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### RECOMMENDATIONS FOR THE FOOD SERVICE DELIVERY PLAN 2009/10

The Food Safety Service provided by the City Council is a statutory service subject to annual review and periodic audit by the Food Standards Agency. The core elements of the service and their respective link documents detailing the expectation on the authority can be identified as follows:

- **Organisation / Officer Competency / Authorisations** – refer to officer appraisals and internal procedural guidance.
- **Food hygiene inspections** – refer to development of Intervention Strategy, see item 1.0 on attached plan
- **Complaints / Service Requests** – referral to internal procedural guidance.
- **Home Authority** – refer to internal procedural guidance
- **Advice to Businesses** – refer to development of Intervention Strategy, see item 1.0 on attached plan
- **Food Premises Database** – refer to internal procedural guidance.
- **Food Sampling** – Refer to Sampling Plan for 2009/10, appendix 9.0 in the Service Plan for Food Law Enforcement 2009/10
- **Control and investigation of Outbreaks of Food Related Infections/ Diseases** – refer to internal procedural guidance.
- **Food Safety Incidents** – refer to internal procedural guidance.
- **Enforcement** - refer to development of Intervention Strategy, see item 1.0 on attached plan.
- **Internal Monitoring and Peer Review** – refer to Work Plan for Devon CEHO's Food Liaison Group 2009/10.
- **Food Safety Promotion/Initiatives** - refer to development of Intervention Strategy, see item 1.0 on attached plan.
- **Facilities and Equipment** – refer to internal procedural guidance.

The following recommendations are key activities to shape the service over the forthcoming year and bring about the necessary improvements to ensure it meets the requirements of regulatory reform / Better Regulation and contributes to the strategic objectives of the Council.

**RECOMMENDATIONS FOR THE FOOD SERVICE DELIVERY PLAN 2009/10**

KEY ACTIVITIES	RECOMMENDATION	OUTCOME	LINK	RESPONSIBLE OFFICER	DATE
1.0 Intervention Strategy	Following release of the Food Law Code of Practice (England) to develop a 2 year Intervention Strategy detailing the proposed use of official food controls and other food controls for food businesses in Exeter.	To improve compliance in food law	<b>Strategic Objectives</b> <ul style="list-style-type: none"> <li>• A city where people are healthy and active</li> <li>• A prosperous city</li> <li>• A learning city</li> </ul> <b>National indicators</b> <ul style="list-style-type: none"> <li>• NI 184</li> <li>• NI 182</li> </ul> <b>LAA theme</b> <ul style="list-style-type: none"> <li>• Supporting the Local Economy</li> </ul> <b>Additional Links</b> <ul style="list-style-type: none"> <li>• Food Law (Code of Practice) England</li> </ul>	EHM	Apr 2009
	1.1 To introduce a Food Hygiene Rating Scheme e.g. "Scores on the Doors" (this may require modification when the National Scheme is finalised)	Evidenced method of improving compliance in food law.			Oct 2009
	1.2 To establish targeted food business forums / focus groups. See also 2.2.	Evidence supports the delivery of targeted education/support as an effective intervention method in the compliance process.			Jun 2009
	1.3 To run targeted Safer Food Better Business training events for the City's non-compliant businesses.	To develop positive relationships with specific sectors of the food business community to facilitate compliance with food law.		March 2010	

KEY ACTIVITIES	RECOMMENDATION		OUTCOME	LINK	RESPONSIBLE OFFICER	DATE
2.0 Partnership Working	2.1	To work in partnership with the Devon LA's, Devon PCT and local business organisations to promote food safety awareness training events.	To improve the understanding of businesses of the key elements of food safety.	<p><b>Strategic Objectives</b></p> <ul style="list-style-type: none"> <li>• A city where people are healthy and active</li> <li>• A prosperous city</li> </ul> <p><b>LAA Theme</b></p> <ul style="list-style-type: none"> <li>• Adult health and Wellbeing</li> </ul> <p><b>National Indicators</b></p> <ul style="list-style-type: none"> <li>• NI 119</li> <li>• NI 121</li> <li>• NI 137</li> <li>• NI 152</li> <li>• NI 153</li> <li>• NI 171</li> <li>• NI 172</li> <li>• NI 173</li> </ul> <p><b>Additional links</b></p> <ul style="list-style-type: none"> <li>• FSA Strategy</li> <li>• HSE FIT 3</li> <li>• Devon PCT Obesity Strategy</li> </ul>	EHM	Subject to funding

