

# FOOD SAFETY SERVICE PLAN 2016-17

## ENVIRONMENTAL HEALTH COMMUNITY SERVICES SURREY HEATH BOROUGH COUNCIL

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## Section 1 – Service Aims and Objectives

### 1.0 Aims and Objectives

- 1.1 The purpose of **Community Services is to build and encourage communities where people can live happily healthily** in Surrey Heath. The food safety team significantly contribute to achieving this objective.
- 1.2 The overall aim of the food safety team is help ensure that food and drink intended for human consumption, which is produced, stored, distributed, handled or consumed within the Borough is without risk to the health or safety of the consumer. The aspiration will be met by the appropriate and proportionate enforcement of food safety legislation, carrying out inspection of food and food premises, sampling and analysis of foodstuffs, the investigation of complaints regarding food and food premises, including cases of food poisoning, and the provision of advice to businesses and the public on legislative requirements and good food hygiene practice.

The objectives are:

- To discharge food safety inspection and enforcement responsibilities in accordance with the Environmental Health Enforcement Policy.
- To meet statutory responsibilities in a cost effective manner in accordance with guidance from the Food Standards Agency.
- To investigate complaints about food premises.
- To investigate suspected and confirmed cases of food poisoning.
- To implement national and local food and environmental sampling programmes.
- To provide advice and guidance to businesses on food safety and Food Safety Training.

### 2.0 Links to corporate objectives and plans

- 2.1 The aims of the Food Safety Plan can be clearly linked to the overall aims and objectives of the Council.

### 3.0 Annual Plan 2016 /17

- 3.1 The Annual Plan sets out how the Council will deliver its objectives for 2016/17 as defined in its 2020 Strategy. Each objective breaks down into key priorities; key management projects and service specific milestones. The Council's Objectives and key priorities for 2016/17 are:

<p><b>Objective 1:</b> We want to make Surrey Heath an even better place where people are happy to live.</p>
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**We will do this by:**

- Redevelopment of the A30 frontage;
- Regeneration of the Town Centre;
- Provision of civic, leisure and theatre facilities at Knoll Road.

**Objective 2:** We will sustain and promote our local economy so that our people can work and do business across Surrey Heath.

**Key Priority 2:** Working with partners to deliver 'Transport for Surrey Heath'

- Support economic development in Camberley;
- Deliver an access strategy for Camberley Town Centre;
- Continue to work closely with train and bus providers to improve marketing Camberley as a destination of choice.

**Objective 3:** We will deliver our services better, faster and cheaper.

**Key Priority 3:** Securing the future of local public services in Surrey Heath through a variety of strategies including:

- Service rationalisation;
- Headquartering Surrey Heath's local public services in Camberley by entering into discussions with other public and voluntary agencies to locate into the Council's current facilities, and/or construct public facilities adjacent to Surrey Heath House on a partnership basis
- Partnership working

**Objective 4:** We will build and encourage communities where people can live happily and healthily.

**Key Priority 4:** Delivering with partners the Sustainable Community Strategy priority action plans to improve: community safety, transport, health, children and young people and economic wellbeing.

**3.2** The Annual Plan contains the following service specific objective:

“Food establishments in the area which are broadly compliant with food hygiene law (Annual) – 90%”

#### **4.0 Portfolio Holder Performance Meetings**

4.1 The Executive Head of Community and the Community Portfolio Holder have meetings monthly to discuss progress with the targets set in the annual plan.

#### **5.0 Licensing Committee**

5.1 The Environmental Health Manager reports annually to the Licensing Committee on the food safety activities that have taken place over the last year and on the plans for the forthcoming year.

#### **6.0 Annual Appraisals and Monthly one-to-one meetings**

6.1 Targets from the annual plan are included as objectives in individual team member's annual appraisals and monitored throughout the year in one-to-one meetings.

#### **7.0 The Surrey Heath Sustainable Community Strategy**

7.1 The Strategy is built around five themes of which two listed below have links to the Food Safety Plan.

- Children and Young People – improve learning, health and employment outcomes for children and young people, particularly the vulnerable and disadvantaged
- Health and Wellbeing – promote healthy lifestyles, particularly targeting groups and communities most at risk.

#### **8.0 Equality Scheme**

8.1 The Council's Equality Scheme demonstrates its commitment to equality internally and externally and ensures that all sections of the community are given an opportunity to contribute to the wellbeing of the community. An equality impact assessment has been carried out on this Policy and Procedure.

8.2 The Council ensures that consultation is representative of the community and that consideration is given on how to consult hard to reach groups and will positively learn from responses.

### **Section 2 – Background**

#### **9.0 Profile of the Borough**

9.1 Surrey Heath covers 36.5 square miles in North West Surrey. It is an attractive mix of urban and rural environments and is one of the safest districts in the safest county in England. Surrey Heath shares boundaries with other Surrey authorities as well as those in Hampshire and Berkshire.

