

# Work Plan for Food and Health and Safety Enforcement 2017/18



## 1. Introduction

The purpose of the work plan is to set out how the Commercial Team delivers official controls and fulfils duties under food safety, health and safety, public health and drinking water legislation.

It is based on the elements required by the FSA Framework Agreement<sup>i</sup>, but covers all areas of the Commercial Team's work.

### 1.1 Service aims and objectives

The food and health and safety functions make an important contribution towards making the district a healthy place to live, work and visit.

We aim to deliver excellent services which:

- Support the economy and business growth in SKDC
- Protect and enhance the local environment
- Ensure the effective control of risks to the safety, health and well being of our residents
- Ensure a proportionate, risk-based, targeted approach to enforcement while supporting businesses

### 1.2 Links to corporate objectives and plans

Our Corporate Plan 2016-2020<sup>ii</sup> shares our vision for the future and shows how we will meet our priorities and the needs of our communities over the next four years.

The work of the Commercial Team supports the SKDC focus areas:

- Open for Business
- Commercially and Customer Focused

### 1.2 Links to other Council functions

The work of the Commercial Team links with other services. Some key areas include:

#### **Planning and Economic Development**

Economic growth and the success of businesses is vital for our thriving district. Working with new businesses in the early planning stages can help to avoid potential future problems.

#### **Licensing**

The Council licences a wide range of premises for late night refreshment (serving hot food and drinks between 11pm and 5am). Commercial team officers support this work, checking licenses during inspections and commenting on licence applications.

## 2. Review of 2016/2017 and estimated work for 2017/2018

### 2.1 Food

PROGRAMMED WORK		Estimated 2016/17	Actual 2016/17	Estimated 2017/18
Food interventions programmed for 2017/18 <sup>1</sup>	High risk (Cat A-C)	194	192	165
	Medium risk (Cat D)	220	216	199
	Low risk (E and outside)	218	209	146
Outstanding interventions	High risk (Cat A-C)	N/A	N/A	0
	Medium risk (Cat D)			0
	Low risk (E and outside)			5
Food and environmental sampling visits		5	4	5
Export audit visits		6	7	0

NON-PROGRAMMED WORK		Estimated 2016/17	Actual 2016/17	Estimated 2017/18
New business	Food interventions	75	125	125
Other non-programmed visits	Revisits	135	108	110
	Advice	100	38	40
	Investigations	50	59	60
Service requests	Business advice	130	123	125
	Complaints	120	145	150
	Other requests	300	216	215
	Food registration	100	53	50
Food hygiene rating scheme	Enquiries	10	7	10
	Rescoring revisits	20	10	10
	Appeal requests	5	1	1
	Right to reply	5	1	1

### 2.2 Infectious Disease Investigation (ID)

	Estimated 2016/17	Actual 2016/17	Estimated 2017/18
<b>NON-PROGRAMMED WORK</b>			
Official ID notification	200	187	190
Unofficial ID notification	50	38	40
ID investigations undertaken	40	45	50
Investigation visits	5	3	5

<sup>1</sup> See Appendix 1

## 2.3 Health and Safety

PROGRAMMED WORK		Estimated 2016/17	Actual 2016/17	Estimated 2017/18
H&S interventions programmed for 2017/18	High risk premises	0	3	1
	Skin piercing	15	23	42
	Budget store project	3	1	1
	Liquefied Petroleum Gas project	N/A	N/A	1

NON-PROGRAMMED WORK		Estimated 2016/17	Actual 2016/17	Estimated 2017/18
New business interventions	H&S inspections	10	2	5
	New skin piercing registrations	10	9	10
Other non-programmed visits	Revisits	10	6	10
	Advice	5	2	5
	Investigations	35	23	25
Service requests	Complaints	40	22	25
	Other requests	65	53	55
	Smoke free	5	7	10
Skin Piercers	Enquiries	40	67	70
	Complaints	10	1	5
Accidents	Reported	100	98	100
	Investigated (No visit)	35	8	10
	Investigated (Visit)		8	10

## 2.4 Private Water Supply Regulation (PWS)

	Estimated 2016/17	Actual 2016/17	Estimated 2017/18
<b>PROGRAMMED WORK</b>			
PWS risk assessment visits	5	2	41
PWS sampling visits	20	15	26
<b>NON-PROGRAMMED WORK</b>			
Service requests	35	23	25

