national and local priorities and circumstances are reflected in the FSA's work.

The outcomes the FSA aims to deliver are set out below and are reflected in the service provided by the Council's Food, Health and Safety Team:

- food is safe to eat;
- food is what it says it is;
- consumers can make informed choices about what to eat;
- consumers have access to an affordable healthy diet, now and in the future.

2.4.2 Better Regulation Agenda

The Council is committed to meeting the principles of the Better Regulation Agenda. This is reflected in the service aims objectives set out at 2.1 and 2.2 of this service plan.

In 2011, the Government introduced the Red Tape Challenge, the aim being to reduce the regulatory burden on businesses by reducing the number of statutory rules and regulations in force. Other initiatives include making guidance more user-friendly and accessible and making it clearer when provision of food is not covered by food hygiene legislation.

In March 2017, a new Food Law Code of Practice was issued which included changes to help improve the consistency of approach taken by local authority enforcement officers by updating and clarifying the text used to describe the level of risk and to reduce the inspection burden on lower risk establishments.

2.4.3 Regulators Code

The Regulators' Code is a statutory Code of Practice that came into force in April 2014 and replaced the Regulators' Compliance Code. The Code aims to clarify what is required of regulators and to provide a framework for how regulators should interact with those they are regulating. The Code requires that:

- Regulators should carry out their activities in a way that supports those they regulate to comply and grow;
- Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views;
- Regulators should base their regulatory activities on risk;

- Regulators should share information about compliance and risk;
- Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply;
- Regulators should ensure their approach to their regulatory activities is transparent.

The Council has regard to the code when setting standards, issuing guidance and in all aspects of the food safety service delivery.

It is recognised that most individuals, businesses and other groups want to comply with the law. The aim therefore, is to deliver an enforcement service in an enabling and supportive style, helping businesses meet their legal duty without unnecessary expense. However, formal action will be taken where appropriate.

3. Background

3.1 Profile of the Authority

Eden District Council is the largest area (at 830 square miles) of any district council in England and with 52,564 residents (census 2011); it has the lowest population density. The District has four main centres of population; Penrith, Alston, Appleby and Kirkby Stephen. Penrith is the largest town, with a population of around 15,000.

Despite the sparse population and lack of a large urban centre, the District has a variety of large food manufacturing businesses and many smaller specialty food producers. The District has an excellent communications network and is a very popular venue with tourists. Penrith is at the gateway to the Lake District and about one-eighth of Eden lies within the Yorkshire Dales National Park Authority, one-fifth lies within the Lake District National Park and almost a quarter lies within the North Pennines Areas of Outstanding National Beauty.

Not surprisingly, the District has a large number of hotels, public houses, guest houses, cafes and visitor attractions to cater for the tourist trade. The largest visitor complex is the Center Parcs holiday village, which attracts around 1.2 million visitors annually, with approximately 4,800 residing there at any one time.

3.2 Organisational Structure

The food service is delivered by the Food, Health and Safety Team located within the Environmental Services Section of the Communities Department as set out in Appendix 1 attached. The Principal Environmental Health Officer (Food, Health and Safety) is responsible for the day-to-day supervision of the Team and has specialist lead responsibility for the food hygiene function.

The Portfolio Holder for environmental health services is the Services Portfolio Holder. Decisions may also be referred to the Executive and Council. The Council's Political Management Structure is illustrated at Appendix 2 attached.

3.3 Scope of the Food Service

The food service provided by the Council does not include food standards or animal feed businesses and activities, including farms, these services are delivered by the Trading Standards Department of Cumbria County Council.

The Council's Food, Health and Safety Team are responsible for undertaking the following work activities associated with the food safety service:

- food hygiene inspections and other interventions at fixed premises eg pubs, hotels, retail outlets and food manufacturers;
- food hygiene inspections and interventions at mobile premises and stalls, including those located at markets, shows and events, including Appleby Fair;
- the investigation of food complaints and food premises complaints;
- the investigation of food poisoning cases and outbreaks, including viral outbreaks;
- the provision of information, guidance and advice to local food businesses and the public;
- food safety promotional activities, including participation in National Food Safety Week, providing advice at business seminars etc.;
- registering food businesses;
- undertaking an annual programme of food sampling;
- operating inland imported food control at retail and catering establishments;
- the approval of food premises manufacturing certain products covered by Regulation (EC) 853/2004 eg dairies and meat products manufacturers;
- responding to requests from other local authorities in relation to complaints about food purchased in their area but manufactured in Eden District;
- responding to Food Standards Agency food alerts;
- consultation responses on planning applications (from Eden District Council and the Lake District and Yorkshire Dales National Parks Authorities);
- consultation responses on building control applications, and
- The Team is also responsible for some non-food services and these may in circumstances where it is appropriate, be delivered alongside the food service.

Other services delivered by the Team include:

- health and safety inspections and other interventions;
- the investigation of accidents at work in premises where the Council has responsibility for health and safety enforcement;
- the investigation of complaints about workplaces;
- the inspection and licensing of caravan sites;
- inspection and licensing associated with animal welfare, eg sale of pets, animal boarding and breeding establishments, exhibiting and performing

animals, zoos, riding establishments and dangerous wild animal establishments;

- arranging and overseeing the provision of temporary stopping places for use by Gypsies and Travellers attending Appleby Fair and working jointly with other members of the Multi Agency Strategic Co-ordinating group (MASCg) to deliver the Appleby Fair Improvement Plan;
- statutory consultees for public safety under the Licensing Act 2003 in relation to premises licence applications;
- Enforcement of smoke free legislation.

