

ENVIRONMENTAL SERVICES

COMMERCIAL TEAM



**GREAT
YARMOUTH**
BOROUGH COUNCIL

FOOD SAFETY SERVICE PLAN 2018–2019

1. INTRODUCTION

The Food Safety Service plan is required under the Framework Agreement by the Food Standards Agency.

This annual plan is produced by the Commercial Team within Environmental Services to demonstrate the demand that is placed on the food safety service. It also describes the service that is provided to both food businesses and members of the public within the Borough.

Under EC and UK food safety regulations, the Council has a duty to register all food businesses operating within the Borough and to periodically inspect these premises in order to ensure that they are operating within the control of the legislative requirements and that they are producing safe food.

1.1 Purpose of the Food Safety Service

The overriding purpose for the food safety service is defined as: -

To ensure food is safe for public consumption

This is to be achieved by: -

- Assessing food businesses by using a variety of tools to check if they are doing anything that will potentially make the food they are preparing or handling unsafe (an unsafe business).
- Communicating to the businesses any practices or defects that could potentially make food unsafe.
- Identifying the best tools to use to help that business make long-term changes, to ensure that those unsafes are addressed or removed.
- Working with the business until they are safe.

1.2 How are we achieving purpose?

Officers will visit a food business and carry out an assessment of the business to identify if they are doing anything that could potentially impact on the safety of the food and the level of compliance with food hygiene requirements. The officer then determines if the business is 'Unsafe' by identifying any unsafe practices and procedures and discussing the risk with the business. All unsafes and breaches of food legislation are communicated to the business at the time. For unsafe businesses, the officer will then enter into a period of working with the business to 'make it safe'.

During the make safe process, officers use a variety of tools and they are free to choose the most appropriate to use, based on the unsafes identified and the business itself. Practical demonstrations and interaction are used with great effect. Our make

safe tools are expanding as the team find new and successful ways of assisting businesses to raise standards.

The officer must take into account the business attitude and how willing they are to work with them to rectify unsafes. If the business fails to make changes with officer support, there are a variety of enforcement tools available to us; these are included in the make safe tools. Enforcement work is carried out in line with the current Food Law Code of Practice.

1.3 Risk Rating & Hygiene Rating

Following a food assessment and make safe process (where required), every business is awarded a risk rating based on the level of risk associated with the business's activities, level of compliance, attitude of the food business and confidence that the assessing officer has in the business's ability to maintain acceptable food safety standards. The risk rating is used to determine the frequency of future visits.

The Food Hygiene Rating is awarded using some of these criteria and is awarded to a business as a tool to communicate the food safety standards to consumers and as a tool to motivate businesses to improve or maintain standards. The hygiene rating will be explained in further detail in section 5.3.

1.4 Links to Corporate Objectives and Plans

The Council has 'The Plan' which sets out the Council's vision and priorities for 2015-2020. Within the plan, the Council has identified six priorities that require further attention and investment. These are: -

- Economic Growth
- Housing
- Neighbourhoods, Communities and the Environment
- Tourism, Culture and Heritage
- Great Yarmouth's Town Centre

The Food Safety Service Plan is linked to all the corporate objectives that are shown in 'The Plan' via the Environmental Services Service Plan 2018/19.

The Food Safety Service Plan links to the priorities in the Council Plan and is particularly relevant to supporting businesses and encouraging sustainable economic development, and improving the town centre by working with businesses to improve standards.

2. BACKGROUND

2.1 Profile of the Borough

The Borough of Great Yarmouth has a population of approximately 97,800 residents and is growing, with a prediction to reach 105,400 by 2021. Great Yarmouth has been a

seaside resort since the late 19th century. Today the Borough is one of the most popular British seaside resorts and has over 70,000 available bed spaces, caters for around 4 million day visits and nearly 5 million visitor nights each year. In the summer months the population effectively doubles which places a seasonal demand on the Food Safety Service. There is heavy dependency on the tourist industry and 78 per cent of the jobs in the Borough are service-based.

The ethnic minority population is small and currently makes up approximately 3.1% of the population in the Borough. The majority of migrants in Great Yarmouth come from Portugal, Poland and Republic of Lithuania. Greater than expected numbers of people whose first language is not English place greater demands on the service.

2.2 Profile of Businesses within the Borough

The food safety work of the team is delivered through proactive and reactive visits and interventions reaching every one of our approximately 1100 registered food businesses. There are a variety of food businesses registered in the Borough, although the majority of these are small-scale caterers and retailers.

Great Yarmouth has a very high turnover of food business operators within the small catering and retail establishments in the Borough, a result of the nature and seasonality of the town. This means that the food team see new businesses constantly opening that requires registering and assessing throughout the year.

2.3 Organisational Structure

At Great Yarmouth Borough Council, the Council's Executive Leadership Team (ELT) comprises the Chief Executive and Directors. They are supported by the Heads of Service, who have responsibilities for overseeing service areas within the Council. Collectively known as the Management Team, these senior officers lead work to deliver on the public and council priorities set out in the Service Plans and The Plan.