**9.2** Much of the rural part of the Borough is within the green belt and includes extensive areas of heath and woodland and includes habitats for endangered bird species.

**9.3** Surrey Heath has a population of 83,400 with 20,900 under the age of 19 and 42,800 aged 40 and over. Surrey Heath has an ageing population which mirrors that of the country as a whole. Around 7% of the Borough's residents are from a range of ethnic minorities. Of the inflow of residents into Surrey Heath 21% are from overseas. The percentage of economically active disabled people in the Borough stands at 8.19%.

**9.4** There are 34,499 homes with an average occupancy of 2.48. 80% of homes are 'owner occupied', significantly higher than the national average, with 9% social housing and 11% privately rented.

## **10.0 Organisational Structure**

**10.1** Attached in Appendix 1 is a chart showing the organizational structure of the Environmental Health Department and Appendix 2 Committee Structure.

**10.2** The Lead Officer for Food Safety:  
Richard Haddad, Environmental Health Manager, who is shared with Mole Valley DC.

**10.3** Consultant in Communicable Disease Control (CCDC):  
(Duty CCDC) Kent, Surrey and Sussex, Public Health England (PHE)

**10.4** Public Analyst:  
Hampshire Scientific Services

**10.5** Food Examiner:  
Food Water and Environmental Microbiology Network (Porton Down Laboratory)

## **11.0 Scope of Food Service**

**11.1** To fulfil statutory and implied obligations of the Authority in relation to food safety through:

- The conduct of the programmed intervention, approval and registration schemes.
- The investigation of complaints relating to food items, premises or related illness, and food alerts.
- The promotion of understanding, appreciation for, and application of high standards of hygiene and safety in connection with food provision and consumption through various advice, information and education activities.

- Organising regular CIEH approved Food Hygiene Training for food handlers.
  - The gathering and processing of information including the completion of official returns.
  - The sampling of foodstuffs and application of imported food controls.
  - The implementation of other orders, directions or duties as may be required or apply from time to time.
- 11.2** The food safety service is delivered by the Environmental Health team located within Community Services.
- 11.3** Responsibility for Food Standards enforcement including fertilizers, feeding stuffs, and Food Hygiene Standards for primary production, e.g. farms, rests with Surrey County Council Trading Standards department based at Redhill, with which there are established links.
- 11.4** Formal liaison takes place at the quarterly meetings of the Surrey Food Liaison Group, or on an ad hoc basis. Examples of the latter have included liaison on food alerts, food labelling issues and Eat Out, Eat Well Scheme.
- 12.0 Demands on the Food service**
- 12.1** The food safety service is based within the Environmental Health Team which covers all areas of Environmental Health except for private sector housing. The Environmental Health Team forms part of Community Services and is located at Surrey Heath House, Knoll Road, Camberley. The team can be accessed via the Council's Contact Centre during normal office hours. Individual officers can be contacted by direct dial or email.
- 12.2** The public can also e-mail general food related service enquiries to [environmental.health@surreyheath.gov.uk](mailto:environmental.health@surreyheath.gov.uk). Information regarding the Service is also available on the Environment section of the Council's website.
- 12.3** The Environmental Health Team provides a 24 hour, 365 days a year out of hours service which allows for dealing with emergency food poisoning outbreaks and contact with the PHE, if required.
- 12.4** In Surrey Heath, as of the 1<sup>st</sup> April 2016, there were 634 food businesses subject to inspection. These range from national fast food restaurants to residential care homes and a hospital kitchen producing hundreds of meals daily to a sandwich café run by an independent trader. There are no specific local requirements associated with specialist or complex processes.
- 12.5** Separate regulations (Regulation (EC) 853/2004) lay down specific hygiene rules and approval requirements for businesses that conduct

certain processes involving foods of animal origin. There is currently one such approved premises operating in the Borough: a cooked meats re-wrapping plant premises.

- 12.6** The majority of interventions are conducted during office hours however officers regularly carry out routine inspections in the evening when businesses are normally open.
- 12.7** The service continues to respond to requests for advice and guidance from persons who are interested in starting new food businesses. In addition this has also led to a number of new businesses requiring first inspections.

### **13.0 Enforcement Policy**

- 13.1** An enforcement policy has been approved by the Executive. All actions taken at food businesses to comply with food hygiene legislation is taken in accordance with the enforcement policy
- 13.2** The policy is currently in the process of being reviewed and it is anticipated that this will come into effect during the latter part of the year.

### **Section 3 – Service Delivery**

This section provides details of how service will be delivered.