3.4 Access to the Service

The Food, Health and Safety Team are located at Mansion House, Penrith. Service users may contact officers on site or by leaving a message in the following ways:

- In person: at Mansion House reception between 8.45am to 5.15pm Monday to Thursday; 8.45am to 4.45pm Friday
- By telephone: (01768) 817817 between 8.45am to 5.15pm Monday to Thursday; 8.45am to 4.45pm Friday
- by email: env.health@eden.gov.uk;

An out of hour's emergency telephone call service exists: (01768) 817817. Depending on the urgency of the matter, an appropriate officer may be called or, the matter may be referred to an officer the next working day.

When officers are out of the office, a message will be taken and calls will be returned as soon as possible.

3.5 Service Users and Stakeholders

The food service is a statutory service and potentially can interact with all parts of the community. We seek to provide a service that benefits all businesses and organisation and all individuals that reside, visit or work in the District. The main customers therefore, are businesses and the public. However, there exists a wide range of stakeholders who may affect or be affected by the service:

Operational Stakeholders: Central Government and Departments, Public Health England, the Food Standards Agency, the Chartered Institute of Environmental Health, other local authorities, other sections within Eden District Council including Planning, Building Control and Licensing; Cumbria Constabulary, the Environment Agency, Animal and Plant Health Agency, the relevant National Parks and voluntary organisations.

Community Stakeholders: generally represented through Town or Parish Councils and other organisations such as business and trade organisations.

3.6 Equality and Diversity

Some local businesses are owned and managed by people and/or employ people whose first language is not English. We have introduced certain measures to reduce language barriers, including access to information in a variety of languages such as Safer Food Better Business packs and training in implementation of the

system. We also use the assistance of interpreters on inspections where necessary.

We recognise that there is a need to embed equality considerations in our work and that proposed policies affecting services need to be screened and assessed to see if there are any equality implications for different groups. Where appropriate, new or revised strategies and policies will therefore be subject to an Equality Impact Assessment, which considers matters such as age, disability, race and gender and helps to make sure we are not discriminating against or excluding different groups from any of our services.

4 Premises Database

4.1 Number and Type of Food Premises

There 1045 food premises on the Council's food premises register (as at 1 April 2018).

The 1,045 food premises are split between the following categories (as specified by the Food Standards Agency):

Primary Producers	6
Manufacturers and Packers	96
Importers/exporters	1
Distributors and Transporters	34
Retailers	185
Restaurants and Caterers	723
Total	1045

Included in the above are 14 premises which are approved under product specific food legislation under Regulation (EC) 853/2004, as follows:

Note: some premises are approved for more than one type of food

1 premises - Fishery Products approval;

2 premises - Dairy Products approval;

3 premises - Meat Products approval;

1 premises - Meat Preparations approval;

1 premises - Cold store;

1 premises - Rewrapping centre;

7 premises - Egg Packing Centre.

In addition to the routine premises inspection programme outlined above, the Food, Health and Safety Team are required to meet additional demands arising from local activities which impact on the food service. This includes Appleby Fair, which takes

place in June each year and imposes significant extra work. Other activities include the many agricultural, country shows and festivals held each year as well as farmers markets.

Where necessary, the Team will carry out inspections/interventions outside normal working hours, for example where food businesses operate only at night or at weekends to attend shows and events.

4.2 Inspection Frequency

The Food Law Code of Practice provides for a range of interventions as an alternative to inspections for premises falling in certain risk categories, allowing authorised officers to decide the most appropriate/relevant approach for those particular premises. Officers are guided in their choice of intervention by reference to the Food Law Code of Practice and the Food Safety Intervention Strategy produced by the Cumbria Food Liaison Group.

The Code of Practice states that food businesses should receive an intervention in accordance with the minimum frequency set out below:

Category	Intervention Frequency	Total Premises in EDC
A	At least every 6 months	3
B	At least every 12 months	24
C	At least every 18 months	132
D	At least every 2 years	347
E	At least every 3 years (but this may be by means of an alternative enforcement strategy eg postal questionnaire, however a visit will be made at least once every six years)	455
UNRATED	New premises not yet operating but expected to commence during 2017-2018	21
Outside the intervention programme	Premises not included in the inspection programme because they are very low risk	63
	Total	1045

5. Service Delivery Arrangements and Targets for 2018-2019

5.1 Food Premises Inspections/Interventions - Due 2018-2019

In the financial year 2018-2019, programmed inspections/interventions are due to be carried out at 432 premises. The target for all categories is 100%.

These figures will alter to some extent during the year as a consequence of some premises closing and new premises opening.

Interventions Due in 2018-2019		Interventions Due and Done in 2017-2018		
Risk Category	No of premises	Risk Category	Due	Done
A	3	A	3	3
B	25	B	33	33
C	84	C	81	81
D	155	D	192	192
E	153	E	58	55
Unrated	12 (premises not yet operating)	Unrated	11	11
TOTAL	432		478	475

Category E premises that received an inspection at their last intervention date will usually be contacted by questionnaire. Members approved an Alternative Inspection Strategy for low risk premises at the meeting of the Environment Committee in March 2005. Non responders will be followed up and may ultimately receive an inspection.

Revisits following food premises inspections are carried out where appropriate, in accordance with the Food Safety Enforcement Policy or as required in response to requests for revisits or appeals under the Food Hygiene Rating Scheme. It is estimated that approximately 40 revisits following food premises inspections will be made during the year.

Priority will be given to high risk food premises and any national or local situations which require urgent attention and/or as directed by the Food Standards Agency, eg responses to food alerts and food poisoning outbreaks etc.