The Food Safety Service sits within the Commercial Team of Environmental Services. This team is led by the Commercial Team Manager who reports to the Head of Service - Environmental Services.

The current organisational structure of the Commercial Team at April 2018 is at Appendix 1 the department is currently under a restructure, which is hoping to be in place later in the year.

Great Yarmouth Borough Council is a District Council and therefore provides the Food Safety Service whilst Norfolk County Council Trading Standards is responsible for Food Standards and Feed Stuffs Control.

2.4 Accessing the Service

The Commercial Team of Environmental Services is based at the Great Yarmouth

Town Hall Offices on Hall Quay in Great Yarmouth and can be contacted in a number of ways: -

- A reception facility is operated between 9am and 5pm Monday to Friday;
- The Environmental Health Service has a dedicated telephone contact number on 01493 846478 which provides a link to the Commercial Team;
- By email at health@great-yarmouth.gov.uk;
- By fax on 01493 846415;
- The Environmental Health Service also has an out of hours answer phone that directs callers to the Council's 24-hour Central Control number in the event of emergencies.

Depending on the nature of the call, an appropriate Officer may be called or the matter may be referred to an Officer the next working day.

The Council has a website that provides access to further information and advice and this can be accessed at www.great-yarmouth.gov.uk.

There are a number of languages other than English identified as in use within the Borough. The majority of proprietors are, however, able to communicate in English or have somebody present at the premises that can translate. In many cases where there may be language difficulties the service has the use of Language Line (Intran), a telephone and translation service to which the Council subscribes and the use of Intran (Cintra) when a face-to-face interpreter is required. Correspondence can be sent where necessary in languages other than English.

2.5 Scope of the Service

The Council has responsibility to enforce and provide advice in all aspects of food hygiene and food standards legislation, all of which is delivered by the Commercial Team.

Work of the team may be split into two broad areas of work – proactive and reactive.

Proactive includes: -

- Programmed inspections and revisits to food premises;
- Advising businesses of food law;
- Sampling of food from food businesses;
- Enforcement of food safety law;
- Provision of food hygiene training and advice to support our food businesses on food safety matters;
- Promotion and operation of the National Food Hygiene Rating Scheme;
- Approval and inspection of food businesses producing food of animal origin;
- Imported food control as an inland authority for food imported from outside the EU through sampling, inspection and enforcement;

- Promotional and educational activities and initiatives based around food safety and food hygiene.

Reactive includes: -

- Investigating and controlling outbreaks of food poisoning/Infectious Diseases;
- Responding to food alerts;
- Investigating complaints from the public about food and food businesses;
- Dealing with unfit food;
- Provision of food export certificates for businesses intending to export foods;
- Carrying out ship sanitation certificate controls.

In addition, if during an intervention visit to a food premises health and safety matters of evident concern, creating a risk of serious personal injury or ill health are observed or brought to attention; actions will be taken in accordance with national guidance to deal with the issue(s). For example, this could include unguarded equipment, seriously defective gas or electrical appliances etc.

All officers within the food team also pick up other areas of work at varying levels. In addition, there are further demands coming into the service in the following areas: -

- Corporate Health and Safety
- Health and Safety
- Licensing
- Commercial Nuisance
- Seafront Management

A Civica APP database is used to maintain the register of food premises and determine intervals of interventions and visits to food premises based on the risk rating of the premises, and manage the FSA Food Hygiene Rating Scheme. Data is recorded of all food safety, health, safety, licensing activities, and actions. This database is shared with Norfolk County Council Trading Standards Department.

2.6 Demands on the Service

Food premises are subject to interventions at intervals determined by risk rating in accordance with the inspection rating system within the FSA Food Law Code of Practice. This system rates food premises according to the type of food sold, the nature of the trading and the overall food safety standards of the business. The frequency of inspection or intervention is dependent on the rating score obtained for each premises.

There are currently a total of 1143 food premises within the Great Yarmouth District. This can vary day to day as businesses open and close.

The majority of catering establishments are made up of schools, residential care homes, hotels and guesthouses, holiday parks, restaurants, takeaways and pubs and clubs.

Retail establishments include supermarkets and smaller retailers.

Great Yarmouth is predominantly a tourist area and as such has a large number of hotels, holiday parks, caravan sites and other tourist attractions that are mainly open between Easter and October.

Currently as of the 1st April 2018 the premises profile by risk rating is as follows: -

| Premises Rating Category | Inspection Frequency | 2018/2019 | 2017 |
|--------------------------|---|-------------|-------------|
| A | At least every 6 months | 1 | 2 |
| B | At least every 12 months | 33 | 20 |
| C | At least every 19 months | 238 | 260 |
| D | At least every 24 months | 434 | 434 |
| E | Every 3 years or programme of alternative enforcement | 405 | 376 |
| Unrated premises | | 31 | 32 |
| Total | | 1143 | 1124 |

There are also two establishments that are approved for handling products of animal origin.

This is an increase of 19 premises on the previous year.