## 2.5 Enforcement undertaken in 2016/17

Discipline	Improvement Notice	Voluntary Closure	Prohibition Notice	Simple Caution	Prosecution completed
Food	21	3	1	1	0
H&S	0	0	0	0	1
PWS	2	N/A	0	0	0

## 2.6 Performance indicators 2016/17

Ref No	PI Description	Target (%)	Achieved (%)
OB09	Food premises that are broadly compliant	95	99.5
KOMD15	Planned high risk food safety interventions completed	99	100
KOMD16	Planned medium risk food safety interventions completed	95	100
SK641	Planned low risk food safety interventions completed	75	98.1
SK670	Premises inspected with improved FHRS rating or have maintained a 5 rating	70	86.5

## 2.7 Variations from the 2016/17 Service Plan

A number of significant investigations resulted in some variation from the work plan for 2016/17. Examples of some investigations include:

### Food Safety

#### Cockroach infestation

An Emergency Prohibition Notice was served on a Grantham restaurant after an unannounced inspection identified cockroaches in the kitchen. The restaurant has a history of problems and has previously closed for the same reason.

The premises remained closed for eight days. During this time a major refurbishment and deep clean was undertaken, alongside comprehensive pest control treatment.

The failure of the business to prevent a cockroach infestation resulted in financial loss due to cancelled bookings and loss of reputation. The business owner received a Simple Caution.

#### Mouse infestation

An unannounced inspection of a village public house found mice, unfit food and dirty conditions. The pub voluntarily closed for three weeks while cleaning and pest control treatment was undertaken.

The business is now subject to formal enforcement action.

#### Mouse infestation

A village store was visited following an anonymous complaint. There was evidence of mouse activity in the display area and storage room. The business voluntarily closed for two days to allow for thorough cleaning and pest proofing. Further work was required in external areas to remove rubbish and reduce harbourage for pests.

#### Undercooked chicken

A Stamford takeaway suffered adverse publicity due to a significant number of comments and shares on social media alleging the business had supplied undercooked Southern Fried chicken wings. Visually the chicken appeared to have been cooked but laboratory analysis indicated slight undercooking of one piece of chicken in the portion and not of the quality demanded. An inspection of the premises did not identify any concerns.



## Health and Safety

### Multiple leg fractures

An employee of a temporary event structure specialist suffered multiple leg fractures when a roof beam fell during re-stacking at the company's Long Bennington storage premises.

This was the first case taken by the Council which was subject to the 2016 Sentencing Guidelines, and resulted in a fine of £25,000 and costs of £20,374.86 awarded for an offence under the Health and Safety at Work etc Act 1974.

### Diesel fumes

A damaged generator exhaust resulted in diesel fumes entering a horse lorry where a family were sleeping at an equestrian event. No serious or long term health effects occurred, but the business made significant improvements to the site and working practices to prevent a reoccurrence.

## Food and health and safety

### Fires in food premises

Two fires occurred in Grantham food premises resulting in closure of the businesses. The first was as a result of an electrical fault in the kitchen and the second related to grease build up in the extraction system.

### Smoke free legislation

Two Grantham taxi drivers were issued with fixed penalty notices for smoking in their taxis. As taxis are work vehicles there is a legal requirement that they remain smoke-free at all times, even when not operating or privately used.

One driver paid the fixed penalty fine at a reduced rate of £30 within 14 days. The other driver opted to have the matter heard at Magistrates Court. He was found guilty and fined £100, with £100 costs and £30 victim surcharge.

## Infectious disease investigation

### Pseudomonas aeruginosa infections

The saline solution used as an aftercare product by a Grantham beauty clinic was linked to an increase in Pseudomonas aeruginosa infections in the East Midlands. Pseudomonas skin infections display symptoms such as swelling, redness and abscesses, as well as fever. Investigations identified three customers who had used the saline solution following piercings and had been severely affected. All were hospitalised for several days, with one requiring surgery to rebuild ear cartilage.

The supplier appeared to be manufacturing the solution in domestic premises, with inadequate control methods to prevent microbiological contamination of the product. At the request of Public Health England the solution was seized by environmental health and the salon notified all customers asking them to dispose of unused solution.