5.2 Food Complaints and Other Service Requests

During 2017-2018, the Food, Health and Safety Team received a total of 820 service requests, these can be broken down as follows:

Service Area	No of Requests for Service in 2017-2018	2016-2017 Comparison
Food Hygiene and Safety (eg food complaints, legislation and registration enquiries, hygiene rating scheme enquiries, planning applications, premises complaints, suspected food poisoning investigations, TB and zoonosis notifications, Fol requests)	423	392
Licensing and Registration (eg caravan and camping sites, premises licences and temporary event notices, skin piercing, animal welfare licensing, Freedom of Information Act requests)	259	258
Health and Safety (eg legislation enquiries, work premises, asbestos, smoke free complaints, planning applications)	102	126
Appleby Fair (eg requests relating to Traveller encampments, cleaning up, market trader enquiries)(Excludes meetings)	36	23
Total	820	799

The Team aim to respond to all service requests (excluding anonymous requests and certain internal and external requests eg planning and licensing consultations, where alternative arrangements have been agreed) within 5 working days and to respond to 94% of these within 3 working days. Achievements in relation to performance against these targets and customer satisfaction are set out at section 9.1.

5.3 Home Authority and Primary Authority Principles

Primary Authority is administered by Regulatory Delivery which is part of the Department for Business, Energy & Industrial Strategy. The Primary Authority Scheme was significantly altered in October 2017, but the principal is that Primary Authority allows businesses to be involved in their own regulation. It enables them to form a statutory partnership with one local authority, which then provides robust and reliable advice for other local regulators to take into account when carrying out inspections or addressing non-compliance.

The aim is to deliver improved co-ordination and consistency, and provide for an improved national approach to multi-site businesses in England and Wales.

Eden District Council acts as the originating authority for a wide range of local food manufacturers and currently, Home Authority principles are implemented without the existence of a formal partnership with the business. The Council provides advice to these businesses on legal compliance and liaises with and investigates complaints on behalf of other Local Authority Environmental Health Departments, who make enquiries relating to these businesses.

Eden does not currently have any Primary Authority Partnerships but will routinely make contact with any such authorities when investigating matters where formal enforcement action is being considered eg service of a Hygiene Improvement Notice.

5.4 Advice to Businesses

The Council recognises the importance of its educational and advisory role as a means of improving food safety, supporting local businesses to grow and meeting the service demands of stakeholders. The Council welcomes requests for information or advice from businesses and is keen to develop contacts with local business and trade organisations. The Food, Health and Safety Team provide advice to businesses in a number of different ways including:

- advisory visits where appropriate eg new businesses and businesses undergoing change;
- advice to businesses on new legislation;
- the provision of advice on best practice during inspections;
- the provision of advice on how to improve a 'Food Hygiene Rating Scheme' rating;
- the provision of a range of free advisory leaflets and other guidance, including information on the Council's website;
- delivering presentations at seminars;
- support of local and national campaigns;
- the provision of advice relating to planning or building control applications, and
- a presence at local food events eg food festivals, where businesses can speak with an EHO and obtain information and advice.

5.5 Food Sampling

The enforcement of food hygiene legislation within Eden District Council includes an element of food sampling to assist in the protection of public health and the food law enforcement functions of the authority. Food samples are procured and handled in accordance with the Council's procedure document on food sampling.

It is the policy of the Council to participate in the following food sampling activities with an emphasis on the sampling of locally produced high risk products:

- investigation of food contamination and food poisoning incidents;
- complaints (where sampling is considered necessary);
- participation in coordinated national and regional sampling programmes;
- participation in the Public Health England laboratories local sampling initiatives;
- co-ordinated programmed surveillance in conjunction with the Cumbria Food Liaison Group;
- participation in EU co-ordinated control programmes;
- special investigations eg as directed by the Food Standards Agency;
- sampling related to local events/initiatives;
- environmental sampling (swabbing) in connection with poor hygiene/sample results;
- sampling related to concerns identified during inspections; and
- imported food sampling - approximately 50% of food offered for sale in the UK is imported. The FSA requires all local authorities to take steps to ensure imported food has been legally introduced and that it is safe for the consumer. Where appropriate, imported food will be included in the sampling programme.

In the event of any sample results being returned which do not comply with statutory requirements or Public Health England Guidance, the Council will consider whether informal or formal action is necessary and submit further laboratory samples as appropriate to help identify where a problem may have occurred.

The Council's food examiner is:

Public Health England
Food Water and Environmental Microbiology Laboratory York
Block 10,
The National Agri-food Innovation Campus (NAFIC),
Sand Hutton,
York
YO41 1LZ

A courier service will be provided by the Laboratory for the collection of samples.

Faecal samples eg from suspected food poisoning cases or outbreaks are examined by:

Public Health Laboratory Manchester
2nd Floor, Clinical Sciences Building 2
Manchester Royal Infirmary Manchester
Oxford Road Manchester
M13 9WL

For foodstuffs requiring analysis such as chemical taint, foreign body analysis etc., the Council's food analyst is:

Lancashire County Council
County Analyst
Pedders Way
Riversway
Docklands
Ashton-on-Ribble
Preston
PR2 2TX

During 2017-2018, 67 food samples were collected for microbiological examination, 17 water samples were collected from food premises

A breakdown of the results is attached at Appendix 4. All unsatisfactory results are followed up with the necessary advice or action to improve standards.

5.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Food, Health and Safety Team's objectives in respect of the control of food related infectious diseases are to:

- contain the spread of any outbreak;
- identify the focus of infection;
- identify the causative organism;
- trace carriers and cases;
- trace the source of the infection;
- determine the causal factors;
- recommend practices to prevent recurrence of disease, and
- determine whether criminal offences have been committed.

All cases of food related infectious disease notifications formally notified by Public Health England and where appropriate, those of an informal nature, will be investigated in accordance with the Council's documented procedure. Notifications are followed up either by visit, phone call or postal questionnaire, depending on the organism concerned and the circumstances relating to the incident.