2.7 Enforcement Policy

The Environmental Services Group has a generic enforcement policy, which was reviewed in January 2016. This policy details how the Department will use its powers in relation to enforcement. In particular, this policy is designed to help promote efficient, effective and consistent approaches to regulatory inspection.

This Policy has been written in conjunction with the Regulators Compliance Code 2014, The Human Rights Act 1998, and The European Convention on Human Rights, The Freedom of Information Act 2000 and the Regulation of Investigatory Powers Act 2000.

All officers within the Commercial Team are expected to act in accordance with this policy.

3. SERVICE DELIVERY

3.1 Inspection of Food Businesses

The Council is committed to carrying out inspections at a frequency (that where capability allows) is not less than that determined by the Food Safety Act Code of Practice.

Staff resources within the team continue to be directed towards the inspection of the highest risk food premises, in particular those in categories A and B, approved premises, non-compliant category C premises and premises scoring zero in respect of the Food

Standards Agency Food Hygiene Rating Scheme.

All new food businesses are prioritised and our aim is to ensure all are inspected within 28 days. This target can be difficult to achieve at times due to the considerable turnover of businesses.

Where possible food inspections will also include imported food checks.

An alternative intervention programme is used as appropriate for our Category E rated premises (which present least risk to safety of food) where we alternate between postal/telephone questionnaires and an inspection at the premises. Interventions, however, would be carried out at these premises where the service receives a complaint, change of owner or for any other occasion that may (need further investigation to establish if any increase in risk to safety of food) be justified by an officer.

3.1.1 Inspections Completed 2017/2018

The team carried out 530 routine or initial food safety inspections from the period 1 April 2017 to the 31 March 2018. This year the team managed to complete 99% of our premises that were due for an inspection.

As of the 31 March 2018, 4 premises were overdue their inspection in the following rating categories: -

A - 0
B - 0
C - 1
D - 2
E - 1

This is a decrease of two on last year.

As of 31st March 2018, 29 premises remained unrated. These tended to be premises that were new businesses and yet to open or premises where Officers had difficulty gaining entry due to them opening restrictive hours. A significant number of these premises Environmental Services were not aware of, as they had been incorrectly entered on the database that is shared with Norfolk County Council Trading Standards. This resulted in these premises not being flagged as due an inspection.

3.1.2 Inspections Due 2018/2019

The work the team carry out for this year is dependent on current staffing resources. However, for the period 1 April 2018 – 31 March 2019 the following number of premises are due an intervention as of 1 April 2018.

This does not take into account new businesses that may be opening which, as part our

approach, are a priority for us to inspect.

| Premises Rating Category | Inspection Frequency | Number |
|--------------------------|---|------------|
| A | At least every 6 months | 1 |
| B | At least every 12 months | 33 |
| C | At least every 19 months | 165 |
| D | At least every 24 months | 210 |
| E | Every 3 years or programme of alternative enforcement | 174 |
| Unrated premises | n/a | 27 |
| Total | | 610 |

Our target for this year is to carry out an intervention at 98% of the A-D rated premises. The team will apply an alternative enforcement strategy as appropriate for E rated premises. This target will continuously be reviewed throughout the year.

3.2 Supporting New Businesses

Inspecting and advising new food businesses are a priority to the food safety team; officers either becoming aware of them through food business registration, licensing and planning applications or when they go out in the borough.

The following table illustrates the percentage of new businesses that were inspected out of the total that were completed in the last three years

| 2017/18 | 2016/2017 | 2015/2016 |
|---------|-----------|-----------|
| 24% | 19% | 9.5% |

Each year there has been an increase in new businesses being inspected. Almost a quarter of businesses inspected last year were new businesses. It has been found (in recent years) that many of these new food businesses are cottage industries, for example, home bakers.

Our aim is to visit all new food businesses prior to opening or within 28 days of opening. This ensures that they are operating in compliance with UK legislation and safe procedures. The team also provide assistance through signposting to other organisations and Council departments.

Over 92.3% of our new food businesses were found to be safe at the time of their first assessment. This is an increase from 90.3% on the previous year that continues to indicate that the work that officers provide for new businesses is helping to ensure that new businesses are safe when they begin operating.

The service will continue to look at ways of strengthening communication links with other

Council services to help us identify new food businesses and to help the Authority maintain up to date and accurate business information.

The team are also using social media sites such as Just Eat, Facebook and Trip Advisor to identify new food businesses opening in the Borough. Within the team, a Seafront Officer provides up to date information about businesses opening within our main tourist areas.

3.3 Advice for Food Business Operators

Officers are committed to building positive working relationships with food business proprietors and work with them to help them comply with the law and to improve food safety standards.

This is achieved by: -

- Providing up to date advice and guidance during inspections and as part of follow up documentation;
- Proactively commenting on food safety in relation to planning applications;
- Contacting new businesses to provide advice;
- Responding to enquiries from food businesses operators for advice;
- Signposting people to information available on the Council's website pages;
- Delivering training courses and seminars;
- Responding to businesses requesting guidance either by telephone or e-mail.