Nottinghamshire Trading Standards and Public Health England are continuing the investigation

### **E.coli O157 and Cryptosporidium**

E.coli O157 was confirmed in two pregnant women and another case diagnosed with Cryptosporidium. All had eaten food from the same Market Deeping takeaway within days of each other. The results of food samples and swabs indicated that food handling practices were poor. Officers have worked with the business to improve awareness of correct food handling procedures.

### **Additional work requested by the FSA**

#### **Salmonella in Eastern European shops**

Following national concern about Salmonella in some cooked meats supplied by Eastern European food shops two Grantham premises were visited at the request of the FSA to determine if certain brands of cooked meats were being sold.

#### **Third Country Exports to the Philippines**

Officials from the Philippines carried out a national audit of several UK meat plants including an Approved Food Premise in Market Deeping which produces mechanically separated meat. Officers worked with the FSA to support the visit.

### **Joint working with other agencies**

#### **Lincolnshire Police**

A food hygiene inspection of a Chinese restaurant raised concerns about potential illegal activity and poor housing conditions. These were referred to the Police and the Council's Private Sector Housing Team who took action following a joint visit.

#### **Lincolnshire Trading Standards**

Food crime is an FSA priority, there are major concerns about how many raw materials such as meats and spices are obtained from outside the UK. Officers have undertaken joint visits to Indian food premises targeting food crime and traceability of food products.

### 3. Background

#### 3.1 Authority Profile

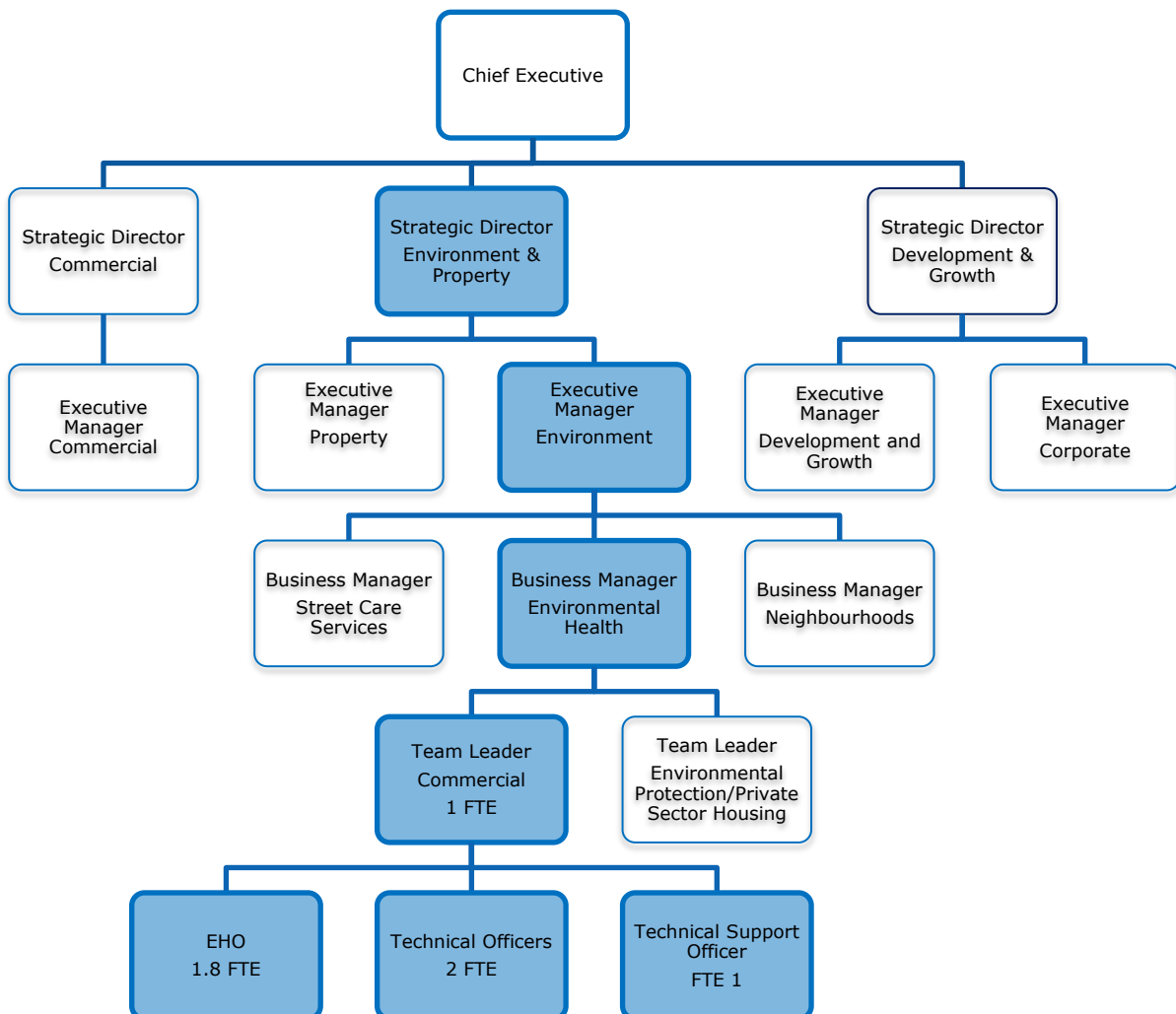
South Kesteven is a mixed urban and rural economy with four main population centres at Grantham, Stamford, Bourne and Market Deeping.