### **14.0 Food Premises Interventions**

- 14.1** Food premises are inspected in accordance with the Food Safety Code of Practice as published by the Food Standards Agency. The profile of Surrey Heath businesses as at 1<sup>st</sup> April 2016 is at Table 1, below:

**Table 1 – Profile of Food Businesses as at 31<sup>st</sup> March 2015**

Risk Category	Frequency of Inspection	Total
A	Every 6 months	0
B	Once a year	8
C	Every 18 months	97
D	Every 2 years	260
E	Alternative enforcement every 3 years – questionnaire	269

- 14.2** School kitchens that are managed by Surrey Commercial Services come under an alternative intervention strategy agreed across all Local Authorities in Surrey. It was agreed in 2010 by the Surrey Food Liaison

Group that as the majority of the schools that are managed by Surrey Commercial Services are broadly compliant they would be a suitable group for an alternative intervention. Schools received a full inspection and then the following visit is a monitoring visit where a defined set of areas are examined and documented. There are standard forms to complete to ensure a consistent approach.

- 14.3** Child minders are initially inspected when they register as a food business and in most circumstances then come under the alternative enforcement strategy for low risk businesses.
- 14.4** All E rated businesses are sent a self-assessment questionnaire when they are due for an intervention except those included in the food hygiene rating scheme who are inspected to allow the premise to be rated. The returned questionnaires are reviewed, risk assessed by officers and followed up by an intervention if necessary.
- 14.5** The food inspections due in 2016/17 are listed in Table 2 below. Revisits are conducted in a number of premises each year and are targeted at premises with a significant risk, vulnerable groups and non-broadly compliant premises. The Council employs 2.5 FTE staff work in food hygiene enforcement this covers all areas of the service from interventions to sampling to advice to complaint investigation.

**Table 2 Food Inspections Due in 2016 /2017**

Risk Category	Number of Inspections due
A	0
B	6
C	54
D	121
E	55
Total	236

- 14.6** The numbers above do not include new businesses registered during the year. The council has a statutory duty to inspect all newly registered food businesses within 28-days. In 2015/2016 the council inspected 78 new food businesses.
- 14.7** Currently two officers are authorised to approve premises that are subject to 853/2004. These regulations require that certain businesses who produce foods of animal origin require approval.



## **15.0 Food Complaints**

- 15.1** The Council has a written policy for the investigation of all complaints about food or a food premises.
- 15.2** In 2015/16, 65 complaints were received from the public. Of these 25 related to food and 40 related to hygiene in premises. All complaints were investigated.
- 15.3** It is expected that a similar number of complaints will be received during 2016 /2017. It is not possible to estimate the resource required as the nature and type of investigation vary greatly on a case by case basis however during 2015/16 approximately 30 officer days were spent investigating complaints.

## **16.0 Primary Authority Partnership Scheme**

- 16.1** The Local Authority supports The Primary Authority Partnership Scheme (PAPS) set up by LBRO (Local Better Regulation Office).
- 16.2** Officers contact Primary Authorities when investigating food complaints and if there are matters of policy and procedures following interventions. Officers have received training in Primary Authority and are aware of the legal framework of the scheme. For example Primary Authorities have to authorise the service of Hygiene Improvement Notices and Prosecutions and follow inspection plans if they have been produced.
- 16.3** All Officers have access to the LACORS and Primary Authority database and check the databases for inspection plans.
- 16.4** The Council is Primary Authority to Krispy Kreme, Exclusive Hotels who own Pennyhill Hotel and most recently, Kerry Foods, who are large multi-national food manufacturer. Activity includes meetings with representatives and providing advice and assistance to other Local Authorities who have queries following inspections and when investigating food complaints. Discussions have started about transferring to a Primary Authority agreement.
- 16.5** Approximately 8-10 days per year is currently spent on this activity, where Surrey Heath can recharge the business.

## **17.0 Advice to Business**

- 17.1** The service provides free advice to potential and existing food business operators via information on the website, verbal advice at premises and in the Council offices or on the telephone.
- 17.2** Advice and guidance is given on a number of areas to help them comply with food safety law.

Meetings with food business operators prior to a premises opening also occur to help ensure that the design, layout and equipment complies with food safety legislation.

- 17.3 In 2015/16 there were 7 visits to Food Businesses where officers provided advice and education. In addition telephone advice was given to a number of Food Business Operators.
- 17.4 The Council is a registered Chartered Institute of Environmental Health (CIEH) training centre and provides low cost food hygiene training to businesses in the Borough. There are 4 planned courses per year held at the Council and courses are also held at food premises if requested. However, over the last few years we have faced fierce competition from the internet which can provide courses more conveniently and more competitively priced.
- 17.5 The service has a link to the three pub watch groups across the Borough and Surrey Chamber of Commerce.

