



**Eastbourne
Borough Council's
Food Safety Service
Plan for 2013-2014**



Local Council food law education and enforcement makes an important contribution to public health protection.

Our work promotes safe, sustainable and nutritious food, which contributes to improving community health, wellbeing and the economy, and at the same time helps secure compliance with food law.

Food Safety Service Plan 2013-2014

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Appendix 1	Work plan for 2013-2014
Appendix 2	Review of 2010-2013

All appendices are enclosed in separate documents.

Executive Summary

This one-year Food Safety Service Plan has been produced in order to give clear details of the services to be provided and how they will be carried out in the coming year. It also shows how the function contributes to and supports others in delivering the Corporate Plan Objectives to the Community as a whole.

These activities include:

- protecting and improving the safety of the food that people eat
- providing businesses and consumers with a trusted source of advice, information and training
- ensuring the effective control and prevention of communicable diseases, and
- promoting better health for all of the people living, visiting and working in Eastbourne either through the Council's own actions or in partnership with others

We protect the community by using our regulatory powers, sensibly, proportionately and using risk based and intelligence led action. The Food Safety Service provides their function through a combination of interventions. These include programmed inspections, enforcement, education, partnership working and health promotion.

The staff are given individual inspection targets, which will form part of the function's overall target. Regular monitoring of the Service's progress against the plan will be carried out. Checks will also be made on the consistency of action taken by staff and the quality of work carried out within the borough. Resources will be used to maximum effect ensuring that higher risk premises are targeted.

The Service will also have to react to unforeseen events that occur throughout the period of the plan such as outbreaks and service requests, which impact upon the resource available for programmed work.

This Service Plan has been produced in response to the **Food Standard Agency's (FSAs)** Framework Agreement on Local Authority Enforcement. The Framework provides the FSA with a mechanism for implementing its powers under the Food Standards Act to influence and oversee local authority enforcement activity.

This Service Plan tells you how we will protect public health and promote food safety throughout the borough by a combination of measures which include enforcing food safety law, sampling of foods and liaising with other organisations. Our activities and procedures take account of the **Food Law Code of Practice (England)**.

It should be evident that the mix of enforcement includes aspects that are:

- demand driven
- inspection driven
- education driven, and
- intelligence driven

There is an increasing recognition that we can and should play a key role in the community well-being agenda. It is a fact that effective health promotion influences the determinants of health: these are people's values, cultural, social, economic and environmental living conditions.

We also recognise that health promotion and social marketing go hand in hand to support a change in behaviours. We aim to contribute to this during the forthcoming year by building on our existing partnerships to influence the health choices people in the community make.

This Service Plan should be read in conjunction with:

- Eastbourne Borough Council's Corporate Plan 2010-2015 (2012 refresh), and
- Eastbourne Borough Council's Food Safety Enforcement Policy.

The appendices contain details of the Service's work plan for the forthcoming year (Appendix 1) and a review of the last 3 years (Appendix 2).

Service Aims and Objectives

The aim of the Service is to protect health by assuring the safe production, preparation, distribution and supply of food within Eastbourne Borough and promoting the health of the population.

We aim to:

- Target resources and prioritise inspection and enforcement activity at the higher risk establishments
- Tell businesses what they are doing well and not so well and assist with compliance
- Deal with incidents and emergencies involving food
- Advise and educate consumers, business and other service users on food safety matters, and
- Promote food and health issues generally

Our service objectives and specific targets for 2013-2014 are outlined in the work plan in Appendix 1, and include:

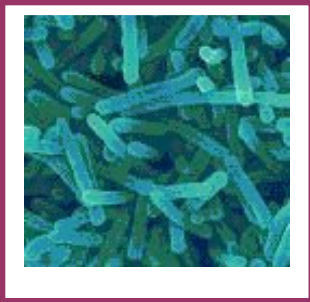
- Carrying out inspections of food and food premises
- Appropriate and proportionate enforcement of food safety legislation
- Sampling and analysis of foodstuffs
- The investigation of complaints regarding food and food premises including cases of food poisoning, and
- The provision of advice to businesses and the public on legislative requirements and good food hygiene practice

Review of Performance

At the end of this financial year the intended actions as specified in the plan will be compared with that achieved and the reasons for any variance identified. Next year's plan will take into account lessons learned from the previous year.