In addition to advice provided at inspections, revisits and over the telephone officers provided advice visits to 21 businesses.

3.4 Food Safety Complaints

The team rely on the public providing us with information in respect of food businesses. Food Safety service requests received by the team usually relate to complaints about the condition of food, food premises and/ or the practices of food handlers.

All consumer complaints are taken as potential indicators of management problems within a food business and prompt a food safety assessment. This includes general complaints relating to cleanliness or waste disposal, as well as allegations of food poisoning. If the business has only recently been assessed and is not due a routine assessment, officers' judgement is utilised to determine the most appropriate action to investigate the complaint.

In 2017/2018, the team dealt with 69 food complaints.

3.5 Food Sampling

As well as using sampling as an important 'make safe' tool, sampling is used to assist

with a number of key food safety projects.

The Council participates in the Norfolk Food Liaison Group, Eastern Region Food Sampling Liaison Group and national co-ordinated sampling programmes.

Reactive sampling may also be undertaken in relation to complaints received and conditions found during inspections and visits and following referrals from other Local Authorities, and in relation to suspected food poisoning cases and outbreaks.

Sampling is important to protect public health and safety through the examination of foods and/ or food equipment. We understand the importance of this type of research to identify potentially unsafe foods and food production methods.

The team now has a dedicated sampling Officer who co-ordinates local and national sampling programmes. 101 samples were taken from food businesses last year. Local sampling projects were carried out again focusing on shellfish and soft scoop Ice cream 77% of the results from these samples were found to be satisfactory and no further follow up action was required. Where samples were found to be unsatisfactory follow up work was undertaken with businesses to secure improvement and where necessary re-sampling took place

The sampling has indicated that that further work needs to be undertaken with our shellfish and ice cream retailers which will be undertaken during the summer months.

Food, water and environment sample examinations are dealt with by Public Health England at Food, Water & Environmental Microbiology Network, and 61 Colindale Avenue, London, NW9 5EQ.

3.6 Imported Food Controls

Imported food controls are important to ensure that consumers and businesses are protected from contaminated products.

The authority has responsibility for imported food control as an inland authority and imported food control forms part of the overall food safety intervention process. Although there are currently no border inspection posts or enhanced remote sheds within the county boundaries, officers will routinely look for foods imported during visits to premises and carry out imported food control sampling and examination to check traceability and compliance with compositional, microbiological and labelling compliance standards.

3.7 Training for Food Handlers

The team has a programme to deliver the Chartered Institute of Environmental Health (CIEH) Foundation Certificate in Food Safety together with an in-house food safety refresher course. Officers also carry out tailored training sessions to businesses. During 2017/2018, the following training courses were delivered: -

| Foundation Certificate in Food Safety | Food Safety Refresher Course | Bespoke Courses |
|---------------------------------------|------------------------------|-----------------|
| 6 | 7 | 2 |

3.8 Other Demands on the Food Service

In addition to working with our food businesses to ensure they are safe, there are a number of other demands on the service: -

3.8.1 Port Health

Great Yarmouth is an authorised port for the issue of ship sanitation certificates. During 2017/2018, the team responded to 91 requests for ship sanitation inspections an increase of four on the previous year.

3.8.2 Control and Investigation of Outbreaks and Infectious Diseases

The team are informed of potential outbreaks by various means including from public Health England and consumers. All formal and informal notifications are recorded on an infectious disease database. The team respond to all notifications of infectious diseases, either by the provision of advice to those suffering the illness to prevent disease spread or to investigate potential sources of infectious disease.

The majority of notifications received are sporadic cases of infection, some associated with travel abroad. The department was notified of 25 cases of infectious disease last year. All reported cases of infectious disease excluding Campylobacter were investigated as follows; -

| Salmonellosis, | Cryptosporidiosis | Giardiasis | Shigella |
|----------------|-------------------|------------|----------|
| 8 | 9 | 5 | 3 |

The team also receive a number of alleged food poisonings from members of the public. These are investigated on a case-by-case basis. None of these reports resulted in any need for formal action or legal proceedings to be taken

3.8.3 Food Safety Incidents

The Council reacts to Food Alerts and Food Safety Incidents issued by the Food Standards Agency in compliance with the requirements of the FSA Code of Practice and guidance.

All notifications received are reviewed and pursued depending upon category allocation and a register of actions taken is maintained. Countywide liaison through the Norfolk Food Liaison Group ensures a consistency of approach and establishes whether the District Council or County Council Trading Standards Department take the lead.

This ensures businesses and the public are advised quickly of any potential hazards to food supplies and receive guidance on any actions required of them.

There were two Foods Alerts For Action that required further investigation although no follow up action was required.

3.8.4 Liaison with Other Organisations

The Commercial Team has liaison in place with a wide range of other organisations. For food safety matters, these include: -

- Food Standards Agency
- Norfolk Food Liaison Group
- Health Protection Agency Advisory Group
- Local Consultant in Communicable Disease Control (CCDC) and Public Health England

There is also regular liaison and consultation with our Council internal service providers on issues such as: -

- Applications for planning approval;
- Great Yarmouth Event Safety Advisory Group Consultations (GYSAG) on food safety matters;
- Licensing Service on licensing issues;
- Business rates.

