

# FOOD SAFETY SERVICE PLAN 2018-19

## 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 and 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.

### **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 2018/19**

- 3.1** The Annual Plan sets out how the Council will deliver its objectives for 2018/19 as defined in its Five Year Strategy. Each objective breaks down into key priorities; key management projects and service specific milestones. The Council's Objectives and key priorities for 2018/19 are:

**Place** – continued focus on our vision to make Surrey Heath an even better place to live. Clean, green and safe. Where people enjoy and contribute to a high quality of life and a sustainable future.

**Prosperity** – to sustain and promote our local economy so people can work and do business across Surrey Heath, promoting an open for business approach that attracts investment and complements our place.

**People** – to build and encourage communities where people can live happily and healthily in an environment that the Community is proud to be part of.

**Performance** – to deliver effective and efficient services better and faster.

The percentage of food premises achieving a 3 rating or above is an additional success measure specifically outlined in the Annual Plan as an indicator which focuses on matters of particular interest to residents.

#### **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 Equality Scheme**

**7.1** 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.

**7.2** 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**

### **8.0 Profile of the Borough**

**8.1** 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.

**8.2** 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.

**8.3** Surrey Heath has a population of 86,144 (Census 2011), and an ageing population which mirrors that of the country as a whole. Around 9.8% of the Borough's residents are from a range of ethnic minorities. Of the inflow of residents into Surrey Heath 23% are from overseas. The percentage of economically active disabled people in the Borough stands at 8.19%.

**8.4** There are 33,546 households with an average occupancy of 2.52 people. 78% of homes are 'owner occupied', significantly higher than the national average, with 9% social housing and 12% privately rented.

### **9.0 Organisational Structure**

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

**9.2** The Lead Officer for Food Safety is:  
Nathita Fleet - Senior Environmental Health Officer.

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

**9.4** Public Analyst:  
Hampshire Scientific Services.

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

### **10.0 Scope of Food Service**

**10.1** 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.
  - 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.
- 10.2** The food safety service is delivered by the Environmental Health team located within Community Services.
- 10.3** 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.
- 10.4** 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.
- 11.0 Demands on the Food service**
- 11.1** 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.
- 11.2** 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.
- 11.3** 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.
- 11.4** In Surrey Heath, as of the 1<sup>st</sup> April 2018, there were 635 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.

- 11.5** 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.
- 11.6** The majority of interventions are conducted during office hours however officers regularly carry out routine inspections in the evening when businesses are normally open.
- 11.7** The service continues to respond to requests for advice and guidance from persons who are interested in starting new food businesses, including those new food business operators who are taking over existing food businesses.

## **12.0 Enforcement Policy**

- 12.1** All formal and informal enforcement actions taken against food businesses to comply with food hygiene legislation is in accordance with the Environmental Health Enforcement Policy.

## **Section 3 – Service Delivery**

This section provides details of how service will be delivered.

## **13.0 Food Premises Interventions**

- 13.1** Food premises are inspected in accordance with the Food Law Code of Practice as published by the Food Standards Agency. The profile of Surrey Heath businesses as at 1<sup>st</sup> April 2018 is at Table 1, below:

**Table 1 – Profile of Food Businesses as at 1<sup>st</sup> April 2018**

Risk Category	Frequency of Inspection	Total
A	Every 6 months	1
B	Once a year	11
C	Every 18 months	96
D	Every 2 years	257
E	Alternative enforcement every 3 years – visit or self-assessment questionnaire	263

- 13.2** School kitchens that are managed by Surrey Commercial Services come under an alternative intervention strategy agreed across all Local Authorities (LA's) 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.
- 13.3** 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.
- 13.4** Most 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 business to be rated. The returned questionnaires are reviewed, then risk assessed by officers and followed up by an intervention if necessary.
- 13.5** The food inspections due in 2018/19 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 2.20 FTE (Full Time Equivalent) 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 2018 /2019**

Risk Category	Number of Inspections due
A	1
B	10
C	39
D	106
E	76
Total	232

- 13.6** 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 2017/2018 the council inspected 86 new food businesses.
- 13.7** Currently 4 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.

## **14.0 Food Complaints**

- 14.1** The Council has a written policy for the investigation of all complaints about food or a food premises.
- 14.2** In 2017/18, 69 complaints were received from the public. Of these 49 related to food and 20 related to hygiene in premises. All complaints were investigated.
- 14.3** It is expected that a similar number of complaints will be received during 2018 /2019. 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 2017/18 approximately 35 officer days were spent investigating complaints.