#### **18.0 Food Inspection and Sampling**

- 18.1 The Council takes part in routine sampling and swabbing of food premises based on local intelligence and as part of county and national sampling programmes. Sampling and swabbing also takes place during food complaint and outbreak investigations.
- 18.2 Samples for examination are submitted to the Public Health England laboratory in Porton Down. The laboratories currently hold UKAS accreditation for microbiological examination of food samples.
- 18.3 Samples for analysis are submitted to, UKAS accredited, Hampshire Scientific Services located at Portsmouth. A courier service is employed to take these samples to the laboratory when required.
- 18.4 During 2015/16, samples were collected from 24 food businesses. In some cases repeat sampling was undertaken which. A total of 97 samples were taken for bacteriological examination. The results showed that 40% of the samples were classified as unacceptable or unsatisfactory. The majority of premises that sampling or swabbing took place in had food hygiene ratings of 1 or 2 which correlated with poor food hygiene standards. All unacceptable/unsatisfactory results are followed up with advice by letter or visit. An estimated 17 days are allocated to this activity.
- 18.5 Public Health England provided Surrey Heath BC with a sampling credit allocation of £3,386 for 2016/17 and a courier service for delivering samples to the laboratory.

## **19.0 Control and Investigation of Outbreaks and Food Related Infectious Diseases**

**19.1** The Service works in partnership with Public Health England (PHE) to investigate cases of food poisoning and related illnesses. Our aim is to try to locate the source and ensure infection is contained.

**19.2** On receipt of notification of food poisoning a risk-based approach is adopted when carrying out investigations to decide where further information is required. Officers aim to identify cases involving high-risk groups or occupations such as food handlers or children attending playgroups. Relevant statutory powers are used, where necessary, to exclude patients from work or playgroups, to prevent the spread of the disease within the community. In 2015/16 Surrey Heath was notified of 98 cases of infectious disease which Officers spent approximately 25 days investigating.

**19.3** In addition to the infectious diseases contracted by residents in the Borough which are investigated the Environmental Health department were involved in an outbreak investigation as the source of the outbreak was within the Borough.

**19.4** Officers attend the Surrey Infection and Environmental Health Group, which include representatives from other Local Authorities, PHE and water utilities. There are four half day meetings a year which can take up to six days of officer time including travel and preparation. Officers attend meetings if there are matters of interest. The meetings allow officers to share best practice and changes to legislation plus discuss cases of interest and investigations that involve multiple Local Authorities.

## **20.0 Food Safety Incidents**

**20.1** The Service has a procedure for the implementations of the Food Law Code of Practice in respect of product withdraw notice, product recall notice and food alerts for action.

**20.2** The Food Standards Agency from time to time issue Food Alerts via email. Actions vary from circulation to staff for information, issuing press releases to sending information to business to visiting premises and removing items from sale.

**20.3** The time taken to action food alerts varies on a case by case basis depending on the nature of the alert. In 2015/16 there were 29 reported incidents by the FSA and approximately 4 to 5 days of officer time.

## **21.0 Liaison with Other Organisations**

**21.1** The Council takes steps to help ensure consistency of enforcement with other Food Authorities in Surrey.

**21.2** Actions to promote consistent enforcement, facilitate best practice, exchange information and coordinate activity are achieved through the following:

- Representation on the Surrey Food Liaison Group
- Representation on the Surrey Environmental Health Managers Group
- Representation on the Surrey Infection & Environmental Health Group
- Contact with the Consultant in Communicable Disease Control
- Contact with the FSA nationally and via the regional office representative office
- Contact with Surrey County Council Trading Standards
- Representation at Pub Watch Groups across the Borough when necessary
- Liaison and joint visits with the Fire Safety Officer from Surrey Fire and Rescue
- Liaison and joint visits with the Private Sector Housing team within the Authority regarding housing above food premises
- Notification and liaison with planning and building control within Council on applications
- Liaison with Licensing service within Council
- Liaison when necessary with Approvals team at FSA, egg marketing inspectorate (DEFRA), plant and seed inspectorate (DEFRA)
- Liaison and referrals with the UK Border Agency on immigration
- Access to EHCnet, EHMS, FSA, LGR, CIEH, LBRO and other, similar interest websites
- Notification from Veolia when commercial water supply is to be disconnected at businesses within the Borough.

**21.3** In order to maintain such necessary links some officer time is given over to attendance at meetings and any support work or activity that results. An estimated 10 days are allocated to these activities.

## **22.0 Food Safety Promotion**

**22.1** Food Safety promotion is a small area of work due to limited staff resources available. However in 2015/16, we successfully took part in the 'The Chicken Challenge' national campaign.

**22.2** The Service participates in a Surrey County Council Trading Standards led initiative 'Eat Out, Eat Well' enabling customers to make healthier choices when eating out. Officers refer businesses for the scheme and one officer has been on nutrition training and is able to assess applications. One officer represents the Environmental Health team at the quarterly meeting.

**22.3** Advice to businesses is available on the website and at certain times of the year advice is provided on the website to consumers about food

safety at home. For example barbecue safety and Christmas dinner cooking.

- 22.4** CIEH accredited Food Hygiene Training courses are taught regularly at the Council. The teaching and preparation of the courses takes approximately 8 days of officer and administrator time per year. The pass rate is on average above 90%.