3.9 Other work carried out by the team

There were also 104 licensing visits carried out by the team a 66% increased on the previous year. This was mainly due to the caravan sites in the Borough being inspected and a significant increase in applications for skin piercing. The team also received 417 other service requests relating to issues such as requests for information, health and safety complaints, noise complaints, and general environmental health advice. Service requests rose by 9% on the previous year

4. RESOURCES

4.1 Financial Allocation

The total budget allocated to the Commercial Team that covers Food, Health and Safety and Licensing for 2018/2019 is approximately £250,574. The proportion allocated specifically for food safety is approximately £145,000 or 58% of the total.

4.2 Staffing Allocation

The Commercial Team has the following number of staff currently working on food safety enforcement: -

| Food and Safety Team | FTE of time devoted to food safety |
|-------------------------------------|------------------------------------|
| 1 Environmental Health Officer(EHO) | 0.6 |
| 1 Commercial Team Manager | 0.3 |
| 3 Technical Officers | 2.1 |
| 1 Part time EHO position | 0.6 |
| Total | 3.6 |

This is a decrease of 0.4 FTE based on last year's figures. This is due to the loss of one of the part time contractors. In addition, within the team the Environmental Health and Safety Officer and one-part time EHO post are unfilled.

4.3 Staff Development Plan

All officers of the Foods Safety Team have been assessed by the Commercial Manager against the Food Law Code of Practice relevant competencies, to ensure that they hold the appropriate qualifications, have sufficient experience of food law enforcement and are properly trained and competent.

Bi-annual formal reviews of training and development needs for individual staff are carried out as part of the Council's appraisal process. In addition, staff receives regular one-to-ones with the Commercial Team Manager to regularly review their training and competency needs.

Records of qualifications, training and experience are documented and link directly to the officer's authorisation procedure.

To improve consistency all officers are expected to carry out joint visits with all other officers within the team. Records of these visits are recorded.

5. MEASURING PERFORMANCE OF THE SERVICE

A variety of data is collated to help us measure the performance of the service in a number of key areas for example meeting purpose, risk rating changes and continuous improvement.

5.1 Are we achieving purpose?


This year 530 businesses were assessed for food safety.

86.3% of food businesses were found to be safe at the point of initial assessment; this is an improvement of 3.0% compared to the previous year.

5.2 Risk Rating Changes

An indicator of how well our work within the businesses is achieving our purpose is examined through a change in the risk rating awarded to the business at subsequent assessments.

The following table shows the movement of premises between risk bands from the start of April 2017 to the end of March 2018:

| | Risk Band | Premises staying the same% | Premises moving up a risk band% | Premises moving down a risk band % |
|--|-----------|----------------------------|---------------------------------|------------------------------------|
| High Risk  Low Risk | A | 0 | 0 | 100 |
| | B | 15 | 0 | 75 |
| | C | 61 | 12 | 27 |
| | D | 70 | 21 | 9 |
| | E | 91 | 7 | N/a |

In respect of the premises inspected in 2017/2018 it is clear from this table that premises have shown a downward movement in risk rating, signifying that the overall risk associated with the business has reduced. There has also been a significant decrease in the number of our A and B rated premises. There has been some increase in our lower risk D rated premises moving up a risk band however, of the 21% that moved up 91% moved up one band to C and only 9% to a B.

By the nature of the scoring system used and the inherent risk in specific premises, you will always experience a significant number of premises that stay in the same rating and are unable to move to a lower rating. Examples of such premises are health care premises, nurseries and caterers carrying out high risk activities such as sous-vide and vacuum packing of food.

5.3 Food Hygiene Rating Changes

A new measure available to us is the use of the Food Standards Agency Hygiene Rating Score. Each business is given their hygiene rating when a food safety officer inspects it. The food safety officer inspecting the business checks how well the business is meeting the law by looking at:

- ❖ how hygienically the food is handled – how it is prepared, cooked, re-heated, cooled and stored
- ❖ the condition of the structure of the buildings – the cleanliness, layout, lighting, ventilation and other facilities

❖ how the business manages and records what it does to make sure food is safe

At the end of the inspection, the business is given one of the six ratings from 0-5. The top rating of '5' means that the business was found to have 'very good' hygiene standards.

As of ^t April 2018, 1061 premises have been rated under the scheme.

Over the last three years there has been a steady increase in the numbers of premises that are broadly compliant (in this case premises rated as a three or above) as follows: -

| | 2014 | 2015 | 2016 | 2017 | 2018 |
|--|------|------|-------|-------|------|
| Establishments with rating of 3 or better | 88% | 90% | 92.1% | 95.1% | 96.6 |

Currently 96.6% of our premises have a rating of 3 or above; this is an increase of 1.5% on last year. In respect of any premises that have been subject to a re-inspection, since Great Yarmouth have been taking part in the scheme, 32.8% of our premises have improved their rating, 55.8% of premises have stayed at the same rating and 19% of our premises have gone down a rating. Last year 20% of premises had received a lower rating so it is pleasing to note that our work with our business appears to be maintaining and improving food standards in the borough

There are four zero-rated premises, which is 0.4% of our total premises. This has decreased from 0.8% as compared to one year ago.