KEY ACTIVITIES	RECOMMENDATION	OUTCOME	LINK	RESPONSIBLE OFFICER	DATE
3.0 Sustainability	To gather baseline data during programmed inspections upon which to develop appropriate interventions to promote the sustainable use of food.	To promote the sustainable use of food.	<p><b>Strategic Objectives</b></p> <ul style="list-style-type: none"> <li>• A city where the environment is cared for</li> <li>• A prosperous city</li> </ul> <p><b>LAA Theme</b></p> <ul style="list-style-type: none"> <li>• Healthier Communities</li> <li>• Safer and Stronger Communities</li> </ul> <p><b>National Indicators</b></p> <ul style="list-style-type: none"> <li>• NI 188</li> </ul> <p><b>Additional links</b></p> <ul style="list-style-type: none"> <li>• ECC Environmental Strategy</li> <li>• FSA Strategy</li> </ul>	EHM	<p>On going during routine inspection programme.</p> <p>– Evaluate data collected</p> <p>March 2010 – devise new strategy</p>

**SUMMARY OF ACTIVITIES IN TERMS OF PERFORMANCE INDICATORS PER QUARTER**

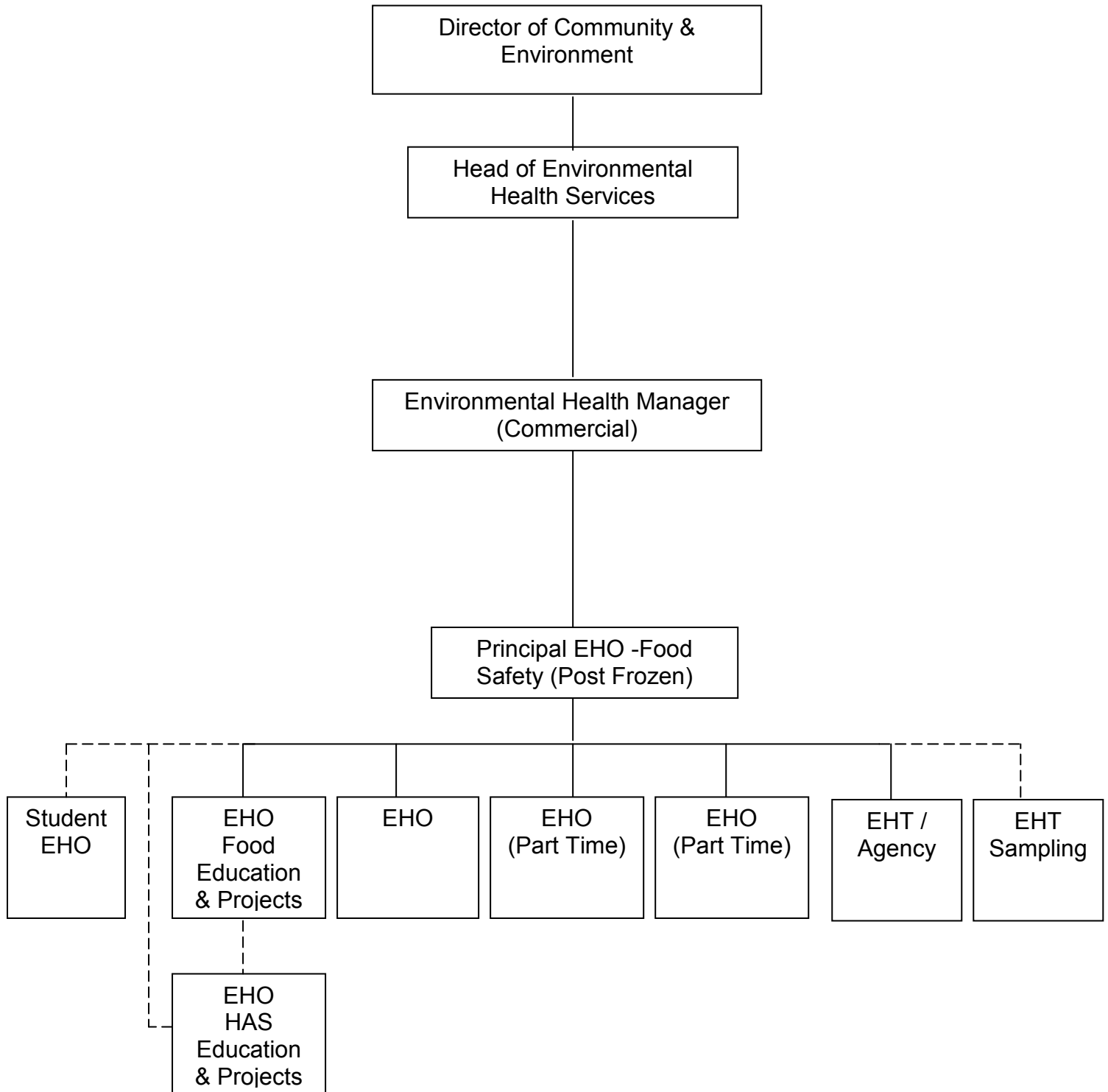
Strategic Objective: Healthy and Active City