Alternative approaches to that set out in the Service Plan may be used to achieve the outcomes and where this has occurred they will be identified together with the rationale for the action taken.

Food Hygiene and Food Safety



Eastbourne Borough Council sample foods regularly to check that they are safe. They often contribute to sampling work that is coordinated nationally by the **Local Government Regulation (LG Regulation)**, the **Food Standards Agency (FSA)** and the **Health Protection Agency (HPA)**. Regular inspection of food premises from farm to fork by qualified and competent Specialist Advisors helps to maintain compliance with the legislation on food safety.



The Food safety Specialist Advisors work in partnership with the FSA to deliver the National Food Hygiene Rating Scheme whereby information on hygiene at each premise is posted on the FSA website to provide consumer information and drive up hygiene standards.

You can view the details at www.eastbourne.gov.uk/foodratings

This informs consumers, raises the profile of Council food hygiene work, and also encourages closer working with local food businesses.



The Council provides support and advice to food businesses from factories to retail and catering premises. The Council have been promoting the FSA's **Safer Food Better Business (SFBB)** model since its introduction in 2006. This has proved to be a very successful way of explaining to small businesses how to produce safe food. Many businesses

have reported that this has not only improved food safety but also increased their management effectiveness e.g. through improvements in stock control leading to reduced food wastage.

Food Law Enforcement

Responsibility for enforcement is shared between central and local government bodies. While the making of legislation in the UK is the function of central government, the enforcement of food law is primarily (but not solely) the responsibility of more than 400 local authorities in the UK, and more specifically Environmental Health Officers (EHO's) (Specialist Advisors at EBC) and **Trading Standards Officers (TSOs)**.



The FSA is an independent Government Department and is an enforcement authority in its own right. It is also responsible for enforcement support, advice and audit of enforcement activity with respect to local authority food safety and standards controls. The FSA works together with local authorities to

protect food consumers.

Advice, Enforcement and Product Withdrawal

Although the Council will assist and support businesses where possible, it is the Council's duty to provide a service to check compliance and carry out enforcement if necessary. In some cases the law may need to be enforced by issuing legal notices, closing food premises or bringing prosecutions.

The application of the law in this way is vital for protecting public health but often goes unnoticed. High profile cases such as unfit meat scams, the 2006 Cadbury salmonella contamination and more recently the investigation into horsemeat re-labelling help to highlight the importance of this type of work.

Occasionally, particular foods need to be withdrawn from the market to protect the consumer. In these cases Councils work with the FSA and Trading Standards as necessary to help make sure the withdrawal is effective, and to provide advice to local businesses and the public. This may involve a considerable amount of work for the Council if it affects businesses in the Borough.

Infectious Diseases



The Council works towards preventing the spread and minimising the impact of debilitating communicable diseases and cases of food poisoning.

Food poisoning in the UK is estimated as costing the country £1.5 billion each year. The HPA report that up to one million cases of food-borne illness are reported each year in the UK. Approximately 20,000 people are hospitalised and 500 die from these diseases.¹

The real figure could be much higher, because many people with mild symptoms do not report them. Some of these can cause serious illness and permanent disability and some types can kill. The elderly and the very young are particularly vulnerable.

Local Councils work with the FSA, HPA (from April 2013 the HPA will become part of Public Health England) and **Consultant in Communicable Disease (CCDC)** to help promote important advice and guidance on how to prevent food poisoning outbreaks and the spread of food borne illnesses caused by bacteria such as salmonella, campylobacter and E. coli. When these do occur, our Food safety specialist advisors becomes involved in investigating the cause and identifying any unsafe food that is still on the market to help prevent further cases of illness.

- Health Protection Legislation

Revisions to health protection legislation in England came into force on 6th April 2010. The revised measures are contained within the amended Public Health (Control of Disease) Act 1984 and it's accompanying Regulations. The legislation has been updated to give public authorities new powers and duties to prevent and control risks to human health from infection or contamination, including by chemicals and radiation.