As at the 2011 census the population was 133,788. The overall population size is projected to increase to 151,000 by the year 2021, mainly through a net increase in international and internal migration as well as usual population growth. Approximately 95% of the population is described as white ethnic.

#### 3.2 Organisational Structure

The Council consists of 56 Elected Members with a significant Conservative majority. The Cabinet consists of 9 Members, with 1 Cabinet Member holding the portfolio for The Environment, this includes food hygiene and health and safety.

The Environmental Health Service is delivered through the Environment and Property focus.





### 3.3 Scope of the Service

The Commercial Team within Environmental Health Services provides a comprehensive service which includes food safety, health and safety enforcement, infectious disease investigation and the regulation of private water supplies.

Provision is made for external specialist services laboratory services:

Specialist	Laboratory
Food Examiner	Public Health England Food, Water and Environmental Microbiology Laboratory, York
Public Analyst	Eurofins, Public Analyst Scientific Services, Wolverhampton
Private Water Supply testing	ALS Life Sciences Ltd, Yorkshire

### 3.4 Accessing the service

The Commercial Team is based at the Council offices in Grantham. Customers may also access services at area offices in Bourne, Stamford and Market Deeping.

Contact details:

Environmental Health Services  
Council Offices  
St Peter's Hill  
Grantham  
NG31 6PZ

 Office hours: 01476 40 60 80  
Out of hours emergencies: 01476 59 00 44

 [healthy@southkesteven.gov.uk](mailto:healthy@southkesteven.gov.uk)

 [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

Office hours:

- Monday to Thursday 08:45 to 17:15
- Friday 08:45 to 16:45

Food safety emergencies out of hours will be dealt with by the Councils out of hours service which will contact an on call officer from environmental health.

### 3.5 Enforcement policy

The Council is committed to the Principles of Good Enforcement and the Regulators' Code. Enforcement will be undertaken in accordance with the Council's Corporate Enforcement and Environmental Services Enforcement Policies<sup>iii</sup>. The policy was updated in February 2017 and is published on the Council's website.

## 4. Service Delivery

### 4.1 Programmed Work

#### 4.1.1 Food Hygiene

Whilst it is primarily the responsibility of the food business to control risks and identify food hazards, food premises inspections aim to establish whether food is being handled and produced hygienically, assess the effectiveness of controls and identify contraventions. All programmed food safety interventions are undertaken in accordance with the Food Law Code of Practice.

Food premises will be visited during normal trading hours, however, due to the nature of some businesses this may be outside of normal office hours. Prior notice of inspections is not normally given, although exceptions may be made for some premises in order that key personnel may be available.

A range of interventions may be utilised in accordance with the Code of Practice. These can be either official or unofficial controls.

Official controls include:

- Inspections
- Monitoring
- Surveillance
- Verification
- Audits
- Sampling

Unofficial controls include:

- Education
- Advice
- Coaching
- Information and intelligence gathering

SKDC participates in the national food hygiene rating scheme in accordance with the FSA Brand Standard<sup>iv</sup> and ratings are displayed on the national website<sup>v</sup>

Details of the programmed work for 2017/2018 are detailed in Appendix 1.