The team currently focus attention in securing improvements and promoting best practice with these premises through a range of intervention tools including enforcement where necessary. Further work will be undertaken to try to investigate reasons why some food premises have seen a decrease in their rating.

In comparison with other local authorities, on 4 April 2018 95.9% of premises in the Eastern Region have a rating of 3 or above and nationally this is 94.6%. It is pleasing to note that this year our compliance rate for premises rated as three or above is now above both the regional and the national average.

Great Yarmouth continues with the problem that we have a significant turnover of food businesses season to season which means that a lot of the work officers do with our food business owners is not sustained from one season to the next.

5.4 Corporate Performance Measures

The team have one corporate measure for which the target is 93.8%: -.

| Measure | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|--|-----------|-----------|-----------|-----------|
| EN03 - % of food premises scoring 3 star food hygiene ratings or above | 96.1% | 95.9% | 94.6% | 96.3% |

Since April 2017 the number of premises, achieving a hygiene rating of three or above has consistently been above the target figure.

5.5 Continuous Improvement

Continuous improvement is essential because it helps to improve service and was identified as a key element following review of the service.

To help identify where to focus and deliver the value work in more effective and efficient ways, the team are gathering information to help us identify areas and ways that can enable us to work smarter with the available resource and staff. As part of this, it is important to consider the following: -

5.5.1 Business type against outcome of assessment

This data is used to determine where resources will be focused next year. Data from last year suggests the top three types of premises that were unsafe were: -

1. Restaurants
2. Retailers.
3. Public Houses

In particular, the data for premises inspected in the last financial year indicated there was an increase in the number of school premises that were unsafe. Many of the schools have changed their catering contract provider in the last financial year and there has been a transition period, this situation will be monitored by the officer who takes the lead on schools and is building a new working relationship with these new companies.

5.6.2 Types of assessment

Currently the majority of assessments undertaken at a food business are still a full assessment. There is an assessment tool kit that officers can use where appropriate, and on subsequent inspections to premises, officers can use the range of assessments at their discretion. The tool kit includes verification checks to E. coli checks and sampling assessments etc. First assessments must be a full assessment; however, subsequent interventions are at the discretion of the officer.

5.6.3 Types of unsafe

Data around the types of 'unsafes' allows the team to focus on what is actually making a food business unsafe and tailor their make safe tools accordingly. In addition to this, smarter ways of working will also be undertaken, for example rather than providing training on a one-to-one basis with businesses, group training focusing on some of the main unsafes identified, such as temperature control or hand washing, may be a more

effective way of working.

By defining ‘unsafes’, the team can become smarter at how they work to achieve changes. Future changes are around making sure officers have a tailored toolkit with them at the time of assessments so that they are ready to address our most common unsafes. Free or low cost training events for food businesses will also be developed using this data.

A piece of work has been carried out to identify what were the main unsafes in our 0-2 hygiene rated premises. These were as follows: -

| Type of unsafe | Number of Unsafes Found 2015/2016 | %of total Unsafes | Number of Unsafes Found 2016/2017 | %of total Unsafes | Unsafes Found | % of Total unsafes |
|----------------------------------|-----------------------------------|-------------------|-----------------------------------|-------------------|---------------|--------------------|
| Cross contamination | 62 | 44.4 | 45 | 37.5 | 65 | 35 |
| WHB lack of hot water dirty etc. | 30 | 21.3 | 19 | 15.8 | 42 | 22 |
| General cleanliness | 19 | 12.1 | 14 | 11.7 | 21 | 11 |
| Temperature Control | 12 | 8.6 | 6 | 5 | 20 | 10 |
| Stock rotation | 8 | 5.7 | 14 | 11.7 | 9 | 5 |
| Training | 6 | 4.9 | 1 | 0.8 | 2 | 1 |
| Structure | 5 | 3 | 9 | 7.5 | 9 | 5 |
| HACCPaperwork | 0 | 0 | 12 | 10 | 18 | 10 |
| Pest Control | - | - | - | - | 2 | 1 |
| No of unsafe premises | n/a | | 47 | 75 | | |
| Total | 140 | 100 | 120 | 100 | 188 | 100 |

The table shows that the top three unsafes: cross contamination, wash hand basin issues and general cleanliness have remained the same over the last three years. We have found a significant increase in issues associated with poor temperature control and and this year we had a number of unsafe premises due to poor pest control.

The aim is to raise awareness around the top five issues through our food safety newsletter and during our visits to businesses especially those that are newly registered. The team are also looking at other ways of improving compliance in these areas

5.6.4 Make safe tools

Officers have access to a range of make safe tools that can be utilised to help achieve sustainable changes within the business. Although we do not formally monitor the use of these tools, the team have monthly meetings where officers are free to discuss examples of tools that worked well, or did not work, in order to share learning within the team.