¹ Information obtained from The Food Standards Agency website document Food Borne Disease Strategy 2010-2015, [accessed 15/02/2013]
<http://www.food.gov.uk/multimedia/pdfs/fds2015.pdf>

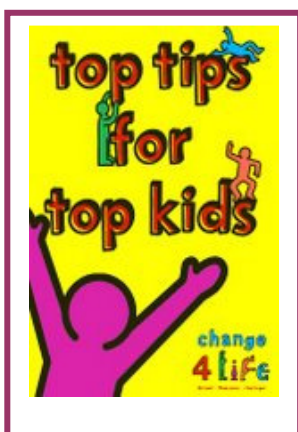
The updated health protection legislation provides local authorities with wider, more flexible powers so that they can respond to public health hazards more effectively. In using these powers, local authorities will work closely with other organisations, including the **National Health Service (NHS)** and the HPA. The modernised legal framework will assist our Specialist Advisors, who in their daily role of investigating incidents, enforcing public health standards and removing hazardous materials, sometimes encounter lack of cooperation which endangers the health of others.

Health Promotion

Industry continues to respond to society's concerns about the health of the nation, particularly in relation to rising obesity levels, and the environmental health profession are absolutely committed to playing a positive role in this debate. In recent years health promotion has benefited from the tools and techniques of social marketing. Social marketing offers an innovative approach to changing people's behaviour in order to improve public health and reduce health inequalities.

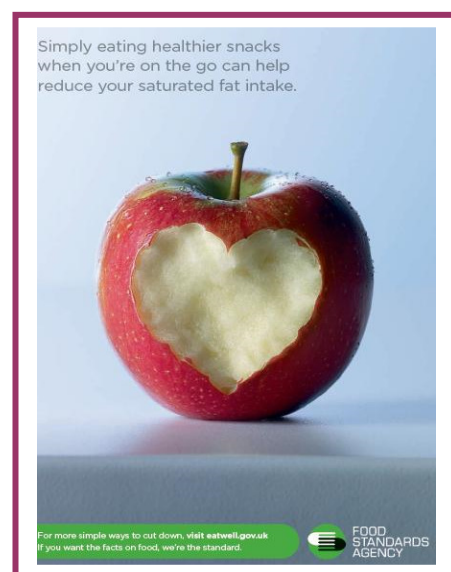
The Food Safety Specialist Advisors will consider how social marketing can increase the effectiveness of interventions aimed at changing behaviours in their future campaigns and projects.

- Children and Young People



Children are particularly vulnerable to food poisoning and may be disabled or even killed by particular types of food poisoning. In recent years E. coli 0157 has been particularly in the headlines, but other types of food poisoning should not be overlooked.

Hygiene inspection and advisory visits to schools, hospitals and nurseries by Specialist Advisors are clearly important in helping to prevent food poisoning. The education of young people can also play a key role in promoting food safety.



The latest Health Survey for England data shows that in England in 2010 30.3% of children (aged 2-15) were overweight or obese.² Clearly there has been a national focus on the healthy content of school meals, but it is locally that behaviour change needs to be supported through a range of initiatives for young people both within the school and outside it.

Many food initiatives involve working with children and young people in school and in other settings, such as youth clubs. It is hoped that the establishment of healthy eating habits amongst young people will be continued when they get older.

The Food Safety Specialist Advisors plan to continue their health promotion and education work aimed at children throughout 2013-2014.

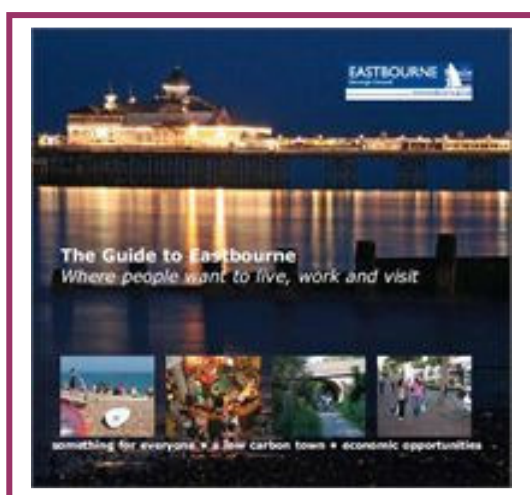
- Smokefree



Smoke free enforcement work will often be integrated into routine inspection activity.

The successful implementation of the smokefree elements of the Health Act 2006 and the ongoing work of the Council in partnership with the local NHS to reduce the prevalence of smoking in the Borough will be strengthened by this activity.