## **Section 4 – Resources**

### **23.0 Financial Allocation**

2016/17

Direct staff costs:	£117,840
Overheads and support	£ 40,310
Total	£158,150

### **24.0 Staffing Allocation**

- 24.1** Currently there are six members of the team authorised and competent in food safety. The time dedicated by officers in the area of food safety equates to 2.3 FTE. In addition there is 0.2 FTE available in administration. The Council also has a contact centre which receives all the initial telephone calls, emails and other correspondence for the service. The current resource allocation is adequate to deliver the Council's statutory food service for 2016/17.
- 24.2** All officers are authorised to inspect all categories of food businesses as well being authorised to serve hygiene improvement notices. However, where there is imminent risk of safety four officers are authorised to serve hygiene emergency prohibition notices.
- 24.3** All officers are authorised to investigate complaints, enter premise and take samples.
- 24.4** The Environmental Health Manager is responsible for assessing the quality of inspections and monitoring competency through the monitoring policy and recommending levels of authorisation to the Executive Head of Community in line with the authorisation policy.

### **25.0 Staff Development Plan**

- 25.1** All officers receive annual appraisals which highlight the specific development training and training needs of each officer. The Environmental Health Manager monitors to ensure that the training and development needs are completed during the six month appraisal review and monthly one to one meetings.
- 25.2** The training and development of staff is achieved through attending training courses, on-line training, information updates in monthly team meetings and mentoring. The Environmental Health Manager maintains a training log for all officers and ensure that they achieve the required 20 hours a year CPD in food safety.
- 25.3** The monitoring policy ensures that all officers are following the intervention policy and enforcement policy.
- 25.4** Corporate training is also provided for general subjects such as IT skills, health and safety, and customer skills.
- 25.5** EHOs are encouraged to become Chartered Members of the CIEH, in order to demonstrate competence and professional accreditation.

## **Section 5 – Quality Assessment**

### **26.0 Quality Assessment**

- 26.1** The Authority was subject to a Food Standards Agency audit in June 2015. The audit covered:
- service planning
  - documented policies and procedures for incidents and alerts
  - qualifications, training and authorisation of officers
  - interventions
  - enforcement
  - internal monitoring
- 26.2** The Food Standards Agency were generally happy with the findings of the audit and made very few recommendations to improve the service. These have now been implemented.
- 26.3** The food premises database used to record all activities in food enforcement is regularly updated and systems are in place to check data to ensure that is correct. A number of reports can be produced electronically to regularly monitor actions in relation to interventions, complaints, queries and enforcement action.
- 26.4** The EH Manager monitors activity in food safety and reports activity to the Executive Head of Community, the Community Services Scrutiny Committee and annually to the FSA via the LAEMS report.

- 26.5** There is the ability for Surrey Local Authorities to exchange statistics annually to benchmark food safety resources and activities and these statistics are discussed at the Surrey Food Study Group and Surrey Environmental Health Manager's Group. There are also national and regional data.
- 26.6** There is an authorisation and monitoring procedure in place to ensure consistency and staff competency.
- 26.7** Newly qualified officers, students training and officers who are returning to work in food safety undergo a monitoring procedure which is supervised by the Environmental Health Manager.
- 26.8** The EH Manager is responsible for the implementation of an Authorisation Policy and Monitoring of Interventions Policy which ensures that officers are only authorised for tasks that they have the necessary qualifications and experience to perform.
- 26.9** Staff performance is monitored in monthly one-to-one meetings when current work load is discussed and case management.
- 26.10** Satisfaction of businesses with local authority regulatory services is monitored on a quarterly basis. The results are monitored by the Environmental Health Manager and any negative feedback is investigated.

## **Section 6 – Review**

### **27.0 Review of Performance**

- 27.1** Performance for 2015/16 has been monitored by the Executive Head of Community, the Community Portfolio Holder and the Licensing Committee. In 2015/16 the team completed 380 interventions which included 270 food hygiene inspections/audits and the remainder were food hygiene revisits, sampling and advisory visits. warning notices and letters were issued to businesses and 3 hygiene improvement notices were served. There were 65 complaints during the year; 40 complaints were regarding hygiene in premises and 25 were concerning a specific food product.
- 27.2** The proportion of food businesses broadly compliant with food hygiene laws as at 31<sup>st</sup> March 2016 was 97%.  
This has improved from the previous year's performance (2014/15) of 95%. There has been a steady increase in the proportion of broadly compliant from 2010 when there were 87% broadly compliant food businesses in the Borough.

**27.3** All food businesses should be inspected no later than 28 days after the due date. During 2015/16 there was a 100% compliance with this target.

### **28.0 Identification of any Variation from the Service Plan**

**28.1** The number of interventions due and completed is 100%, which is the position the Local Authority aspires to be.

**28.2** Procedures are updated but ideally more frequent refresher training for staff would be of benefit. This should be conducted during team meetings throughout the year.

**28.3** The enforcement policy is to be Council wide and a Council wide group has not been formed to develop this objective and it has been carried forward to the next financial year.