Outbreaks will be responded to in accordance with the Council's documented procedure, the local Outbreak Control Plan and in liaison with the Consultant in Public Health Protection, who will lead any Outbreak Control Team set up to deal with the outbreak.

During 2017-2018, 112 notifications of food related infectious disease were received by the Council (see Table below).

The Team also investigated several viral outbreaks, such outbreaks have become more prevalent nationally over the past few years.

Type	2017-2018	2016-2017	2015-2016	2014-2015	2013-2014
Campylobacter	69	79	75	89	81
Salmonella	5	11	8	21	11
Cryptosporidium	13	7	14	17	17
E coli 0157	0	1	1	3	4
Dysentery	0	1	1	0	1
Giardia	24	7	12	17	3
Listeria	0	0	0	0	0
Leptospirosis	0	0	0	0	0
Hepatitis E	1	0	2	2	3
Legionnaires Disease	0	0	1	2	0
Total	112	106	114	151	120

A similar level of officer time is estimated this year, although this may increase significantly in the event of a major food poisoning outbreak.

5.7 Food Safety Incidents

Food alerts are issued by the Food Standards Agency to relate information on national food issues to local authorities, the majority being for information only. Food alerts for action require officers to undertake a wide variety of courses of action dependent upon the issue at hand.

A Product Withdrawal Information Notice or a Product Recall Information Notice is issued where a solution to the problem has been put in place, for example the product has been, or is being, withdrawn from sale or recalled from consumers. A Food Alert for Action is issued where intervention by enforcement authorities is required. These notices and alerts are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.

Where action is required, this is co-ordinated as appropriate on a county basis and in liaison with Cumbria County Council Trading Standards.

The Council does not currently operate a formal dedicated out of hours response service for food alerts or food safety incidents, however, the Food Standards Agency does have out of hours contact details for the Principal Environmental

Health Officer (Food, Health and Safety). In addition, the Council's out of hours Emergency Response Team also holds contact details.

5.8 Food Safety Promotion

The Team is keen to further develop the delivery of food safety promotion initiatives and to continue to raise awareness with food businesses operators and the public about topical and new food safety issues. The important role that promotion can play as an integral part of the food service and the subsequent long-term benefits it can achieve is recognised. Accordingly, such initiatives will be progressed to the extent allowed for by existing staff resources with particular emphasis given to initiatives likely to produce long-term benefits in terms of the aims and objectives of the service, improving public health and improving the standards of food production and food handling within businesses and the home.

The Food, Health and Safety Team provides information on the Council's website which enables residents and businesses to view the services available and to download up-to-date information. The team provide information to the Councils Communication officer to share via social media such as barbecue safety, Christmas Food Safety, Food safety week etc.

5.9 The Food Hygiene Rating Scheme

The Council has implemented the national Food Hygiene Rating Scheme since 1 April 2012, this scheme has replaced the previous 'Scores on the Doors' scheme that was introduced by all six District/Borough Councils in Cumbria in June 2007.

In March 2016, the Council's implementation of the Food Hygiene Rating Scheme (FHRS) was subject to an audit by the Food Standards Agency. The Council was found to be operating the FHRS largely in accordance with the obligations placed on it by participation in the Scheme.

Businesses that come within the scope of the scheme (some businesses are excluded or exempt - see below) are awarded a rating dependent upon the standards identified at the time of the inspection. At the end of the inspection, the business is given one of the six ratings. The top rating of '5' means that the business was found to have 'very good' hygiene standards. Any business should be able to reach this top rating.

Excluded businesses are those that do not supply food direct to consumers such as manufacturers, packers and distributors.

Exempt businesses are:

- businesses that are a low-risk to people's health in terms of food safety and that you perhaps wouldn't normally think of as a food business - for example, newsagents, chemist shops or visitor centres selling tins of biscuits;
- businesses that offer caring services at home.

In England and Northern Ireland, these types of business can ask to receive a food hygiene rating if they wish but only details of those in the first group will be published on the website.

The Food Standards Agency has now removed Childminders from being able to opt into the scheme, they cannot be issued with a food hygiene rating even if they request one.

The information is published on Food Standards Agency website at www.food.gov.uk/ratings.

The aim of the scheme is to give the public a more informed choice about where to eat based on food safety and to encourage business operators to improve food hygiene standards.

The rating is based upon the latest routine food hygiene inspection carried out. The key elements of the scoring system relate to:

- how hygienically the food is handled (how it is prepared, cooked, cooled, stored and what measures are taken to prevent food becoming contaminated with bacteria);
- the structure of the establishment (including cleanliness; layout, lighting, ventilation, equipment and other facilities) and;
- confidence in management and control systems (including attitude of management and knowledge of food safety principles and presence of appropriate documented food safety management systems).

The rating given provides the public and businesses with a quick method of identifying the level of compliance with legislation. The scoring system corresponds to the following table:

Rating Awarded	Performance Level	% of Eden's Businesses achieving this rating as at 1 April 2018 (of 788 premises)
5	Very Good	87.2%
4	Good	8.75.%
3	Generally Satisfactory	1.65 %
2	Improvement Necessary	1.14%
1	Major Improvement Necessary	1.01%
0	Urgent Improvement Necessary	0.25%

Food business operators have a right of appeal and can request a revisit subject to certain conditions. Further information is published on the Council's website at www.eden.gov.uk and www.food.gov.uk/ratings.

6. Liaison with Other Organisations

The Council is represented on the Cumbria Food Liaison Group and the Cumbria Public Protection Group. These groups provide a forum for Cumbrian authorities to discuss and review food enforcement issues and facilitate a consistent approach to enforcement throughout the county.