Supporting the Local Economy



Food production, its transport and sale at retail and catering establishments are very significant parts of the economy both nationally and locally. The Council recognises this and assists new start up businesses with advice, where necessary, about compliance with food legislation.

This ongoing work to secure and maintain compliance amongst all food businesses protects consumers from fraud and public health risks, and also helps to

² Information obtained from Department of Health website, [accessed 15/02/13]
<http://www.dh.gov.uk/health/2012/04/obesityfacts/>

ensure fair competition. This allows well-run food businesses to flourish and contribute to the local economy.

- Fairtrade Eastbourne



In partnership with the Fairtrade Eastbourne group, the Council will be promoting Fairtrade to businesses and organisations during inspections, and on the Council website helping towards their campaign to obtain Eastbourne's Fairtrade status, awarded by the Fairtrade Foundation. The Council will also support and get involved in activities to promote Fairtrade fortnight which is held towards the end of February annually.

The Fairtrade Mark is an independent consumer label which appears on thousands of products from coffee to fresh fruit, as a guarantee of a better deal for people and planet.

A Fairtrade Town is any community that:

- supports Fairtrade and deepens understanding of the benefits Fairtrade brings
- takes action by choosing Fairtrade products whenever possible and encourages others to do likewise
- achieves and continues to take action on the five Fairtrade Town goals set by the Fairtrade Foundation.

Eastbourne Borough Council has already passed a motion in 2007 to support Fairtrade and to supply Fairtrade products in all of its outlets and at meetings, which achieves the first goal of the Fairtrade Town status.

To find out more about the work of Fairtrade Eastbourne, visit the group's website at www.activeeast.org.uk/fteb/fte.html or our own pages at www.eastbourne.gov.uk/healthyeating

Links to National and Local Priorities

The following details the main national drivers of the food safety function. This list details the guidance, strategies, documents and government departments that influence and direct the work of the Service:

- FSA Strategy for 2010–2015
- FSA Food Bourne Disease Strategy 2010-2015
- Environmental Health – 2012: A Key Partner in Delivering the Public Health Agenda
- FSA Guidance on E.coli O157: control of cross-contamination, 2011
- Marmot Review 2010
- The Public Enquiry into the September 2005 Outbreak of E.coli 0157 in South Wales, 2009
- Rogers Review, 2007
- Choosing Health: Making Choices Easier, 2005
- The Hampton Report, 2005
- Local Better Regulation Office (LBRO) – Primary Authority
- Department for Business, Enterprise and Regulatory Reform (BERR) – The Regulators Compliance Code and Enforcement Concordat

This plan supports EBC's Corporate Plan 2010-2015 (2012) refresh. All Food Hygiene and Food Safety work is aimed at protecting the community by working with businesses to educate and inform, in order to protect public health.

The Structure of the Food Safety Function

- Figure 1 Food Safety Function

Senior Specialist Advisor 0.1 FTE	Caseworker 0.3 FTE	Specialist Advisor A 0.9 FTE	Specialist Advisor B 0.9 FTE	Specialist Advisor C 0.4
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Total **Full Time Equivalent (FTE)** 2.6

Resources - Financial Allocation

The salary cost of providing the food safety and infectious disease service including on-costs (@ approximately 27%) in 2013-2014 is as follows:

- Table 1 Salaries

Salaries (FTE)	Cost (£)
Senior Specialist Advisor	£3,175.00
Specialist Advisor A	£27,009.00
Specialist Advisor B	£29,520.00
Specialist Advisor C	£13,120.00
Caseworker	£6,332.00
+27%	
Total	£100,528

Resources - Staffing Allocation

It is estimated that the above funding is apportioned as follows:

- Table 2 Staffing Levels

Specialist Advisor Activity	Estimated percentage of time spent on each activity
Food hygiene inspections	65%
Food complaints	7.5%
Infectious/ communicable disease	7.5%
Health and safety inspections	5%
Food sampling	5%
Administration	5%
Projects	5%

Scope of the Function

Food Safety enforcement duties are discharged by the 2.2 FTE Specialist Advisors of the Customer First Team. Within the Team, the Senior Specialist Advisor oversees the Food Safety function.