### **29.0 Areas of Improvement**

**29.1** We will continue to focus on conducting the first inspection at premises within 28 days of registering and conducting programmed interventions within 14 days before or after the due date target. Agency staff will be appointed to complete the outstanding inspections.

**29.2** We will continue to maintain and if possible increase the number of broadly compliant premises from 97%.

## **Section 7 - Plan for 2016/17**

### **30.0 Interventions**

**30.1** All inspections will be carried out within 28 days after the due date as stipulated in the Food Law Code of Practice. Priority will be given to High Risk A and B category food businesses.

**30.2** Agency staff will be appointed to aid us if targets are likely to be missed.

### **31.0 Non- Broadly Compliant**

**31.1** The aim will be to maintain and if possible increase the proportion of broadly compliant food businesses at 97% which is well above the national average.

**31.2** The National Food Hygiene Rating Scheme is a motivation for some businesses to maintain or improve food hygiene standards however more intervention is required in other businesses. During 2015/16 Environmental Health focused on improving the standards in non-



broadly compliant premises in an attempt to move them into the broadly compliant category. Increased interventions and the use of informal and formal methods will continue to be used in 2016/17.

**32.0 Review of Procedures and Implement**

**32.1** The food service procedures were reviewed in 2015/16 but more staff training is required to ensure that they are fully implemented.

**33.0 Eat Out Eat Well**

**33.1** Surrey Trading Standards is the lead agency of the Eat Out Eat Well scheme and Borough Councils are a partner agency. Officers promote broadly compliant businesses to apply for the award. The target for the 2016/17 is for 15 businesses in Surrey Heath to join the scheme.

**34.0 Sampling and swabbing**

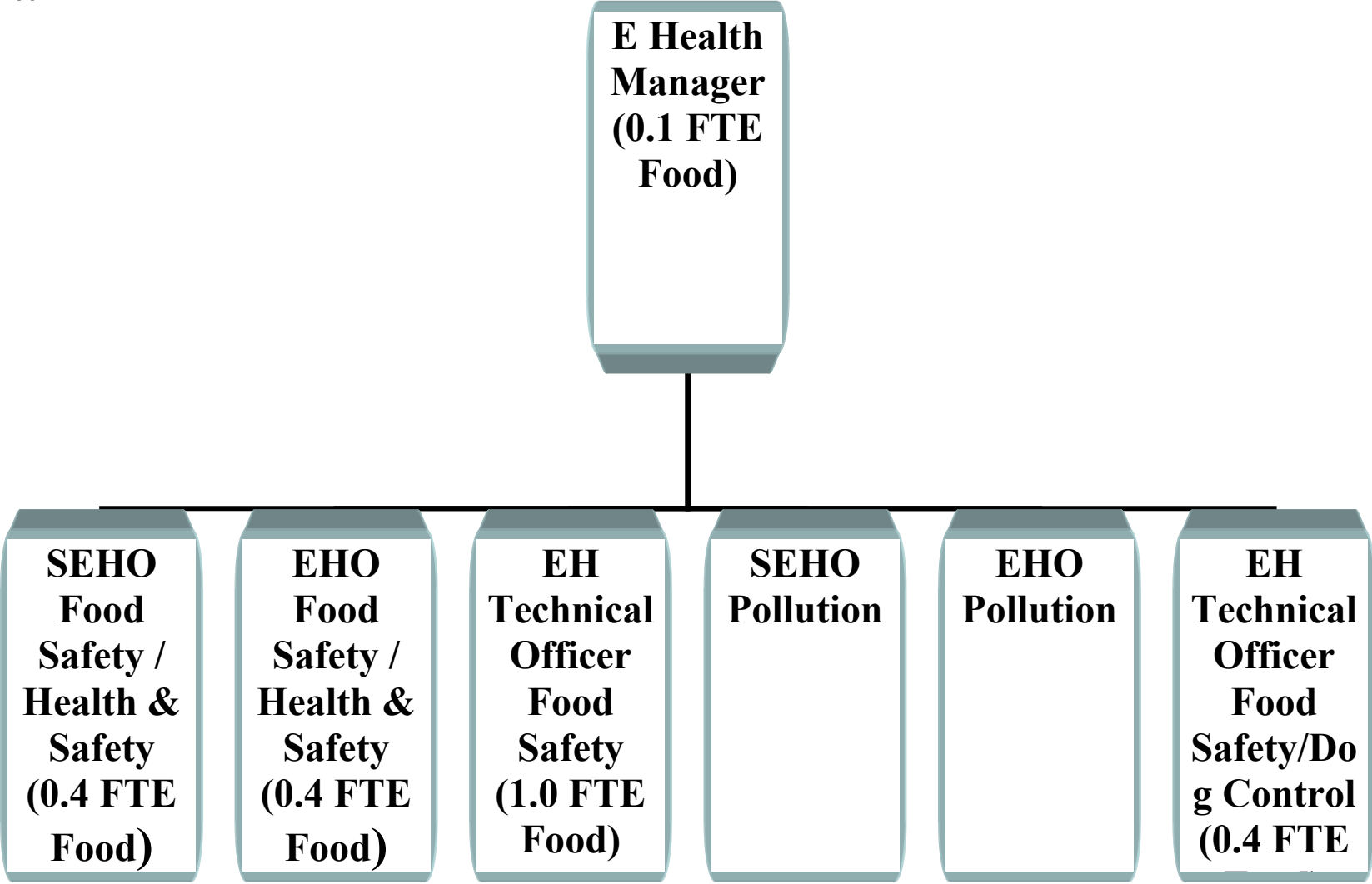
**34.1** The sampling and environmental swabbing programme will continue in 2016/17 and will include foods of animal origin or non-animal origin.