The Food, Health and Safety Team is also represented on a range of food focussed working groups and committees, as set out below:

- Cumbria Health Protection Group;
- Cumbria Health and Safety Liaison Group;
- Regulatory Body Care Quality Commission meetings;
- The Multi-Agency Strategic Co-ordinating Group for Appleby Fair;
- The Environmental Services Section is represented on the Chartered Institute of Environmental Health (CIEH) Lake District Branch Committee.

The Food, Health and Safety Team has a close working relationship with the Council's planning and building control officers and is notified of all planning and building control applications. The Team are also statutory consultees for public safety in relation to premises licences and club premises certificates under the Licensing Act 2003.

7. Resources

7.1 Financial Allocation

The following table identifies the estimated and actual cost of providing the food service for 2015 through to 2018 and the estimated cost for 2018-2019. For comparison purposes, the cost of providing the health and safety service is also shown.

Service	Actual Cost 2015-2016	Actual Cost 2016-2017	actualcost 2017-18	Estimated cost 2018-19
Food	238,874	292,836	265,493	279,090
Health Education	1,322	103	506	1,900
Infectious Disease Control	13,356	6,477	5,611	7,470
Total Food Service	253,552	299,416	271,610	288460
Health and Safety	30,327	25,863	21,676	28,750
Licensing - Animal Welfare	4,077	6,032	7283	6900
Licensing - Caravans	7,463	4,930	6108	7370
Total - Health and Safety	41,867	36,825	35,067	43,020
Overall Total	295,419	336,241	306,677	331,480

The vast majority of the budget costs relate to support services and the estimated costs are therefore largely dependent upon how service support costs are allocated at the time the estimates are prepared.

7.2 Staffing Allocation

The Food, Health and Safety Team of the Environmental Services Section consists of:

- one full time Principal Environmental Health Officer;
- 3.91 FTE Senior/District Environmental Health Officers;
- 0.81 FTE Technical Officer ;
- one full time Graduate Environmental Health Officer;
- one full time Technical Assistant who provided administrative support to the Team.

The approximate split of officer time between the food service and other duties carried out by the Food, Health and Safety Team is approximately 80:20.

It is the intention that all aspects of the service set out in Section 5 above, will be met within existing staff resources.

7.3 Staff Development Plan

All existing Environmental Health Officers and the Graduate EHO have obtained the Certificate of Registration of the Environmental Health Officers Registration Board

(EHORB). In determining the level of competency of officers regard is had to the Food Law Code of Practice and the Council's Authorisation and Training Procedure. A comprehensive review of officer competency and authorisation was undertaken in February 2016 to ensure the level of officer qualification, competency and authorisation was in line with the requirements of the Food Law Code of Practice

A performance appraisal interview with each individual member of the Food/Health and Safety Team takes place on an annual basis. Key tasks and targets are agreed for each team member, which contribute to the objectives of the Team, the Section and the Council. Any essential training needs identified will be provided either in-house or externally.

The Council is committed to ensuring officers authorised to carry out inspections and enforcement receive structured, ongoing training to promote competency, and raise officers awareness and understanding of legislation and technological advances. As a minimum, all authorised officers will receive at least 20 hours Continuing Professional Development (CPD) per year, at least 10 hours CPD will be specifically on food issues, as required by Food Law Code of Practice. Chartered Environmental Health Practitioners must undertake 30 hours of CPD per year.

Where staff are required to quickly develop an in depth understanding of legislation relating to an area of work they may previously have been unfamiliar with, training will be provided as a priority.

8. Quality Assessment

8.1 Quality Assessment and Monitoring Arrangements - Interventions

The Food Standards Agency's Code of practice on Food Law Enforcement allows officers to focus on the outcome of 'business compliance' and to choose the most relevant intervention. This enables better targeting of resources towards those businesses most in need of attention.

During 2017-2018, the performance of the Food, Health and Safety Team continued to be assessed against the performance measures set out below:

- The percentage of food premises inspections carried out of those due for high and medium risk premises (categories A, B and C).
- The percentage of food premises interventions carried out of those due at low risk premises (category D).
- The percentage of responses to requests for service made within 3 working days (service request numbers are set out at 9.1).

The achievements against these measures for 2017-2018 are set out in section 9 of this plan.

A further measure used by the Food, Health and Safety Team is the percentage of food premises which are considered to be broadly compliant with food hygiene legislation. The percentage of premises broadly compliant at 31 March 2018 was 93% , this has declined over the last couple of years: 2017 was 95.3%; 2016 was 98.4%.

The Principal EHO also regularly monitors other service aspects relating to the quality and quantity of work undertaken by the Team.

8.2 Satisfaction of Service Users

In 2017-2018, 100% of businesses indicated that they felt they had been treated fairly by the Council in its delivery of the food safety service and 100% indicated that the intervention had been helpful. Information specifically relating to the food service is set out at 9.1 and in Appendix 3.

Satisfaction questionnaires are sent out to businesses following regulatory contact by officers. The question asked relate to various aspects concerning the quality of service provided by the Council. The findings are analysed and discussed with the Food, Health and Safety Team and appropriate action implemented as necessary.

8.3 Other Monitoring Arrangements

The Food, Health and Safety Team holds regular meetings to review performance, discuss new legislation, publications and food sampling results, identify problems, discuss Food Liaison Group issues, Food Standards Agency and Local Government Regulation initiatives and correspondence etc., to ensure all members of the team are fully aware and conversant with current issues.

The role of the Cumbria Food Liaison Group in the interpretation of food safety issues and promotion of inter authority consistency is recognised. The Council participates in the inter authority auditing/peer review of various food service elements carried out by the Group.