The Food Safety service is delivered by the staff members detailed in the organisation chart in Figure 1. These staff members also undertake communicable disease control, health and safety duties, skin piercing establishment/personnel registration, pollution control and some administration. It is anticipated that this structure will remain so for the term of the plan.

- Table 3 Breakdown of staff allocation/occupation - FTE

Service Member Designation	FTE Allocation in 10-13*	Level of Authorisation	
		Inspection Category	Enforcement
Senior Specialist Advisor	0.1 FTE	None	None
Specialist Advisor	2.2	A-E x 0.9 and 0.9 None x 0.4	Full Food Safety Act Part Food Safety Act
Caseworker	0.3 FTE	None	None
Total	2.6		

Demands on the Function

The Food Safety Service will undertake a full range of duties between 2013-2014, detailed as follows:

- Food Premises Inspection Programme

Premises are classified according to a complex risk rating system to determine which category they fall within. This takes into account the potential food handling hazard, any sophisticated food processing, the number of consumers at risk, current compliance with food hygiene practices and temperature control, current structural compliance and cleanliness, confidence in management control, the vulnerability of typical consumers and whether there is a particular risk in the process of contamination of the food with food borne organisms, that could pass to the consumer.

We aim to inspect all higher risk and some lower risk food businesses due for inspection (categories A to E; category A – highest risk, category E – low risk). If there is any slippage in the plan, priority will be given to A - C premises.

Category E premises do not generally require inspections as they are very low risk; however the introduction of the **National Food Hygiene Rating Scheme (NFHRS)** has meant that category E premises are programmed for inspection for the time being to provide these low risk businesses with a food hygiene rating. Once this exercise has been completed and all E rated premises have been provided with a rating, depending on the outcome of the inspection, the low risk premises not eligible to join the rating scheme will be sent a questionnaire thus making an inspection unnecessary.

The main purpose of inspection is to achieve improvement and validate existing standards. All A to E food businesses are subject to periodic inspection. The frequency of inspection, ranging from 6 monthly to once every three years, is risk based and calculated in accordance with the FSA Code of Practice (England).

Details of the forthcoming inspection programme for 2013-2014 can be found in table 4. The number of A-E premises due for inspection and intervention is as follows:

- Table 4 Categories of Food Businesses due for inspection in 2013-14*

	2013-2014
Category A	0
Category B	45
Category C	319
Category D	58
Category E	55
Total	477

*(Correct on 11th February 2013)

These figures fluctuate slightly annually as businesses begin and cease trading. It is estimated that there will be 150 new businesses opening in 2013-2014.

The food premises in the town are categorised as follows:

- Table 5 Business Types in Eastbourne

Primary Producers	0
Manufacturers and Packers	9
Caring Establishments	165
Distributor/Transporter	8
Retailers - Other	51
Hotel/Guest House	116
Mobile Food Unit	31
Pub/Club	68
Restaurant/Café/Canteen	252
School/College	42
Smaller Retailer	120
Other Restaurant and Caterer	133
Supermarket/Hypermarket	24
Takeaway	71
Total number of food businesses registered	1090

*(correct on 11th February 2013)

Not all premises are inspected every year.

- Requests for Service

The Food Safety Service has many customers, including the people who live and work within Eastbourne, visitors, tourists and businesses. Delivering great customer service is therefore an important part of a Service member's job. As a result we are always committed to improving customer service and we have set high standards for service delivery. We aim to do everything we can to ensure that service requests associated with food businesses in Eastbourne are dealt with quickly and efficiently.

The Maximum response times for dealing with requests for service are as follows:

Response time for emergency complaints	1 day
Response time for routine complaints	5 working days

- Events and Festivals

Eastbourne hosts a number of seasonal events and festivals throughout the year including French, Italian and Christmas Markets, Airbourne and the Tennis Championship. A sensible risk based approach is taken with each of these events, and the service aim to visit a sample of premises at each event.

- Home Authority Principle and Primary Authority Scheme



Councils work together to coordinate enforcement and advice to companies that distribute goods or trade in more than one area.

Councils with the head office of a food company in their area act as a focal point of contact for the business and for the different local authorities who deal with local outlets or products from the same company.

Council support for this important co-ordination work, through the Home (or Primary) Authority Principle, helps to provide a consistent framework within which compliant businesses can operate with confidence across the UK.