#### Registered food businesses

In accordance with EC Regulation 852/2004 all businesses that handle food must be registered with their local authority. Premises in South Kesteven are categorised:

Food premises type	Number	%
Primary producers	24	2
Manufacturers and packers	44	3
Importers and exporters	5	0.5
Distributors and transporters	44	3
Retailers	250	18.5
Restaurants and caterers	978	73
<b>Total</b>	<b>1345</b>	

Following FSA guidance in 2015/2016 and as part of ongoing review, some low risk premises have been de-registered resulting in an overall reduction in the number of registered food premises in the district over the last 2 years.

### Food hygiene interventions

All food premises are categorised as defined by the FSA Food Law Code of Practice<sup>vi</sup>. This determines the frequency and type of planned food hygiene intervention, and is based on the potential hazard, the level of current compliance and confidence in management and procedures. Risk category 'E' premises are not routinely inspected but are subject to "alternative enforcement strategies" which includes self assessment questionnaires.

Risk Category	Minimum inspection frequency	Number	%
A (High risk)	At least every 6 months	0	0
B	At least annually	26	1.9
C	At least every 18 months	218	16.2
D	At least every 2 years	454	33.8
E	Alternative Enforcement Strategy	551	41.0
Outside		83	6.2
Unrated		13	0.9
<b>Total</b>		<b>1345</b>	

Premises that achieve an average standard are deemed to be "broadly compliant" with food safety requirements. In 2016/17, 99.5% of premises met this standard, up from 91% in 2012/13.

### Food hygiene rating scheme

The Food Hygiene Rating Scheme (FHRS) extends to businesses supplying food directly to consumers. This includes restaurants, cafes, retailers and other places where people eat food outside of the home. The overall aim of the scheme is to reduce the incidence of food born illness and the associated costs of this to the economy. From a local perspective, the scheme helps consumers to make informed choices about places they wish to eat or shop for food, and through this encourages businesses to improve hygiene standards. Ratings are displayed on the Food Standards Agency website.

In South Kesteven, 71% of food businesses are inside the scope of the scheme. The rating depends on the overall level of compliance across three elements; food hygiene procedures, cleanliness and structural compliance and confidence in management. There is currently a high level of compliance in the district:

FHRS rating	Description	Number	%
<b>5</b>	Very good	812	84.6
<b>4</b>	Good	103	10.7
<b>3</b>	Generally satisfactory	32	3.3
<b>2</b>	Improvement necessary	7	0.7
<b>1</b>	Major improvement necessary	6	0.6
<b>0</b>	Urgent improvement necessary	1	0.1
	<b>Total</b>	<b>961</b>	

The majority (85%) of food businesses in the district have achieved the maximum food hygiene rating of 5, achieving full compliance with food hygiene law. In 2016/17, 501 premises which are part of the scheme were inspected, of these just 8% had their rating reduced.

Rating outcomes 2016/17	Number	%
Rating improved	95	19
Rating unchanged (maintained 5)	336	67
Rating unchanged (<5)	32	6
Rating worsened	38	8
<b>Total</b>	<b>501</b>	

### Approved food premises

Certain food premises involved in the production, handling and storage of products of animal origin have to be approved under EC Regulation 853/2004. This legislation requires compliance with more detailed hygiene requirements than those for registered premises.

Food premises type	Number
School caterers	6
Cold stores	5
Poultry manufacturer	1
Mechanically separated meat manufacturer	1
Biltong manufacturer	1
<b>Total</b>	<b>14</b>

### Food sampling

Food sampling is an important element of food safety enforcement, providing information about the microbiological safety of food which is available within the district. Sampling will be undertaken in accordance with relevant guidance and may be taken during a routine inspection, in response to a complaint or as part of a national sampling programme. All officers are expected to undertake a minimum of one sampling exercise per year to maintain competency.