9. Review of the 2017-2018 Service (and identification of any variance)

9.1 Achievement against Targets in 2017-2018

Performance Target for the year 2017-2018	Service Activity	Performance Achieved during 2017-18	Comments including reason for variance where appropriate
100%	Food Hygiene Interventions Inspection of food premises in risk category A, B and C which were due to receive an intervention.	100% see breakdown at (See 5.1, page 12)	Target achieved 117 inspections due were all carried out.

Performance Target for the year 2017-2018	Service Activity	Performance Achieved during 2017-2018	Comments including reason for variance where appropriate
100%	Inspection of category D food premises.	100% (See 5.1, page 12)	Target achieved 192 inspections due were all carried out.
100%	Inspection or contact by alternative means eg questionnaire, of low risk food premises (Cat. E).	95 % (See 5.1, page 12)	55 of 58 of the interventions due were carried out. The shortfall arose from 2 seasonal B&B premises which had not started to trade for the season before 31 March and a game larder who was not responding to letters or contactable via telephone
Target 92%	Percentage of food premises broadly compliant with food hygiene legislation.	93%	Target achieved 946 of 1013 Performance is dropping and action is planned to target this area

Performance Target for the year 2017-18	Service Activity	Performance Achieved during 2017-18	Comments including reason for variance where appropriate
Target No of 300 samples	<p>Food Sampling Programme</p> <p>67 food and water samples were collected from food premises.</p>	<p>Of 67 food samples taken 64 (95.5%) were satisfactory and 3 (4.5%) were unsatisfactory.</p> <p>Of 17 water samples taken from food outlets, 17 were satisfactory and (100. %)</p> <p>See Appendix 4 for breakdown.</p>	<p>Target not Achieved</p> <p>Only 22% of the proposed sampling was carried out, this was due to some national campaigns being irrelevant to the area such as palm leaves and the sampling officer being on Maternity leave, without any cover for the post.</p>
100% within 5 working days*	<p>Complaints/Service Requests</p> <p>The team endeavours to provide an initial response within 5 working days for all complaints/service requests (except where other agreed timescales apply), and a 94% response rate within 3 working days.</p>	<p>97.7% responded to within 5 working days</p> <p>(561 of 574) service requests)</p>	<p>Achieved 97.7% against a target of 100%</p>
94% within 3 working days*	<p>*Note: excludes anon and in house/external service requests where alternative arrangements/response times have been agreed.</p>	<p>95.2% responded to within 3 working days</p> <p>(547 of 574) service requests)</p>	<p>Target achieved</p>

Performance Target for the year 2016-17	Service Activity	Performance Achieved during 2016-17	Comments including reason for variance where appropriate
Target 90%	Food Premises Inspection Service % of food business who indicated they agreed or strongly agreed they had been treated fairly by the inspector.	100% (based on 75 respondents) (See Appendix3)	Target achieved
Target 90%	% of food business operators who indicated they agreed or strongly agreed the inspector had been helpful.	100 % (based on 75 respondents) (See Appendix3)	Target achieved

Customer satisfaction questionnaires are sent out following inspections of businesses who receive a food or health and safety inspection at a frequency of every 2 years or more, and following alternate inspections where visits are more frequent.

A total of 75 food safety inspection questionnaires were returned out of a total of 222 issued, this equates to a return rate of 34%. The return rate has increased by 2% in the last year. The results are reviewed on a regular basis at Team meetings and action implemented as necessary. Customers have the option to remain anonymous.

9.2 Other Achievements in 2017-2018

Planned Improvement/ Development	Achieved Yes/No	Comment
Continue to deliver a planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice and achieve targets set out within Section 5 of this Service Plan.	yes	
Respond to 'Regulating Our Future' information and consultation from FSA via food group and directly.	yes	No formal consultations are happening
Respond to Food Alerts in accordance with instructions from the Food Standards Agency.	yes	
Review policy and procedures relating to zoonoses, specifically TB and Salmonella in milk cattle and the action required by EHOs, in liaison with the Animal Plant Health Authority.	yes	Attendance at TB meeting Liaison with APHA undertaken
Consider the need for an annual business newsletter highlighting key messages, legislative changes and new guidance for food businesses.	yes	Annual business letter not required, decided to use existing newsletters and resources. Utilised local radio, 2 officers attended a radio interview regarding food safety at Christmas and FHRS
Participate in health promotion initiatives including food safety week and where agreed, local initiatives with partner agencies.	yes	Provided FSA social media messages to communications officer for circulation
Ensure staff receive suitable and sufficient up-date training to ensure competencies within the Team are commensurate with duties, including delivery of in house cascade training. In 2017, this will include update training on Nutritional requirements of the Food Information Regulations.	yes	Trading standards attended CPD day.

Planned Improvement/Development	Achieved Yes/No	Comment
Review/update the food service pages on the Council's website.	No	Priority for 2018
Liaise with show/event organisers to promote high standards of food safety at outdoor events	yes	Contact with show secretaries were relevant for size of size/nature of event
Review customer feedback questionnaires.	yes	Removed complaint feedback forms as non-returned in a year
Provide Support to the Council to achieve the Bronze Level of Better Health at work Award.	yes	3 Health Advocates within the team.

9.3 Areas for Improvement/Further Development

The list below identifies key areas and service challenges that will be addressed during 2018-2019:

- Continue to deliver a planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice and achieve targets set out within Section 5 of this Service Plan.
- Respond to 'Regulating Our Future' information and consultation from FSA via food group and directly.
- Respond to Food Alerts in accordance with instructions from the Food Standards Agency.
- Participate in health promotion initiatives including food safety week and where agreed, local initiatives with partner agencies.
- Ensure staff receive suitable and sufficient up-date training to ensure competencies within the Team are commensurate with duties, including delivery of in house cascade training. In 2018, this will include animal welfare as a priority
- Review/update the food service pages on the Council's website.
- Continue the Liaison with show/event organisers to promote high standards of food safety at outdoor events.
- Target non-broadly compliant businesses to try and address falling percentage and provide some support. (see page 24)
- Provide Support to the Council to achieve the Bronze Level of Better Health at work Award.
- Increase communication messages in association with Communication officer eg gas safety week, animal welfare and seasonal food safety messages.