- Food Complaints

Food complaints are assessed and the most appropriate advice given; priority is given to incidents which pose a risk to public health. It is recognised that not all food complaints require the same scope and scale of investigation and staff members are guided by Food Safety Policies and Procedures. Investigation of food complaints forms part of the general duties of the Specialist Advisors.

- Health Promotion



Work is carried out in partnership with other agencies and organisations to deliver health promotion campaigns and projects in the borough.

The Food Safety Service plan to build on the innovative range of activities that have been developed and implemented to promote food safety, with the focus clearly aimed at achieving a measurable reduction in levels of food related illness and improvements in the diets of the residents.

Health promotion projects are often long term and therefore continue from one financial year to the next. The Food Safety Service participates in local and national campaigns such as Food Safety week, organised by the FSA.

Additionally, the promotion of seasonal campaigns will be organised such as barbecue safety and preventing the spread of harmful germs, all supported by a web campaign on the Council's own website and social networking sites. Talks are also given to business groups and social groups in the borough such as luncheon clubs and schools.

- Advice to Businesses

It is the policy of the Council to support businesses in complying with food safety requirements by providing advice using:

- free leaflets and advising on relevant publications
- the Council's website and social networking sites
- providing telephone advice, and
- carrying out advisory visits on request where appropriate



Our particular focus continues to be targeted at supporting and guiding **Small and Medium Enterprises (SMEs)** on food safety and hygiene requirements.

The Council continues to promote the **Safer Food Better Business (SFBB)** Pack published by the FSA to help food businesses comply with food hygiene regulation requirements for the provision of a written food safety system. The Regulations allow for flexibility, meaning the number of documents and records required should be commensurate with the nature and size of the food business

The written food safety system is also known as a food safety risk assessment, hazard analysis or **Hazard Analysis Critical Control Points (HACCP)**. It requires thinking logically about what might go wrong with food prepared for sale and what must be done to ensure it is safe for customers. The principles of the system are based on food safety practices that food business proprietors and food handlers should already be familiar with such as SFBB.

- Food Hygiene Training



We are currently working in partnership with Wealden District Council and Rother District Council to provide the **Chartered Institute of Environmental Health (CIEH)** Level 2 Award in Food Safety in Catering which is ideal for all those requiring food hygiene training for industry.

This arrangement comes at no extra cost, and adds value to our service. It will also strengthen our working relationship with Wealden District Council, Rother District Council and the food businesses based in Eastbourne.

- Food Sampling

The Council has an established food sampling programme, the main components of which are:

- Supporting the annual national sampling programme(s) from the **(Health Protection Agency) HPA** and **Local Government Regulation (LG Regulation)**, formerly known as the **Local Authorities Coordinators of Regulatory Services (LACORS)**
- Supporting any **European Union (EU)** co-ordinating food sampling programmes

- Supporting and developing the Sussex Food Liaison Group's annual sampling programme, which is a regional working-group for all 13 Sussex Council's.
- Any ad hoc sampling that is required by the FSA or HPA
- Sampling of locally produced higher risk foodstuffs, for instance in an Approved Premises
- Sampling where poor food handling is suspected

The national sampling programmes are likely to require approximately 25 samples per annum. It is also estimated that approximately 5 complaint samples per annum will require submission for analysis or microbiological examination.

The sampling budget allocation for Eastbourne is as follows:

- Table 6 Food Sampling Budget

2013-2014	£8932.00
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In forthcoming years, it is anticipated that the budget will be slightly increased as the **Public Health Laboratory Service (PHLS)** will merge with Public Health England. This figure comfortably accommodates the current years sampling regime planned.

- Communicable Disease Control

We investigate suspected food poisoning outbreaks and notifications of food related illness.

All reported incidents of food poisoning are investigated by personal contact except Campylobacter cases and outbreaks involving visitors who have left the town, which are followed up by postal questionnaire.

Investigation and control of major outbreaks is undertaken in conjunction with the **Consultant in Communicable Disease Control (CCDC)** at the **Health Protection Agency (HPA)** in Horsham, West Sussex.

The investigation and establishment of an Outbreak Control service and control measures are all implemented in accordance with the HPAs Major Outbreak Plan.