#### 4.1.2 Health and Safety

The district council is responsible for enforcing health and safety in approximately 2300 premises in the following categories:

- Hotels, campsites and short stay accommodation
- Residential care homes (in conjunction with the Care Quality Commission)
- Catering, restaurants and bars
- Leisure and cultural (e.g. cinemas, places of worship)
- Offices
- Retail shops
- Warehouses
- Consumer services (e.g. hairdressers, tattooists)

Inspections are carried out in accordance with LAC 67/2 (Rev 6) and National Priority Plans<sup>vii</sup>. In practice this comprises programmed inspections of the highest risk workplaces alongside targeted projects. This is in addition to risk-based interventions in response to

reported accidents, complaints, dangerous occurrences and work-related diseases. Estimated work for 2017/18 is detailed in section 2.3.

Following on from a targeted project in 2011/12 which focused on premises with buried metal LPG pipe work, the Health and Safety Executive has identified a further premise to inspect by March 2018.

The budget store project in 2015/16 which targeted high volume warehousing in retail premises revealed an ongoing need for one premises to receive a programmed visit.

### Registered skin piercing establishments and piercers

All tattooists, body piercers and semi-permanent make up piercers receive an annual, unannounced inspection. All other piercers will be contacted on a three year cycle to determine if there have been any significant changes.

During 2016/17 the number of premises registering for semi-permanent makeup and individual artists doubled, indicating an increase in this type of work. All other skin piercing activities remained at similar levels.

Premises type	Number	%
Semi-permanent make-up	13	17
Cosmetic piercing	7	9
Electrolysis	13	17
Acupuncture	28	37
Ear piercing	21	28
Tattoo	12	16
Total skin piercing premises registrations*	<b>94</b>	

\*Some premises carry out more than one skin piercing activity

Individual Piercer type	Number	%
Semi-permanent make-up artist	10	5
Cosmetic piercer	12	6
Electrolysis practitioner	32	17
Acupuncturist	48	26
Ear piercer	46	25
Tattooist	38	20
Total	<b>186</b>	

### Tattoo hygiene rating scheme

This voluntary scheme was introduced in 2015 to help customers make informed choices about the premises they use for tattooing. Eight out of the twelve registered tattoo studios joined the scheme. Ratings are displayed on the Chartered Institute of Environmental Health website<sup>viii</sup>.

Rating	Description	No
4	Good	7
3	Very satisfactory	1
2	Satisfactory	0
1	Needs improvement	0
	Total	8

### 4.1.3 Private Water Supplies Regulation (PWS)

Private water supplies may come from a variety of sources, including wells, springs, boreholes and streams. They are regulated to ensure water from these supplies is wholesome. Supplies are classified into type which influences the level of sampling and risk assessment work undertaken.

Supply Type	No	%
Single domestic	25	50
Multiple domestic	5	10
Commercial	20	40
<b>Total Supplies</b>	<b>50</b>	

In addition to the minimum legal sampling requirements, sampling on request is also undertaken. Charges are made in accordance with the fees in Private Water Supplies (England) Regulations 2016.

## 4.2 Non programmed work

### 4.2.1 Revisits

Following an inspection it may be necessary to carry out a re-visit after an appropriate time to check that matters have been attended to or check compliance with any enforcement notices. Reasons for re-visits include:

- The nature of the contravention is deemed so serious that if it was not addressed, formal action would need to be taken
- The number of minor contraventions is excessive and indicative of poor management and/or little confidence in the management addressing the matters

### 4.2.2 Complaints and service requests

We aim to respond to all complaints and requests for service as soon as possible, but in any case requests will be acknowledged within three working days. Complainants will be advised of the outcome of all complaints.

Anonymous complaints will not usually be investigated unless there is concern about the nature of the complaint and/or premises history.

Business owners/managers will be contacted about complaints relating to their premises and/or practices, usually by an unannounced visit.

### 4.4.3 Business advice

We acknowledge that most businesses want to comply with the law and the Commercial Team will provide advice and encourage best practice. Advice is provided verbally, by directing to our website and/or offering a site visit. Support for new businesses is a priority and provided at the earliest opportunity in conjunction with the Council's Economic Development Team.



#### **4.4.4 Food safety incidents**

Food safety alerts notify the public and food authorities of incidents concerning food which does not meet food safety or composition standards. Alerts are received via the FSA alert system into the Commercial Team shared e-mail inbox which is monitored during office hours. Any alert marked "for action" is referred to the Team Leader to determine the most appropriate course of action.

#### **4.4.5 Health and safety incidents**

Health and safety accidents and complaints are investigated in accordance with the Incident Selection Criteria Guidance LAC 22/13 (Rev1)<sup>ix</sup>.