## **15.0 Primary Authority Partnership Scheme**

- 15.1** We participate in the Primary Authority Partnership Scheme (PAPS) as supported and regulated by the Office of Product Safety and Standards which is part of the Government department for Business, Energy and Industrial Strategy (BEIS). The PA Scheme entitles businesses or organisations which operate across local authority boundaries to ask for a Partnership with a Local Authority (LA). Those businesses are expected to work closely with the LA to ensure they comply with the Regulations that apply to them. This is expected to lead to greater compliance by the business, but also greater consistency and co-ordination of regulatory enforcement by LAs.
- 15.2** 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.
- 15.3** All Officers have access to the Primary Authority Register and check the database for Primary Authority partnerships and relevant inspection plans.
- 15.4** The Council is Primary Authority to Krispy Kreme, Exclusive Hotels who own Pennyhill Park Hotel, Manning Impex (a food importer) and, 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.
- 15.5** Approximately 15 days per year is currently spent on this activity, where Surrey Heath can recharge the business.

## **16.0 Advice to Business**

- 16.1** 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. In 2017/18, 74 food enquiries were received and responded to.
- 16.2** Advice and guidance is given in a number of areas to help food business operators comply with food safety law. We encourage and facilitate 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.
- 16.3** In 2017/18 there were 6 visits to Food Businesses where officers provided advice and education.
- 16.4** The service has a link to the three pub watch groups across the Borough and Surrey Chamber of Commerce.

## **17.0 Food Inspection and Sampling**

- 17.1** 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.
- 17.2** Samples for examination are submitted to the Public Health England laboratory in Porton Down. The laboratories currently hold United Kingdom Accreditation Service (UKAS) accreditation for microbiological examination of food samples.
- 17.3** 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.
- 17.4** During 2017/18, samples were collected from 22 food businesses. A total of 73 samples were taken for microbiological examination. The results showed that 37% of the samples were classified as unacceptable or unsatisfactory. Where possible samples are taken from food premises that are poorly compliant. All unacceptable/unsatisfactory results are followed up with advice by letter or visit. An estimated 20 days are allocated to this activity.
- 17.5** Public Health England provided Surrey Heath BC with a sampling credit allocation of £3,386 for 2018/19 and a courier service for delivering samples to the laboratory.

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

- 18.1** The Service works in partnership with PHE to investigate cases of food poisoning and related illnesses. Our aim is to try to locate the source and ensure infection is contained.
- 18.2** On receipt of a notification of a food poisoning case, a risk-based approach is adopted when carrying out investigations to decide whether 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 2017/18 Surrey Heath was notified of 153 cases of infectious disease which Officers spent approximately 30 days investigating. In 2016/17, 91 cases were notified and a similar number are expected next year.
- 18.3** Officers attend the Surrey Infection and Environmental Health Group, which include representatives from other Local Authorities, PHE and water utilities. There are three 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.

## **19.0 Food Safety Incidents**

- 19.1** The Service has a procedure for the implementation of the Food Law Code of Practice in respect of product withdrawal notices, product recall notices and food alerts for action.
- 19.2** The Food Standards Agency regularly issue Food Alerts via Regulatory Information and Management Systems (RIAMS) FSA Smart Communications. Actions vary from circulation to staff for information, issuing press releases, to sending information to business or visiting premises and removing items from sale.
- 19.3** The time taken to action food alerts varies on a case by case basis depending on the nature of the alert. In 2017/18 there were 69 reported incidents by the FSA and approximately 4 to 5 days of officer time. A similar number are expected during 2018/19.

## **20.0 Liaison with Other Organisations**

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

**20.2** 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 the 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, RIAMS, EHMS, FSA, LGR, Chartered Institute of Environmental Health (CIEH), BEIS and other similar interest websites
- Notification from Veolia when commercial water supply is to be disconnected at businesses within the Borough.

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

## **21.0 Food Safety Promotion**

**21.1** Food safety promotion is a small area of work due to limited staff resources available. In 2017/18 our focus was on promotion of 5 rated food businesses. This led to a number of social media and press release publications. We also sent 5 rated businesses a promotional leaflet with their food hygiene rating sticker which was found to be a positive and successful exercise, warmly received by the food business operators.

**21.2** 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.

- 21.3** 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.