Staff members also respond to outbreaks of viral gastroenteritis in the town to ensure they are not food-borne and advise on their

control. Their unexpected and often seasonal nature can disrupt programmed inspection work.

Outbreaks of this nature can have considerable commercial impact on some of our hotels in particular. Every effort is made to recognise them quickly, give good information on appropriate control measures and work with the Council's Communication Service to develop press releases for the media, when required.

- Food Safety Incidents

The FSA issue 'Food Alerts' and 'Product Information Notices' to alert the public and local businesses to problems or potential problems in particular food products, and to ensure they are removed from the food chain.

The speed and nature of response relates to the category of notification received. It ranges from notices on the Council's website to individual telephone notification and/or visits to relevant businesses. It may also involve voluntary surrender or seizure of food. Many of these alerts involve close liaison with the FSA, surrounding local authorities and East Sussex County Council **Trading Standards Officers (TSOs)**.

- Imported Food

The FSA estimate that approximately 50% of all food offered for sale in the UK is imported. The foot and mouth crisis several years ago highlighted the importance of ensuring that food that has been imported into the UK has been legally introduced and is safe for the consumer. As a result local authorities have been required to achieve a 'step change' in imported food enforcement.



As a Local Authority outside of port areas, (often referred to as an 'inland authority'), Eastbourne is not in the front line of this work, but we do have an important part to play in premises under our jurisdiction in assessing whether foodstuffs imported from a third country have been legally introduced and are fit for consumption. Specialist Advisors are required by the Framework Agreement, to give consideration to imported food issues when they are inspecting

food premises or dealing with complaints. This includes documentary, identity or physical checks (including sampling) to check the fitness and legality of the importation of any products from a “third country” (outside the EU).

- Fish and Shellfish



Eastbourne is not a Port Health Authority, but fish and shellfish landings include Sovereign Harbour and Fisherman’s Green. The Southern Shellfish Liaison Group represents enforcers in this industry and we send a representative to this forum to share best practice.

Regulation Policy and Procedures

While inspecting officers are dedicated to working with food businesses to improve standards, there are times when enforcement action is needed. This is taken in accordance with principles laid down in the Government’s Enforcement Concordat, The Regulators Compliance Code and Eastbourne’s own Food Safety Enforcement Policy. To view EBC’s Food Safety Enforcement Policy visit www.eastbourne.gov.uk

Written procedures and protocols are in place to ensure high and consistent levels of service provision within the function. Officers are required to follow these and this is monitored by the **Senior Specialist Advisor (SSA)**. Procedures are reviewed regularly to ensure they are in line with current legislation and guidance.

Liaison with Other Organisations

Where opportunities exist for partnership working with Sussex **Local Authorities (LAs)** and other health based agencies, full advantage has and will be taken to achieve a better health outcome for the local population.

We are committed members of several county wide groups as shown in Table 7.

Table 7 Working with other organisations

Group Name	Meeting Frequency	Attendees	Group remit
Sussex Food Liaison Group	Quarterly	Specialist Advisor	Strategic food safety issues and sharing best practice. Formalise food sampling programme. Development of Sussex food safety work plan.
Sussex Food Study Group	Quarterly	Specialist Advisor	Delivery and development of training programmes. Operational food safety issues.
Healthy Eastbourne Board	Quarterly	Specialist Advisor	Discussion forum in which a range of statutory, voluntary and independent sector organisations meet, to plan joint actions to improve health in Eastbourne.
Food and Physical Activities Group (sub group of the Healthy Eastbourne Board)	Quarterly	Specialist Advisor	Development of broader health initiatives such as nutrition, child obesity, healthy eating etc.
Southern Shellfish Liaison Group	Quarterly	Specialist Advisor	Co-ordination of regional inspection of fish and shellfish. Sharing best practice.
Community Health Protection Committee	6 monthly	Specialist Advisor	Strategic communicable and infectious disease issues. Communicable disease outbreaks co-ordination and planning. Sharing best practice.