Performance Indicator

1. % of food premises inspections that should have been carried out that were carried out for High Risk Premises
2. Number of broadly compliant businesses.

Performance Indicators	Target	April – June 2007/8	July – Sept 2007/8	Oct – Dec 2007/8	Jan – Mar 2007/8	Annual
1. High Risk Premises	100%	85.4%	76%	92.4%	100%	100%
2. Number of broadly compliant businesses	75%	88.8%	89%	90.5%	90.3%	90.3%

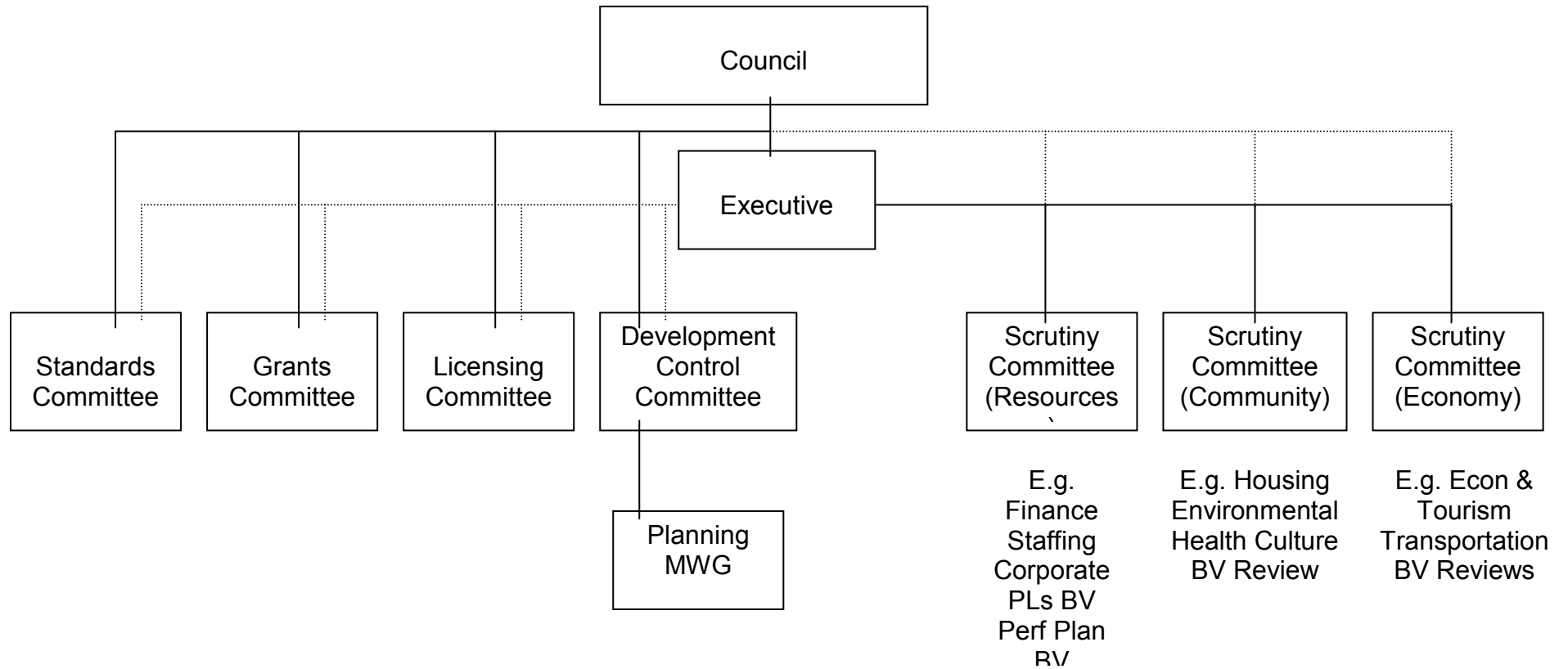
THE OFFICER STRUCTURE IN RESPECT OF THE FOOD SAFETY AND FOOD LAW ENFORCEMENT SERVICE