## **Section 4 – Resources**

### **22.0 Financial Allocation**

2018/19

The total budget for the food safety service, including salaries, support services, equipment, etc. is £ 233,700.

### **23.0 Staffing Allocation**

- 23.1** Currently there are 5 members of the team authorised and competent in food safety. The time dedicated by officers in the area of food safety equates to 2.20 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 2018/19.

- 23.2** 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.

- 23.3** All food officers are authorised to investigate complaints, enter premises and take samples.

- 23.4** 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.

### **24.0 Staff Development Plan**

- 24.1** 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.

- 24.2** The training and development of staff is achieved through attending training courses, on-line training, information updates in monthly team

meetings and mentoring. The Lead Food Officer maintains a training log for all officers and ensures that they achieve the required 20 hours a year Continuing Professional Development (CPD) in food safety.

- 24.3** The monitoring policy ensures that all officers are following the intervention policy and enforcement policy.
- 24.4** Corporate training is also provided for general subjects such as IT skills, health and safety, and customer skills.
- 24.5** EHOs are encouraged to become Chartered Members of the CIEH, in order to demonstrate competence and professional accreditation.

## **Section 5 – Quality Assessment**

### **25.0 Quality Assessment**

**25.1** 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

**25.2** The Food Standards Agency was generally happy with the findings of the audit and made very few recommendations to improve the service. These have now been implemented, and the audit signed off by the FSA as completed.

**25.3** An internal audit of food service was carried out in 2017/18 which covered food premises registration, inspections and complaint investigations. 4 minor recommendations were made which have already been achieved.

**25.4** 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.

**25.4** The EH Manager monitors activity in food safety and reports activity to the Executive Head of Community, the Licensing Committee and annually to the FSA via the LAEMS report.

**25.5** 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.

- 25.6** There is an authorisation and monitoring procedure in place to ensure consistency and staff competency.
- 25.7** 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.
- 25.8** 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.
- 25.9** Staff performance is monitored in monthly one-to-one meetings when current work load is discussed and case management. Also, monitoring inspections are carried out by the Lead Food Officer quarterly, while food complaint and infectious disease investigations are monitored every 6 months.
- 25.10** 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 of 2017 / 2018**

### **26.0 Review of Performance**

- 26.1** Performance for 2017/18 has been monitored by the Executive Head of Community, the Community Portfolio Holder and the Licensing Committee. In 2017/18 the team completed 473 interventions which included 307 food hygiene inspections/audits and the remainder were food hygiene revisits, sampling and advisory visits. Warning notices and letters were issued to businesses and 4 Hygiene Improvement Notices were served. There were 2 voluntary closures of food businesses. In total there were 69 complaints during the year; 20 complaints were regarding hygiene in premises and 49 were concerning a specific food product.
- 26.2** The proportion of food businesses broadly compliant with food hygiene laws as at 31<sup>st</sup> March 2018 was 96.1%.

There has been a steady increase in the proportion of broadly compliant businesses from 2010 when there were 87% broadly

compliant food businesses in the Borough. Broadly compliant businesses are those which receive a rating of 3, 4 or 5 in the national food hygiene rating scheme. The small percentage of 0, 1 and 2 rated businesses are subject to written warnings, hygiene improvement notices or voluntary / emergency closure depending on the severity of non-compliance. The number of broadly compliant businesses can vary each year depending on the inspection cycle as some premises require inspection only once every 18 months and are therefore not inspected every inspection year. Also businesses open and close, so the business profile and inspection programme varies from year to year.

**26.3** All food businesses should be inspected no later than 28 days after the due date. During 2017/18 there was a 100% compliance with this target.

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

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

**27.2** Procedures are provided by RIAMS which we have subscribed to for the next 3 years. RIAMS provide a wealth of policy and procedures, as well as guidance notes and technical information which can be adapted to reflect the policy and procedures at Surrey Heath. Documentation is automatically updated and version controlled so that officers always have access to the most up to date information and legal references.

### **28.0 Areas of Improvement**

**28.1** 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, where necessary.

**28.2** We will continue to maintain and if possible increase the number of broadly compliant premises from 96.1%

## **Section 7 - Plan for 2018/19**

### **29.0 Interventions**

**29.1** 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.

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

### **30.0 Non- Broadly Compliant**

**30.1** The aim will be to maintain and if possible increase the proportion of broadly compliant food businesses at 96.1% which is well above the national average.

**30.2** The 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 2017/18 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 2018/19.