#### **4.4.6 Investigation of outbreaks and infectious diseases**

The team works closely with colleagues at Public Health England to identify, control and prevent the spread of infectious diseases.

Notifications of infectious disease are investigated using the East Midlands PHE Protection Team's Response to Gastrointestinal and Legionnaires' Disease Matrix.

Complaints about suspected food poisoning are investigated in accordance with the infectious disease procedure for multiple cases and outbreaks.

#### **4.4.7 Primary/home/lead authority principle**

South Kesteven does not have any Primary, Home or Lead authority arrangements with businesses at this time.

However, as required by the Regulatory Enforcement and Sanctions Act 2008 (as amended)<sup>x</sup> and s.67 and 68 of The Enterprise and Regulatory Reform Act 2013<sup>xi</sup>, regard is given to the Primary Authority Principle when carrying out inspections, investigations and enforcement action for food safety and health and safety

Businesses with a Primary Authority partnership are identified on the Environmental Health premises database.

#### **4.4.8 Liaison with Other Organisations**

In addition to working with other teams within the Council, officers liaise with a number of other local authorities, agencies and organisations to facilitate consistent enforcement, share good practice and reduce duplication of effort. These include:

- Lincolnshire Environmental Health Managers Group
- Lincolnshire Food Group
- Lincolnshire Health and Safety Group
- Kesteven Safety Advisory Group
- Food Standards Agency (East Midlands, Yorkshire and Humber Region)
- Health and Safety Executive (Nottingham Region)
- Public Health England
  - East Midlands Health Protection Team

- Food Water and Environmental Laboratories York
- Public Health Laboratory, Birmingham
- Lincolnshire County Council
  - Trading Standards
  - Fire and Rescue
  - Police
  - Highways and Planning
- Drinking Water Inspectorate
- Anglian Water

#### 4.4.9 Promotion

Education and awareness is a key method of encouraging high standards in businesses across the district and informing the public.

We support FSA media campaigns and Food Safety Week promoting messages through press releases, our website, social media and newsletters.

Press releases in 2016/17 included:

##### Food safety

- Allergy Awareness Week
- August Bank Holiday BBQ
- Christmas Dinner
- Valentine's Day

##### Health and safety

- Tattoo Hygiene Rating Scheme awareness

We continue to provide information leaflets to assist businesses to comply with legislation and ensure our website is maintained with relevant information.

Press releases are issued following all successful prosecutions to act as a deterrent to others and inform the public.

## 5. Resources

### 5.1 Financial

The cost of providing the Commercial Service is detailed by area:

<b>Discipline</b>	<b>Actual 2016/2017</b>	<b>Budget 2017/2018</b>
Food safety	205,161	210,985
Health and Safety	89,391	96,893
Water quality	27,341	28,777
Infectious Diseases	35,748	36,198
<b>Total</b>	<b>357,641</b>	<b>372,853</b>

The service is resourced sufficiently to operate in the absence of exceptional events or demands. In the event of a complex health and safety incident, technical expertise can be obtained from the HSE.

## 5.2 Staffing allocation

Staff allocation for 2017/18:

Areas of Work					
Position	FTE	Food	H&S	Infectious diseases	Drinking water
Team Leader	1	✓	✓	✓	✓
Environmental Health Officers (EHO)	1	✓	✓	✓	x
	0.8	✓	✓	✓	✓
Technical Officers (TO)	1	✓	✓	✓	✓
	1	✓	✓	✓	x
Technical Support Officer (TSO)	1	✓	✓	✓	✓

The Lead Officer function required by the Food Law Code of Practice is undertaken by the Business Manager, Environmental Health, supported by the Team Leader. It is anticipated that the Team Leader will take this role upon meeting the baseline qualification.

EHOs hold the Bsc or Msc Environmental Health and are Authorised Officers competent to carry out all levels of official and non official controls and enforcement for food safety, undertake inspections of all approved food premises.

TOs hold the Higher Certificate in Food Premises Inspection and are Authorised Officers with restrictions relating to premises closure and seizure and detention of foodstuffs.

The TSO acts as a Regulatory Support Officer, supporting the work of the Authorised Officers and undertaking alternative interventions that are not official controls.