**34.2** A swabbing programme which the department is going to take part in has been agreed across the Surrey Authorities and results reported to the Surrey Food Liaison Group.

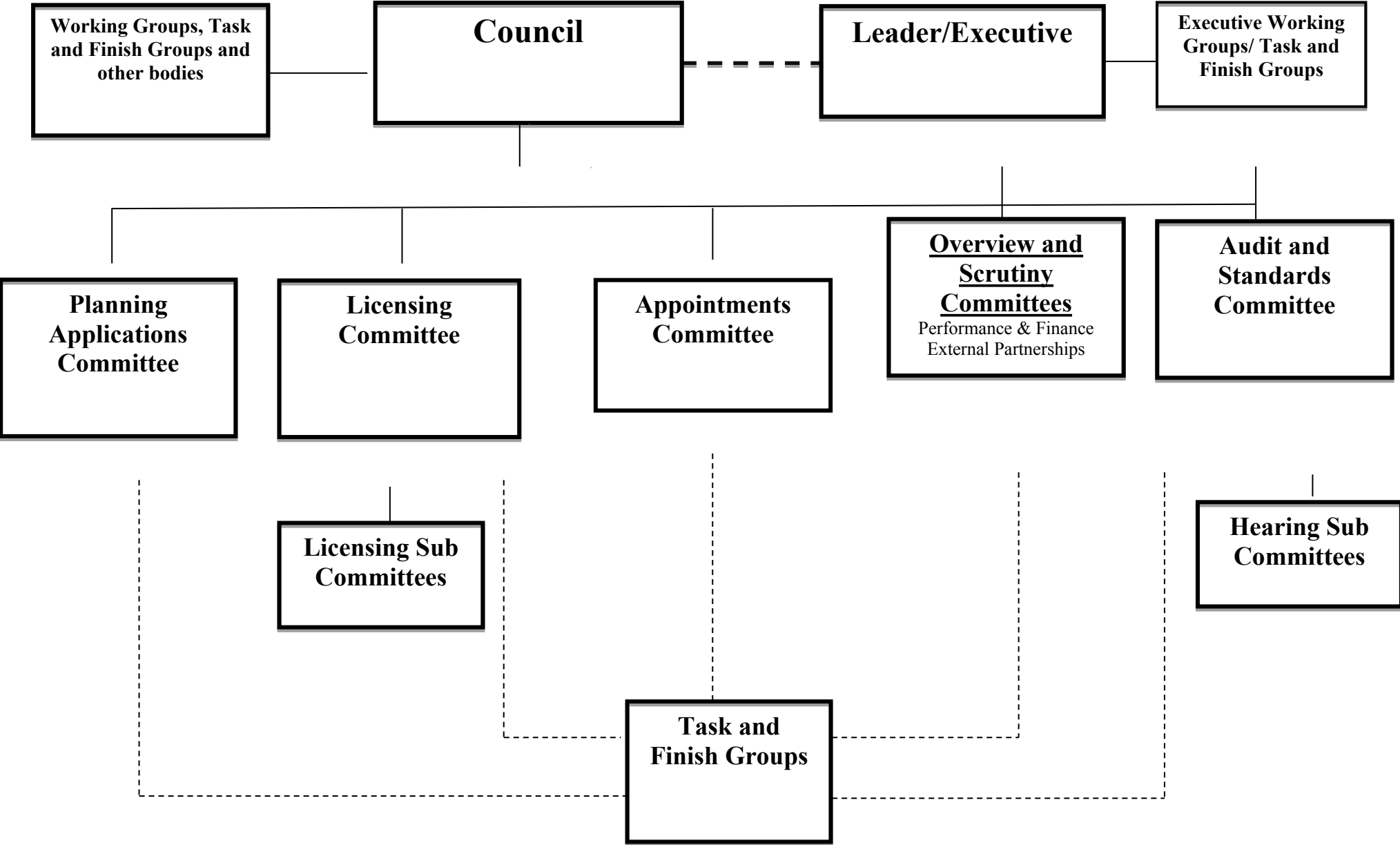
**35.0 Officer Competency and Consistency Training**

**35.1** All food officers must receive 20 hours of food CPD over the year to retain their competency. The EM Manager will ensure that all staff complete the required CPD in 2016 /2017.