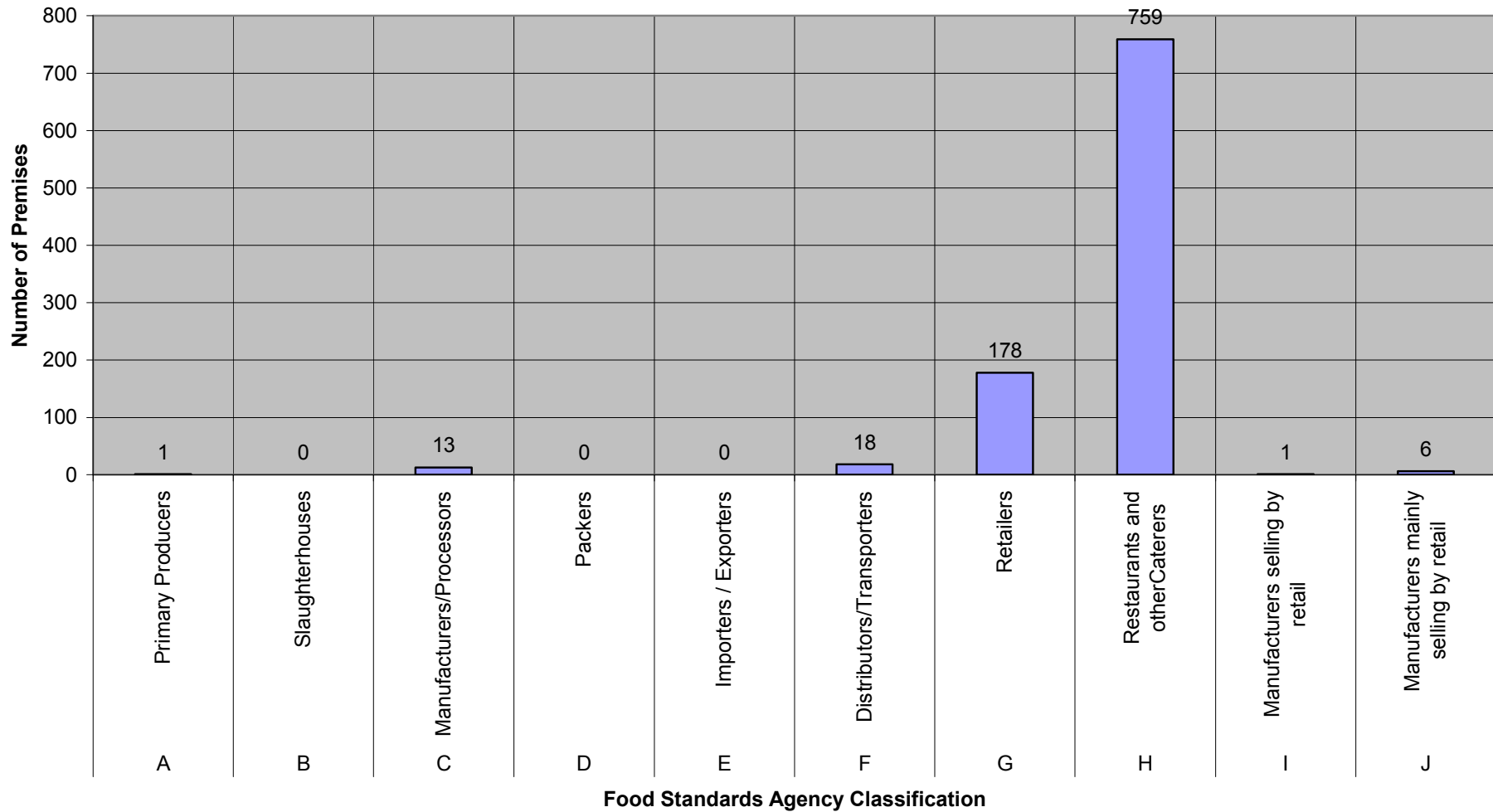


FLOW DIAGRAM SHOWING THE COMMITTEE