### **31.0 Review of Procedures and Implement**

**31.1** The food service procedures are now provided via RIAMS and as such are automatically updated in line with any legislation or guidance changes. Staff training is provided in accordance with CPD requirements to help ensure that they are fully implemented.

### **32.0 Eat Out Eat Well**

**32.1** 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 where possible and applicable.

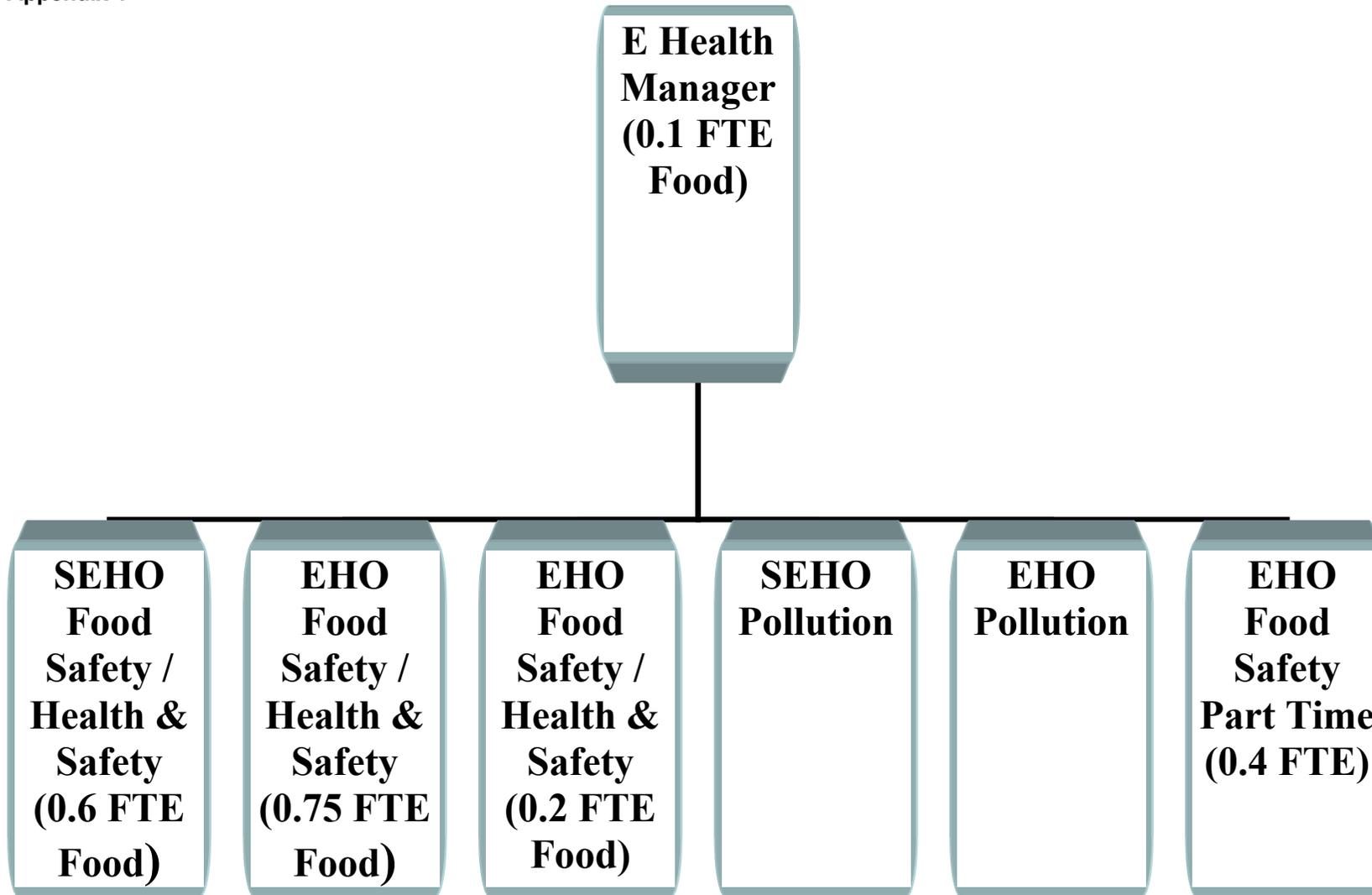
### **33.0 Sampling and swabbing**

**33.1** The sampling and environmental swabbing programme will continue in 2018/19 and will include foods of animal origin or non-animal origin and hand / food contact surfaces within food businesses. It is intended that we take part in the national sampling protocol as consulted on and agreed by the Surrey Food Study Group.