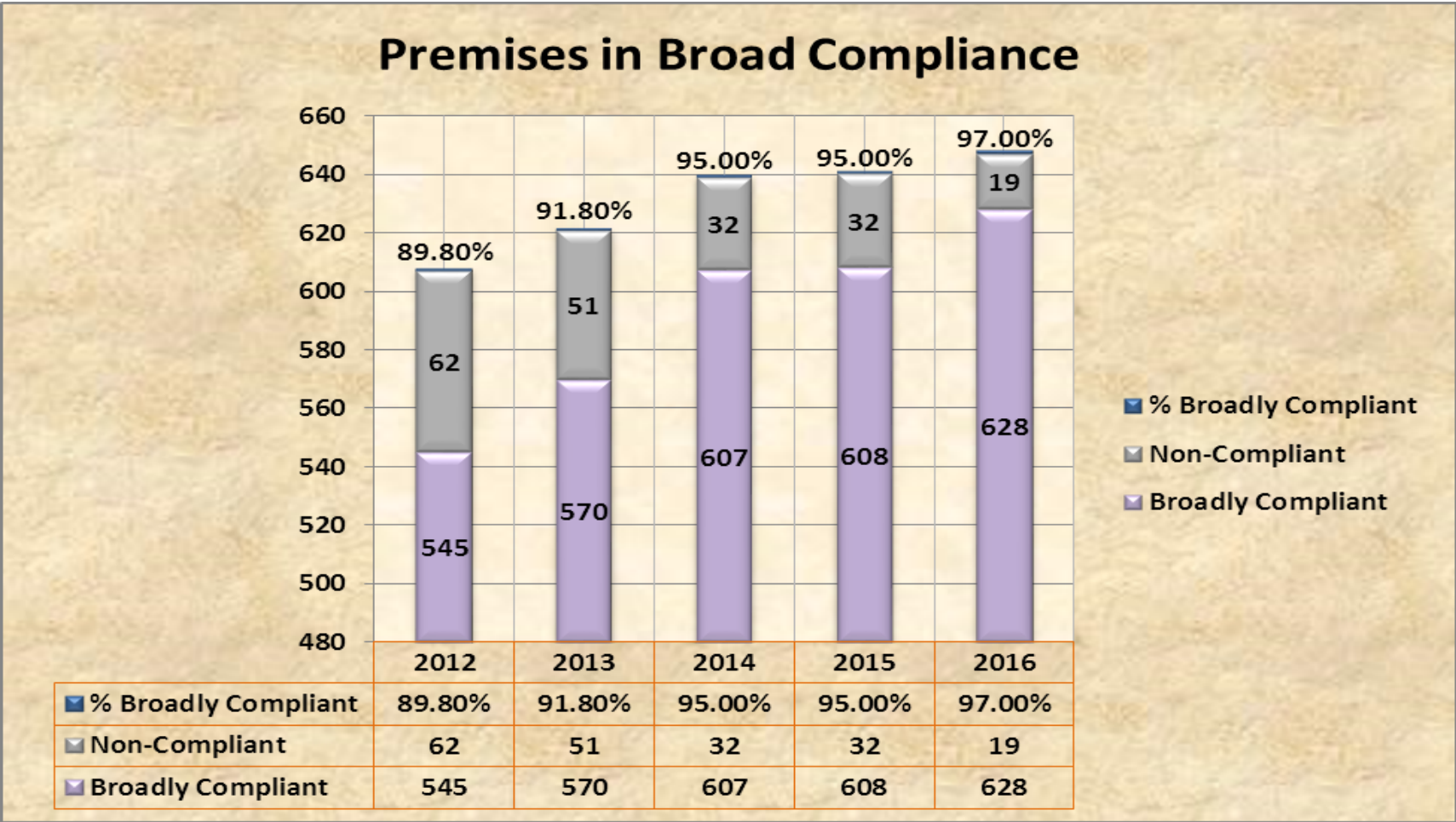
Appendix 1



Appendix 2 –Committee Structure



Appendix 3



## Appendix 4

### Glossary

APD Assessment of professional Development  
BERR Department for Business Enterprise and Regulatory Reform  
BRE Better Regulation Executive  
CIEH Chartered Institute of Environmental Health  
COP Food Law Code of Practice  
CPD Continuing Professional Development  
EC European Communities  
EHO Environmental Health Officer  
FSA Food Standards Agency  
FTE Full-time equivalent  
HAP Home Authority Principle  
IAA Inter-authority audit  
LA Local authority  
LACORS Local Authority Coordinators of Regulatory Services  
LAEMS Local authority enforcement monitoring system  
LBRO Local Better Regulation Office  
OCP Outbreak Control Plan  
PAS Primary authority scheme  
PEHO Principal Environmental Health Officer  
PHE Public Health England  
SCC Surrey County Council  
UKAS United Kingdom Accreditation Service