EHOs and TOs are competent to undertake the full range of health and safety enforcement activities and infectious disease investigation and enforcement.

## 5.3 Staff training and development

All officers are trained to a level commensurate with the work they undertake. They receive an annual Personal Development Review and regular one to one meetings. During this process consideration is given to Continual Professional Development (CPD) requirements for each area of work.

The Food Law Code of Practice requires that local authorities ensure that authorised officers receive relevant structured ongoing training. The minimum requirement is 20 hours CPD per year, of which 10 hours must be on core food matters.

Training is provided through a number of methods including; short courses, in house training, cascade training, team meetings and self learning.

## **5.4 Quality assessment**

The Team Leader undertakes random checks of post inspection risk scores and database entries, and where risk ratings have changed or FHRS scores have increased/decreased dramatically. In addition, random premises are visited as soon as possible after inspection by the officer for audit.

A data cleansing exercise was undertaken as part of FHRS and annual deletion of outdated records is undertaken to comply with the Data Protection Act 1988 and the Council's data retention policy.

## Appendix 1 Programmed food safety intervention work for 2017/2018

Risk category	Intervention frequency (months)	Minimum intervention permitted	OFFICIAL CONTROLS Inspections (High/medium risk)	ALTERNATIVE INTERVENTIONS Enforcement interventions (Low risk)	Comments
<b>A</b>	6	Official controls	0		<b>High risk premises</b> Many of these businesses will be “broadly uncompliant” and require addition officer time to rectify
<b>B</b>	12	Official controls	27		
<b>C</b>	18	Official controls	138		
<b>D</b>	24	Alternate between official and alternative interventions	199		<b>Medium risk premises</b> Premises that prepare, cook or handle open high risk food or manufacture or re-wrap high risk foods will be visited each time. All others receive alternate interventions
<b>E</b>	36	Alternative interventions	65	48	<b>Low risk premises</b> Manufacturers, approved premises, premises in the FHRS scheme, those with significant business changes are subject to complaints will be visited. Others will be contacted by self assessment questionnaire
<b>Outside inspection</b>	36	Alternative interventions		33	
<b>Unrated</b>	Within 28 days of registration	Official controls	5		New businesses which require inspection
<b>Outstanding Inspections from 2016/2017</b>	In April 2017	Official and/or alternative interventions dependant on business type	5		Low risk businesses that require visits

## References

- <sup>i</sup> <https://www.food.gov.uk/enforcement/enforcework/frameagree>
- <sup>ii</sup> <http://www.southkesteven.gov.uk/CHttpHandler.ashx?id=18453&p=0>
- <sup>iii</sup> <http://www.southkesteven.gov.uk/index.aspx?articleid=8472>
- <sup>iv</sup> <https://www.food.gov.uk/enforcement/enfcomm/fhrssteeringgroup/hygieneratingsguidance>
- <sup>v</sup> <http://ratings.food.gov.uk/>
- <sup>vi</sup> <https://www.food.gov.uk/enforcement/codes-of-practice/food-law-code-of-practice-2015>
- <sup>vii</sup> <https://ourknowledge.hse.gov.uk/regulatory/intervention/default.aspx>
- <sup>viii</sup> <http://www.tattooratings.co.uk/about.php>
- <sup>ix</sup> <http://www.hse.gov.uk/lau/lacs/22-13.htm>
- <sup>x</sup> [http://www.legislation.gov.uk/ukpga/2008/13/pdfs/ukpga\\_20080013\\_en.pdf](http://www.legislation.gov.uk/ukpga/2008/13/pdfs/ukpga_20080013_en.pdf)
- <sup>xi</sup> <http://www.legislation.gov.uk/ukpga/2013/24/section/68>

## Glossary of Abbreviations Used

SKDC	South Kesteven District Council
EHS	Environmental Health Services
Commercial Team	Environmental Health Services Commercial Team
EHO	Environmental Health Officer
TO	Technical Officer
TSO	Technical Support Officer
FTE	Full time equivalent
FSA	Food Standards Agency
HSE	Health and Safety Executive
PHE	Public Health England
CQC	Care Quality Commission
H&S	Health and Safety
DWI	Drinking Water Inspectorate
PWS	Private water supplies
ID	Infectious diseases
FHRS	Food hygiene rating scheme
THRS	Tattoo hygiene rating scheme