In addition to these groups, we also work in partnership with the following:

Internal departments including Economic Development, Health and Safety, Licensing, Pollution, Community Enforcement, Joint Action Group and Licensing Action Group	East Sussex County Council Trading Standards
Care Quality Commission	Sussex CIEH Food Study Group
Eastbourne Hotels Association	Smokefree Eastbourne
Eastbourne and District Enterprise Agency Limited (EDEAL)	Chamber of Commerce
Federation of Small Businesses (FSB)	Health Protection Agency (HPA)

Staff development plan

We aim to ensure that all our staff have the expertise, knowledge and skills required for them to deliver our service.

All our staff are subject to **Continuous Professional Development (CPD)** in order that they may carry out their duties effectively and in compliance with the mandatory standards of competence set down by the FSA.

Training needs are determined as part of the annual appraisal process and include in house and external training opportunities. The Food Study Group in particular provides regular, appropriate and cost effective training opportunities for food safety officers. Other training opportunities include, shadowing officers, online training and peer review shared with other Sussex LAs.

A minimum of 10 hours CPD training in food is required for food safety enforcement officers, plus an additional 10 hours general subjects per annum, to retain professional competence.

Quality Assessment

We were last audited by the FSA on enforcement activity in March 2003.

The Council participates in the Sussex Food Liaison Group's Internal Authority Audit scheme, the most recent of which was in June 2010. The audit highlighted areas for improvement and these items will continue to be improved upon over the following year, in conjunction with other Sussex LAs to improve consistency. These items will require Senior Management input.

Additionally, we intend to review our operations to ensure efficiency and compliance with our food safety management system.

The following mechanisms are currently in place for assessing and improving the quality of the Service and to ensure that officer activity is efficient and effective:

- The Senior Specialist Advisor monitor the quality and consistency of health and safety enforcement work through the checking of inspection correspondence and 100% statutory notices served.
- Allocation of premises requiring inspection according to risk from our software system.
- The Senior Specialist Advisor to examine the computer database on a routine basis to ensure all fields operate properly and are accurately populated and cross checking data with paper files. Effectiveness of the service delivery is checked by reviewing a sample of all service requests and a sample of all inspections and recording this in the service's computer database.
- Recommendations for legal proceedings to be examined by the Senior Specialist Advisor
- Use of standard inspection forms and report formats.
- Use of standard phrases for Schedules of Contraventions, recommendations or advice.
- Accompanied inspections conducted for all authorised officers at least once a year.

- Inspection, intervention and performance targets reviewed at monthly 1-to-1 meetings, performance appraisals and Service Management Team Meetings.
- Continuation of officer professional training and development.
- Group meetings to discuss matters of professional and technical interest.
- Procedures for investigating complaints against the Service: Customer Survey Feedback Scheme provides for a form to be sent to a proportion of customers we come into contact with on a monthly basis. The form requests comments on the quality of our services. Any dissatisfied business proprietors who identify themselves will receive a follow-up telephone discussion and, where necessary, a visit from the Senior Specialist Advisor. You can view the form at:
www.eastbourne.gov.uk/health/environmental/contact/customer-survey

Any formal complaints made against the service are investigated and monitored in accordance with Council's Complaints Policy. You can view EBC's Complaint Policy at
www.eastbourne.gov.uk/council/complaints

Annex of Terms

FSA Food Standards Agency

NFHRS National Food Hygiene Rating Scheme

SMEs Small/Medium Enterprises

SFBB Safer Food Better Business

HACCP Hazard Analysis Critical Control Points

HPA Health Protection Agency

LG Regulation Local Government Regulation

FTE Full Time Equivalent

LACORS Local Authorities Coordinators of Regulatory Services

TSOs Trading Standards Officers

LBRO Local Better Regulation Office

EU European Union

CCDC Consultant in Communicable Disease

CIEH Chartered Institute of Environmental Health

PHLS Public Health Laboratory Service

Supporting documents for this plan include;

Appendix 1 Work plan for 2013-2014

Appendix 2 Review of 2010-2013

Contact Details

Natalie Pearce,
Specialist Advisor
(01323) 415376
Natalie.pearce@eastbourne.gov.uk

Fax (01323) 415997
Email: **Customerfirst@eastbourne.gov.uk**

Website: **www.eastbourne.gov.uk/safety**
You can contact us online at
www.eastbourne.gov.uk/business/safety/contact

Our offices are located at:
Eastbourne Borough Council, Environmental Health
1 Grove Road, Eastbourne, East Sussex, BN21 4TW