The team are always working to enable officers to easily deliver make safe work, and where key make safe tools are identified these are made available to all officers to use at the time of assessments, saving officer time and resources. Examples of this are hand

washing kits and a physical contamination book.

6. REVIEW PROCESS

6.1 Reviews against the Service Plan

The performance of the Commercial Team against the food service plan will be monitored at the regular team meetings.

In addition, regular one-to-one meetings and bi-annual performance reviews are held with each member of staff in the team. This is to ensure that on-going projects and improvements outlined in this service plan are effectively monitored and managed. The notes for these meetings are documented, along with actions and timescales for relevant staff.

6.2 Areas of Improvement

The programmed projects and work identified in the Food Safety Service Plan for 2017/2018 were partially completed. The team were unable to complete all items of work as a full time EHO and part time contractor left the team in December 2017. Section 7 below provides an overview of some of the work that was completed.

The team are constantly seeking ways to improve service delivery and investigating smarter ways of working by continually reviewing what we do at team meetings and use the opportunity of meetings with other authorities to look at better, more efficient ways of working.

With specific reference to the team's systems thinking approach, action will be taken to ensure original purpose of the service continues to be current and our methods used to meet our purpose remain relevant.

7. PROJECT WORK AND OTHER AREAS OF WORK

The data used to make decisions about project-based work within the next 12 months is collected by officers during food safety assessments. The type of information that is being collated about food businesses is determined by our purpose.

7.1 Looking back at 2017-2018 Projects

During 2017-2018 in addition to routine work, the team carried out the following projects and initiatives: -

7.1.1 Work with Great Yarmouth and Gorleston Memory Club

The Commercial Team worked with Great Yarmouth and Gorleston Memory Club and delivered two practical and visual basic food hygiene awareness training to the Club Members with early dementia who still reside at home

7.1.2 Work with our 0-2 Hygiene Rated Food Premises

A factsheet was produced for retailers and our restaurants and takeaways providing information and advice for these businesses around the top unsafe issues and how to improve their hygiene rating. This has been rolled out to businesses, however this year the team plan to carry out some more targeted work with those premises that are failing to improve.

7.1.3 Food Safety Newsletter

The team produced a number of food, health, and safety newsletters covering a variety of issues that were emailed to local businesses and provided on the Council's website.

7.1.4 The Healthy Options Norfolk award (HoNOR)

Due lack of staffing resource it was not possible to carry out the work to resurrect this award. It has been agreed with the team that this will not be resurrected for the next financial year.

7.2 Identified Areas of Work for 2017-2018

Plans for future projects and initiatives have been identified looking at our measures and unsafes identified in businesses as well as responding to areas of concern highlighted on Officer Visits. These are as follows: -

7.2.1 Additional Coaching Visits for our 0-2 rated premises

In the Borough, there are a number of premises where their rating score fluctuates regularly and the work that is carried out with them does not appear to be sustained from one inspection until the next. Some of the businesses have now been identified as requiring formal action to be taken but where this is not the appropriate action to take the team have identified that they would like to build relationships with this business and maintain contact with them between inspections. The aim is to offer advice and assistance on a periodic basis. The level of contact will be at the discretion of the officer, depending on the level of risk the premises poses. This work will continue this year.

7.2.2 Chinese initiative

It has been identified during visits that many of our Chinese takeaways are struggling to complete their documented food safety management systems such as 'Safer Food Better Business' which is affecting their hygiene rating score. The team intend to provide a training session and informal workshop for these businesses to assist them with the knowledge to complete these documents.

7.2.3 New Businesses

Due to the large percentage of new businesses opening in the Borough each year, the team feel that further worker needs to be done to try to identify these businesses prior to them opening. Work is to be undertaken with the Councils Business Rates Department and enterpriseGY (an organisation that promotes enterprise in Greater Yarmouth and start up advice for new businesses), as well as the Better Business for All partnership, to improve our communication with these types of business

7.2.3 Events in the Borough

As a seasonal and tourist resort, the council has a significant number of events taking place in the borough where food is provided. In respect of the larger events, the team are members of the Great Yarmouth Event Safety Advisory Group (GYESAG) and become aware of them though this group, however the team are often unaware of smaller events. Often the Parish Council's runs these and Officers are planning to carry out a piece of work to raise awareness in respect of Food Hygiene and Health and Safety requirements at these type of events.

7.2.4 Great Yarmouth Air Show

The Great Yarmouth Tourism and Business Improvement Area is staging a two-day air show on Great Yarmouth Seafront in June 2018. It is estimated the air show will attract over 150 thousand spectators and a range of traders.

The air show has involved considerable resource input from members of the team who are attending Great Yarmouth Event Safety Advisory Group (GYESAG) meetings and the team have produced a Food, Health, and Safety Guide for traders attending the event. It is anticipated significant resource will be required during the lead up to the event and during the event itself to inspect and monitor these traders for both food hygiene and health and safety.