All the above points will be met within existing resources.

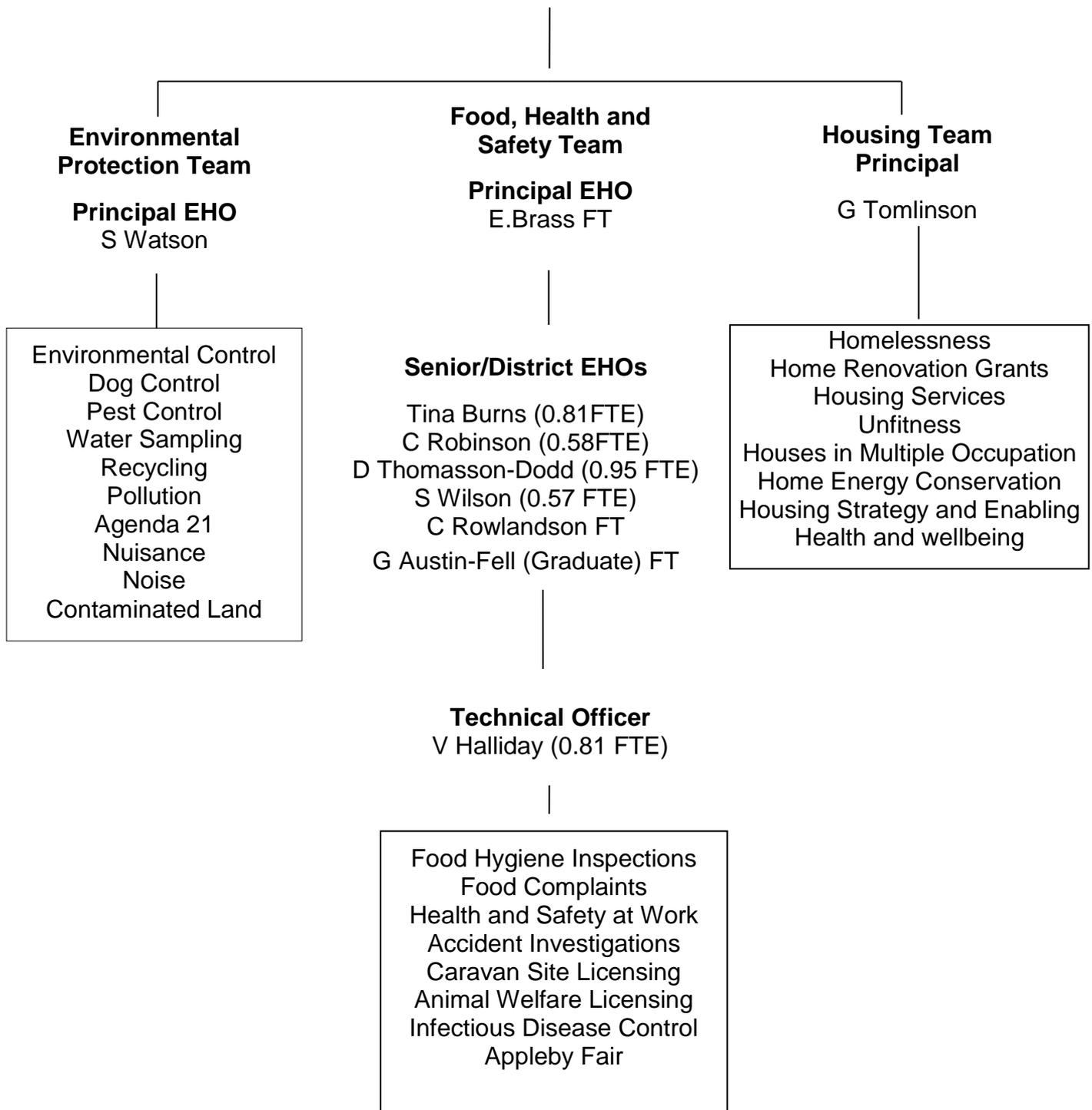
Appendices

Appendix 1 – Environmental Services Section Organisational Chart

As at 1 April 2017

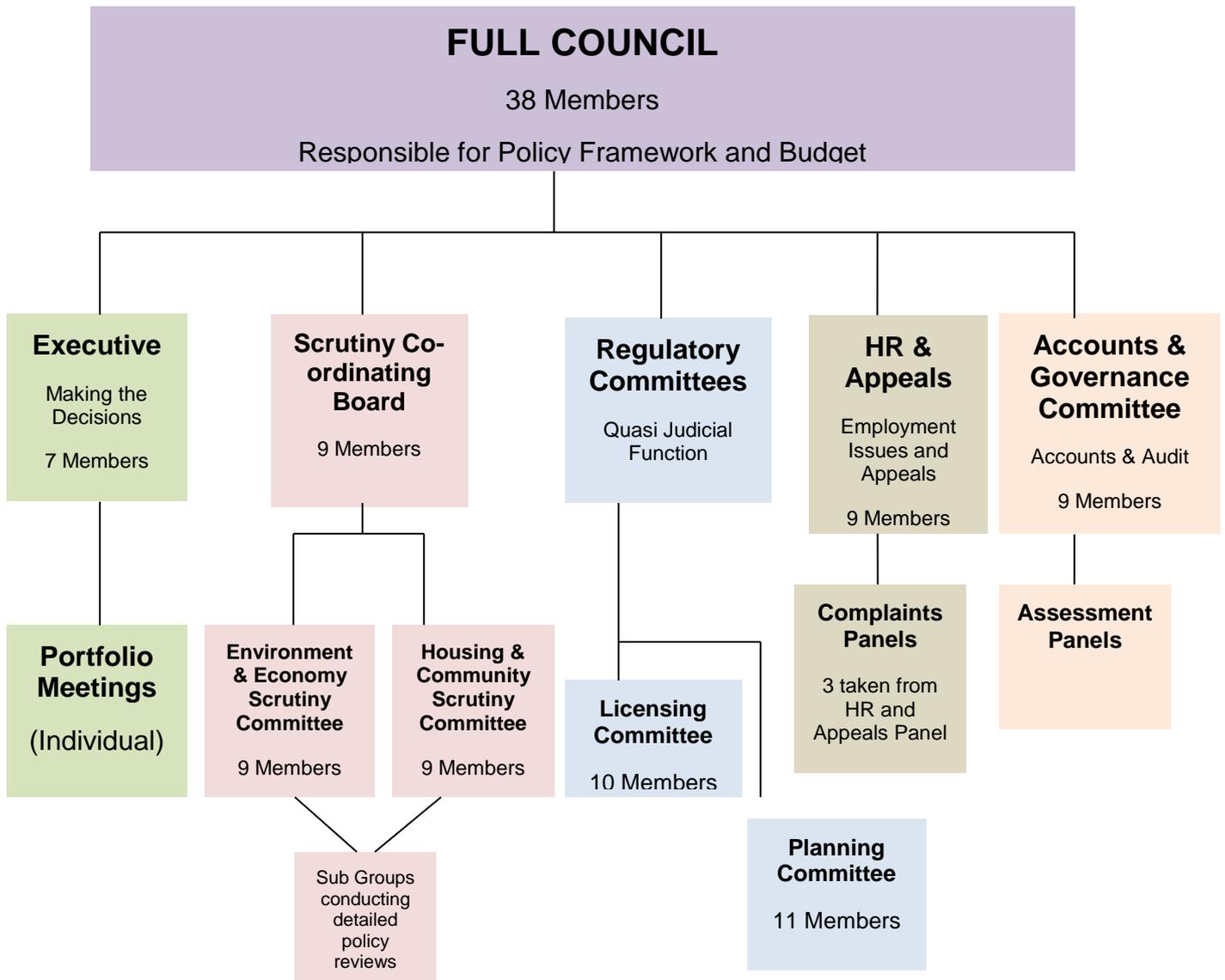
Deputy Director Environmental Services

Robert Docherty



Appendix 2

Council Political Management Structure



Executive

Comprised of the following Portfolio Holders:

Leader and Portfolio Holder for Strategic and Community Leadership

Communities Portfolio Holder

Commercial Services Portfolio Holder

Eden Development Portfolio Holder

Housing and Health Portfolio Holder (and Deputy Leader)

Resources Portfolio Holder

Services Portfolio Holder

Appendix 3

Environmental Services Section Food Safety Inspection Service 2017-2018

Results of Customer Satisfaction Questionnaire relating to the Inspection Service for 2017-2018

9 Tick Box Questions were asked of businesses as follows: Question: Please indicate whether you agree or disagree with the following statements by ticking the most appropriate box	Total No of responses received	% Strongly Agree	% Agree	% Neither Agree nor Disagree	% Disagree	% Strongly Disagree	% Not Applicable
I felt my business was treated fairly	75	89%	11%	0%	0%	0%	0%
I felt the contact was helpful	75	88%	12%	0%	0%	0%	0%
The officer gave clear advice on improvements necessary to comply with legislation	75	84%	12%	0%	0%	0%	4%
The overall quality of information and advice given by the officer was good	75	84%	16%	0%	0%	0%	0%
