



# Havering

LONDON BOROUGH



## Peter Scott: Food Safety Division Manager

### Public Protection

### Food and Feed Service and Plan 2017/18

Facts and figures from our interventions are recorded on our database and we then upload to the “LAEMS” statutory return which is finalised in June for previous fiscal year. We have to produce a Plan which specified by a framework agreement.

All information uploaded becomes public and is often used to compare a Boroughs performance.

December 2015 the Food Standards Agency Audited the service ;

They stated that “the service was unable to give sufficient assurances that official controls are being delivered effectively with 66% of premises overdue for intervention”.

They specified that the Council in its plan should;

Clarify interventions due against capacity

Be updated in year if resource added or taken away

Clarify the intervention strategy for food standards

Include clear estimates of resource required to deliver the plan and identify any shortfall if the full program is not to be delivered and the potential effects of this.

Review vacant posts and resource allocation between professional staff and business support.

200 childminders-242 unrated-1200 premises overdue for inspection

In response to the audit (changed practices)

Introduced a hand written report to be left on site at the time of the inspection and gave out FHRS at the same time

Streamlined the aide memoir and use administrative staff to print off history and aide memoir for officers

Changed the requirement for professional officers to input data following an inspection, now completed by administrative staff

Used contractors to help us get through the backlog of inspections and childminders.

Received confirmation from the FSA (August 2017) that they are happy with the changes and current plans and funding of the service.

## **What did we achieve 2016/17**

### **Proactive work**

99% of inspection program achieved, 18 premises that were due for inspection were carried over into this years program.

(15 had registered with us but we couldn't get hold of them.

Seasonal or just not trading. 3 could not be contacted and were not open for business when we visited). Changed system for this year to try to resolve this..

In total we reported 1825 inspections which was 936 hygiene inspections 889 food standards inspections. (Hygiene and standards mostly at same time). To put figure into perspective Just under 1000 premises were inspected. (each inspection takes 4 hours of council time).

## 2016/17

### Reactive work

150 complaints about food purchased in the Borough

44 complaints made about hygiene of premises

40 complaints made about labelling of food

145 food poisonings notified (suspect and confirmed)

1068 service requests for information via telephone and email

Full list of achievements on page 43 of the service plan in table 13 and 14 with 7 year comparison.

## **Cost of service £502k**

Establishment 8.0 FTEs made up of 6 EHOs 1 EHO specialist, me and administration 0.5 FTE. ) 0.5 of an FTE taken up doing health and safety at work in food premises and statutory nuisance work in food premises (FSA considers non food work) (EU reporting requirement)

### Staff levels

Internal promotion of 1 officer and two leavers this year, new starter due in September will leave us with 3 vacancies, using contractors to backfill until after the service review.

1 vacancy being held to fund outsourced project.





## **This year 2017/18**

Inspection of high risk and non compliant  
Service review to see if we can improve anything

Primary Authority agreements: two companies and  
looking to expand.

Charging for FHRS rerating inspections, FSA pilot LA  
introduced Jan 2017.

Preparing fees and marketing material for Business  
Consultancy Professional Services (Localism Act)

Havering Catering Services contract: (consultancy  
advice)

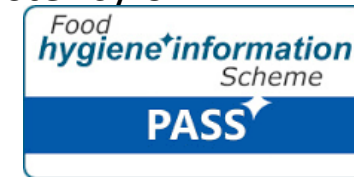
Export certificates to third countries



Food Hygiene rating scheme (FHRS) (Not an award)  
Brand standard governs scheme, appeals and consistency of delivery.



Rating is out of 6, zero lowest 5 highest  
Scotland opted for a pass or fail system.



All LAs in UK upload ratings data to FSA national website where it is published (we upload weekly)

Mandatory display of window stickers Wales and Northern Ireland.

Voluntary display in England. FSA looking to introduce mandatory display after Brexit.

<http://ratings.food.gov.uk/>

Going to Tweet about premises with poor hygiene

**61%**

of consumers won't go to premises that score 2 or below on the Food Hygiene Rating Scheme.

1858 premises in borough all have to be inspected at some point over a 3 year period. Some every 6 months, 1 year, 18 months 2 years and 3 years.

1685 of the 1858 are in the scheme

Manufacturers and very low risk food premises not in scheme

87% of the 1685 are rated 3 and above (broadly complaint)

23% are not.

**New Tasty Chicken**-£2k fine £1750 costs. Training food handlers/no written procedures/failure to comply with notice

**Bollywood** £2K fine £3k costs. Dirty store room, whb no water storing food risk of cross contamination



1637 warning letters (handed out at the time).

16 hygiene improvement notices were served,

2 prosecutions concluded

54 samples of food were taken for analysis.

Of the 54 samples taken 23 had unsatisfactory results and were followed up.





Any questions ?