7.2.5 Food Safety Newsletter

The team will continue to produce a food, health, and safety newsletter, which will be provided to businesses quarterly.

8. CONCLUSIONS

2017/2018 has again been very successful for the team. It is pleasing to note that the number of premises achieving a food hygiene rating of three or above has risen again this year, as has our percentage of safe premises and there is continued further reduction in our 0 rated premises.

It is clear from analysing our data that a significant number, nearly a quarter of the premises inspected are new businesses and the team intend focusing resource on improving communication at an early stage with these businesses

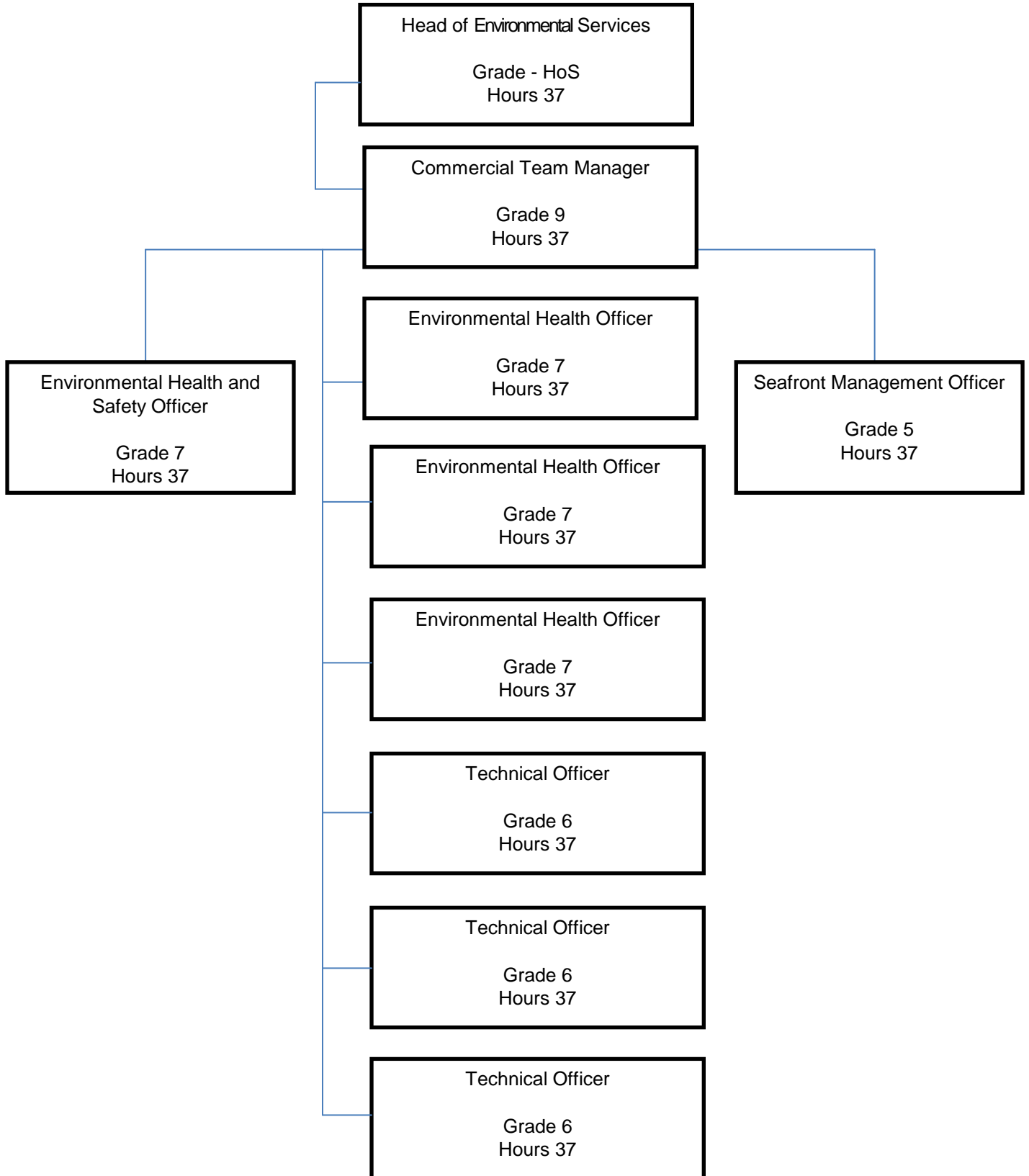
It was disappointing to not complete all our identified projects; however as previously discussed this has been due to the loss of resource partly through the year.

The Environmental Services team is currently undergoing a restructure and hopefully this will result in more targeted resource within the team and the team have recruited a new EHO who started employment with the Council in April 2018

The fundamental changes that were made to the food safety service in 2010 continue to be maintained to the best of the team's ability. This is reflected in the positive changes in businesses where Officer are having an impact and the increase in food hygiene standards in these businesses over the last few years.

Appendix A

Organisational Chart for Commercial Team Environmental Services



❖ Currently the Environmental Health and Safety Officer and one EHO post are unfilled