I was given the chance to raise issues and ask questions during the inspection	75	84%	13%	3%	0%	0%	0%
Any written guidance provided was easy to understand and useful	75	80%	15%	1%	0%	0%	4%
The officer provided a final report which sets out clearly what you have to do	75	81%	12%	0%	0%	0%	7%

9 Tick Box Questions were asked of businesses as follows: Question: Please indicate whether you agree or disagree with the following statements by ticking the most appropriate box	Total No of responses received	% Strongly Agree	% Agree	% Neither Agree nor Disagree	% Disagree	% Strongly Disagree	% Not Applicable
The report differentiated between legal requirements and recommendations of good practice	73	80%	15%	1%	0%	0%	4%
The report accurately reflected the matters discussed during the inspection.	74	85%	11%	0%	0%	0%	4%

Total No of questionnaires issued for food safety inspection service: **222** Return rate: **34%**

Appendix 4

Food Samples Taken During 2017-18			
Sample Type	Number	Satisfactory/ Borderline	Unsatisfactory*
Prepared dishes	1	1	0
Meats and Meat Products (Red Meat)	19	19	0
Meat Pate	6	6	0
Meat Pies	1	1	0
Ice Cream	2	2	0
Milk	24	24	0
Cream	4	4	0
Cheese	5	2	3
Fish Products	3	3	0
Apple Juice	2	2	0
Total Food Samples	67	64	3
Environmental samples (swabs)	0	0	0
Total Environmental	0	0	0
Mains Water Supply	0	0	0
Water: Appleby Fair	17	17	0
Bottled Water	0	0	0
Total Water (from food premises)	17	17	0

*All unsatisfactory samples are followed up with the producer/retailer and appropriate advice given or other action taken to improve food safety standards and protect the public.