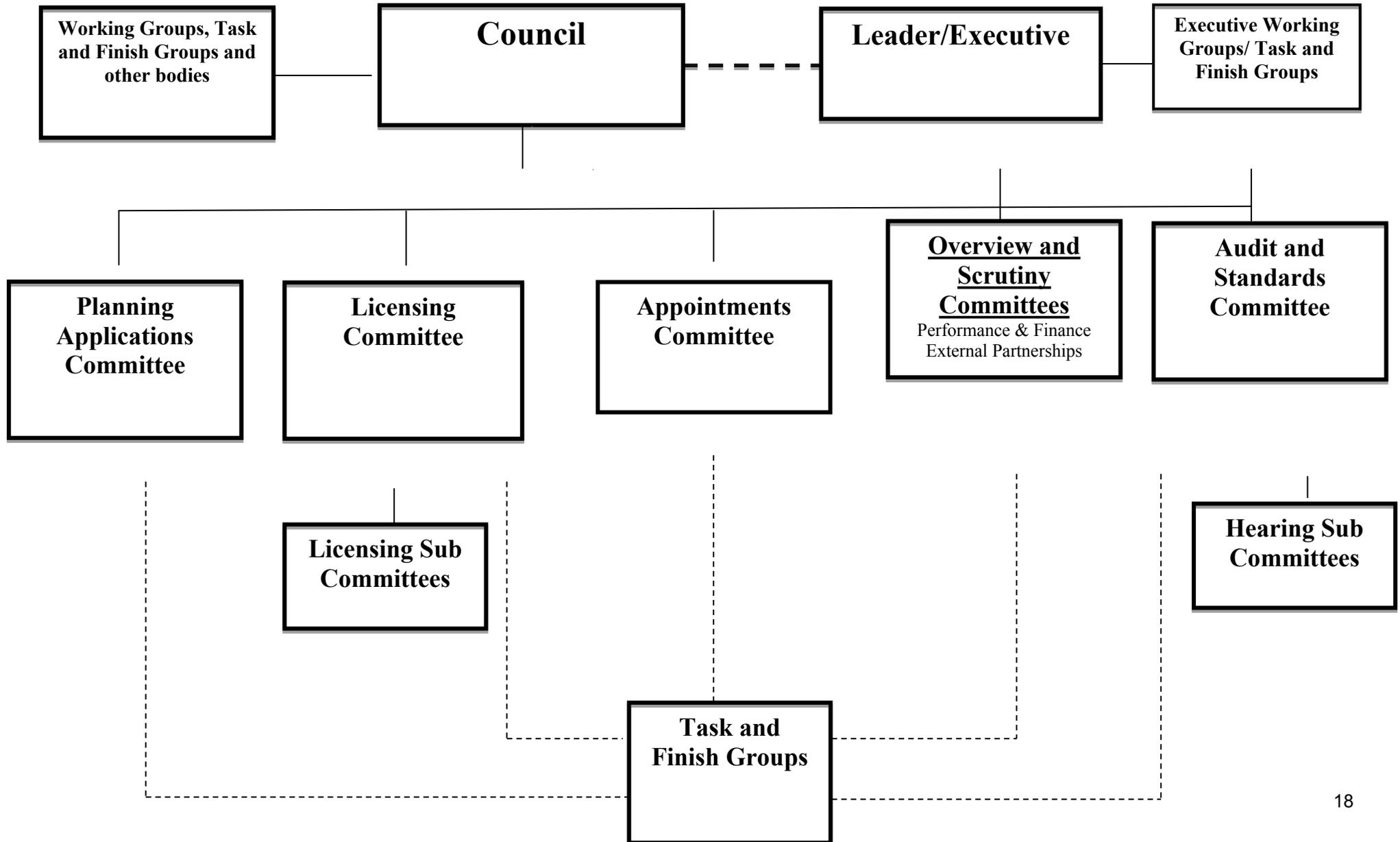
### **34.0 Officer Competency and Consistency Training**

**34.1** All food officers must receive 20 hours of CPD over the year, 10 of which must be on relevant core food matters, to retain their competency. The EH Manager will ensure that all staff complete the required CPD in 2018/2019.

