



**Breckland Council
Environment
Review of Performance
of Food Safety Service Plan
2005/2006**

Performance Indicators and Targets for 2005/2006 for Breckland's Food Team

1. Service Delivery

1.1 Food Premises Inspections

- To achieve 90% of inspections of all food premises due within 28 days of the due date with priority being given to bands A, B and C.

Action: 87% achieved. The shortfall was due to a delay in our contractor beginning this target until August 2005.

- Working with the Food Standards Agency to begin a programme of introducing written HACCP systems to all Breckland's food businesses, including use of Breckland's Hazard Pack and the FSA hazard pack, over a period of several years. It is not known at present exactly how much resource will be needed for this work. Information will be provided later in the year by the FSA.

Action: Breckland's Food Team's HACCP pack was distributed to all food businesses.

Action: A successful application was made to the Food Standards Agency for a grant of £75,000 to hold seminars, with follow up coaching to encourage use of the Safer Food Better Business pack. The project began early in 2006.

- Good Food Hygiene Awards to be issued to premises achieving best practice including written hazard analysis system and records of checks.

Action: Good Food Hygiene Awards were issued to all compliant premises (183 at present)

- 100% compliance for actions taken in accordance with the Enforcement Policy.

Action: All actions taken by the team complied with the Enforcement Policy.

- To maintain an up to date register of all food businesses by registering all new businesses.

Action: The Register was maintained up to date at all times.

- Inspections, surveys and liaison with other agencies to be carried out to reduce the likelihood of illegal slaughter, illegal import of food or the use of such products in Breckland.

Action: Liaison and/or visits took place with Agencies including RSPCA, Norfolk Police, NCC Trading Standards, DEFRA, Environment Agency, the Food Standards Agency and the Meat Hygiene Service.

- To research alternative enforcement strategies for low risk businesses and introduce where appropriate.

Action: Research was carried out on possible Alternative Enforcement Strategies. Providing a strategy with implementation is in the 2005/2006 Service Plan.

1.2 Food Complaints

- 90% of first responses to complaints to be within 3 working days.

Action: 100% achieved.

1.3 Home Authority Principle

- Audits will be carried out at 100% of food business with whom Breckland has a Home Authority Partnership Agreement.

Action: All five premises received an audit during the year.

1.4 Food Safety Advice and Training for Food Businesses and the Public

- 90% of responses to service requests to be within 3 working days.

Action: 99.5% of responses within 3 days achieved.

- 100% of demand for food hygiene courses to be fulfilled.

Action: All applicants for courses were provided with a place.

- Two newsletters to be issued during the year.

Action: Two newsletters were issued keeping proprietors up to date, especially with the new legislation from 1 January 2006.

- Seminars to be set up if necessary for new legislation.

Action: Safer Food Better Business seminars commenced in February 2006 and will continue through 2006.

- Work to continue to take place with Norfolk Food Liaison Group and others as necessary with a view to increasing the availability of food hygiene courses for non-English speakers.

Action: In spite of work with the Liaison Group courses in other languages were not feasible in Breckland during 2006 due to low demand.

- To ensure Breckland's website is kept up to date with regard to food safety issues and to utilise the website to enable more advice to be provided by that means.

Action: The Food Team website pages were completely revised as part of the new website.

1.5 Food Sampling and Examination

- 100% compliance with sampling programme.

Action: The sampling programme was fully adhered to.

- Breckland's samples to include 100% of manufacturers producing high risk food.

Action: Food from all high risk manufacturers was sampled during the year.

1.6 **Control and Investigation of Outbreaks and Cases of Food Related Infectious Disease**

- 100% of first response to cases and outbreaks to be within 2 working days.

Action: 100% first response within 2 days was achieved.

1.7 **Food Safety Incidents**

- 100% of first responses to Hazard Warnings within 24 hours.

Action: 100% first response within 24 hours was achieved.

1.8 **Liaison with Other Organisations**

- 100% compliance with the Environmental Health Enforcement Policy

Action: The Enforcement Policy was fully complied with during the year.

- Inter-authority audits through Norfolk Food Liaison Group to continue this year.

Action: Inter-authority audits took place during the year relating to authorisations. An audit also took place by the Food Standards Agency on promotion activities with excellent results. An internal audit also revealed full compliance.

1.9 **Infectious Disease and Food Safety Health Promotion**

- High schools food hygiene training partnership to continue with exam papers sent out within 7 days of application and certificates processed within 14 days.

Action: Standards were achieved in 100% of cases. 734 students have received Basic Food Hygiene Certificates so far.

- Continue use of Breckland Voice as a food safety promotion vehicle. One article in each Breckland Voice.

Action: Each issue of Breckland Voice contained a food safety article except for one issue where editorial priorities were elsewhere.

- To continue to develop support for schools to assist the development of food hygiene training for young people not already on approved food hygiene training programmes by assisting the development of new projects and by facilitating access to information on projects for food hygiene training for schools. Information to be put on Breckland website by 30/6/05.

Action: The website was updated on time and continues to be updated regularly. Our 'Globox' project has been loaned to schools during the year with over 1000 children receiving handwash training so far.

- To continue the project to provide additional support to premises with non-English speaking food handlers.

Action: Research was carried out, but not implemented, due to pressure from new legislation and the SFBB project. This project has been carried forward to 2006/2007.

2. Resources

Resource challenges during 2005/2006 will include:

- Introducing the new food hygiene legislation

Action: The new legislation, which came into force on 1 January 2006, was publicised through newsletters, on inspection and by the SFBB project. Much time was spent updating protocols and retraining the Food Team. Further work is still required following issue of the revised Code of Practice in March 2006.

- Continuing to improve the standard of our food premises

Action: The new legislation has given the team the opportunity to raise standards by requiring the implementation of written systems, and better checks and records.

- Maintaining our good standards of response to customers

Action: Just under 100% of first responses to customers were made within the required times by the operation of our duty officer system.

- Campaigning to reduce the incidence of food poisoning in domestic premises.

Action: Our input to Breckland Voice and our schools projects have contributed to food poisoning reduction, as well as our responses to food poisoning cases and outbreaks, and general advice to the public on request.

3 **Quality Assessment**

- Develop and improve the monitoring programme for the food team and implement the monitoring programme.

Action: The monitoring programme is in place and monitoring of the teams work took place in relation to food hygiene inspections, infectious disease, complaints, service requests and food hygiene training.

- Take part in customer surveys together with the rest of Environmental Health.

Action: Departmental customer surveys continue.