Appendix 1

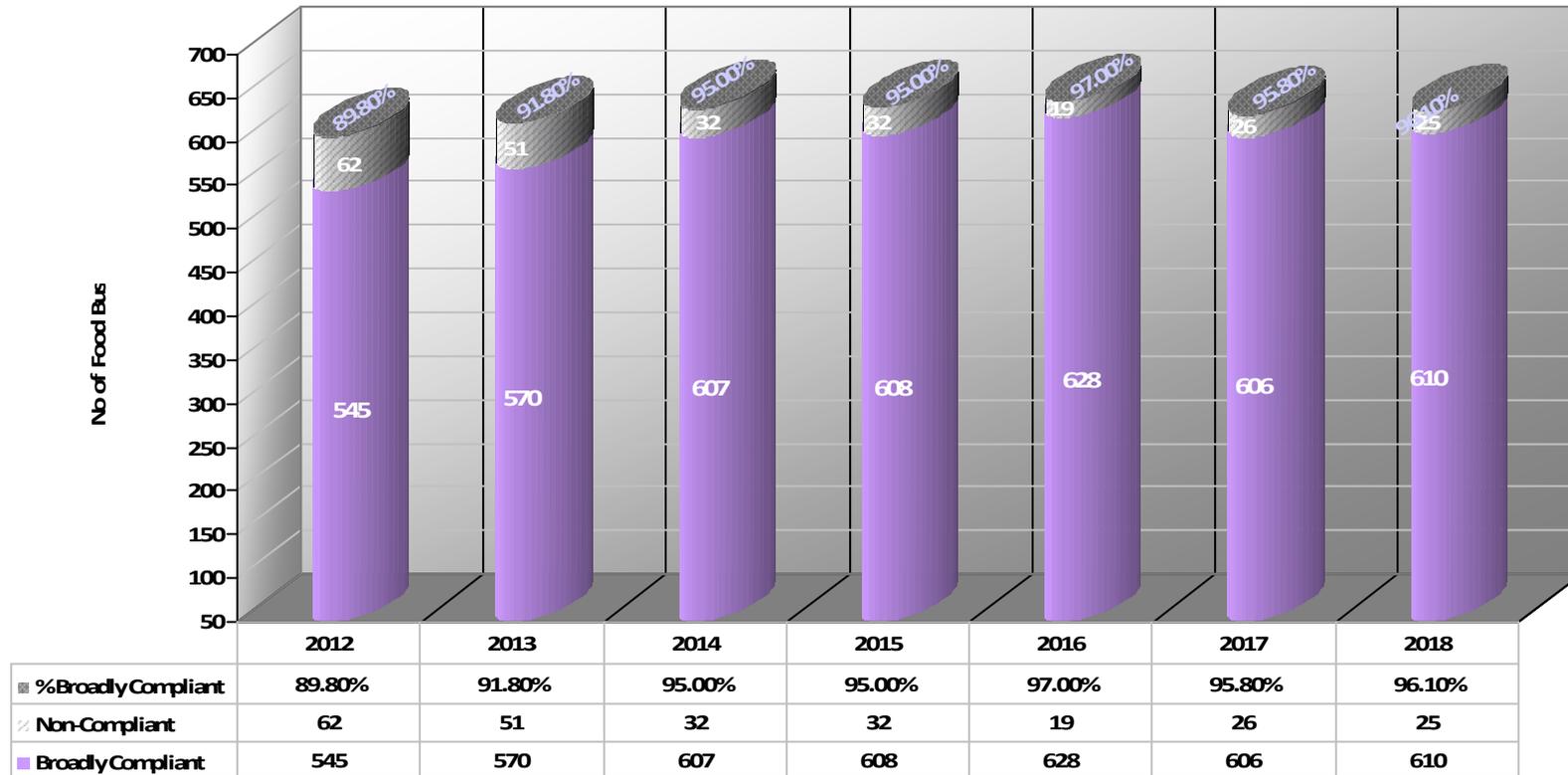


**Appendix 2 –Committee Structure**



### Appendix 3

#### Premises in Broadly Compliance



## **Appendix 4**

### **Glossary**

BEIS Business, Energy and Industrial Strategy  
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  
LA Local authority  
LAEMS Local authority enforcement monitoring system  
LBRO Local Better Regulation Office  
PHE Public Health England  
RIAMS Regulatory Information and Management Systems  
SCC Surrey County Council  
UKAS United Kingdom Accreditation Service