STRUCTURE FOR THE COUNCIL

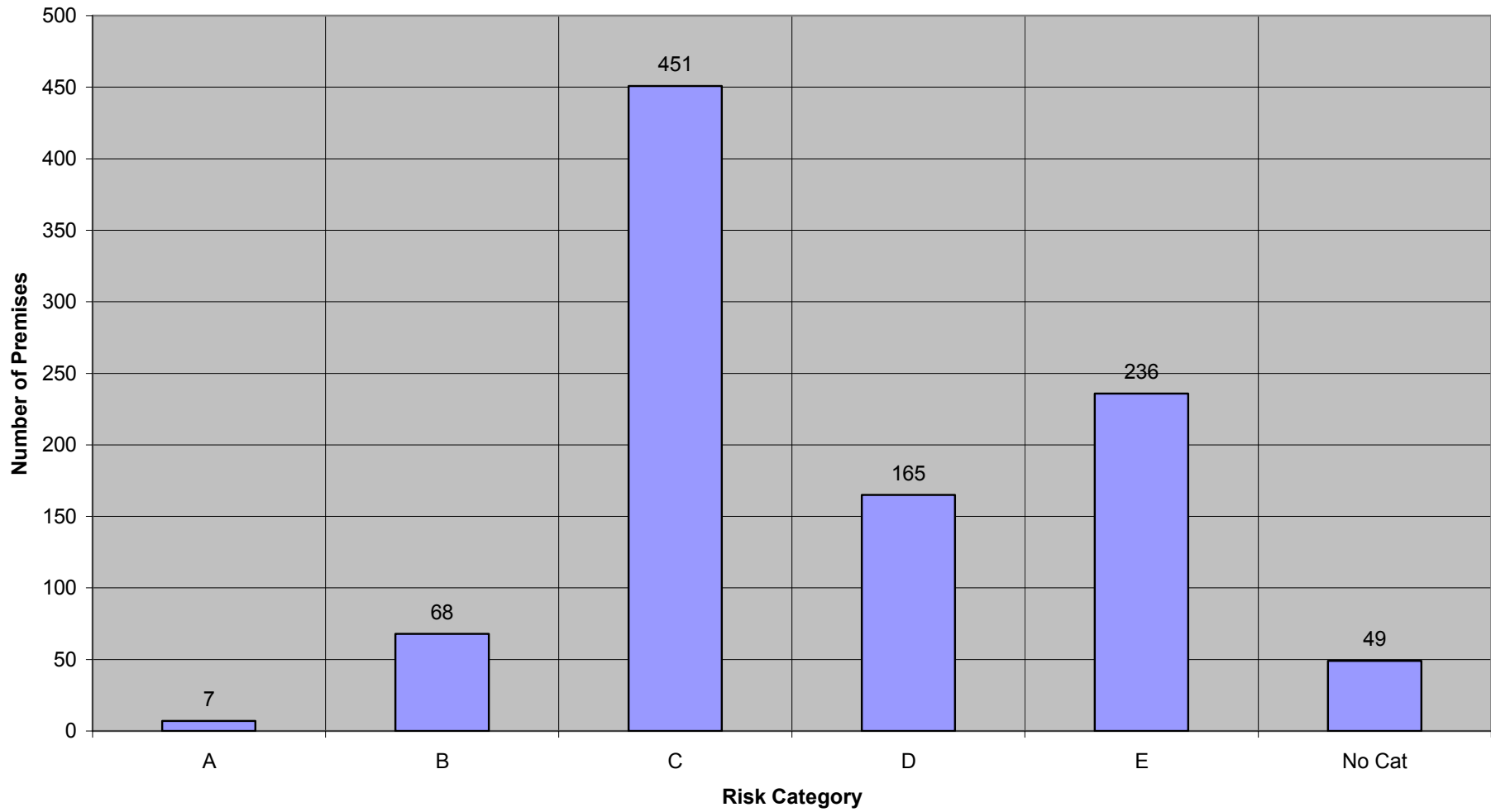




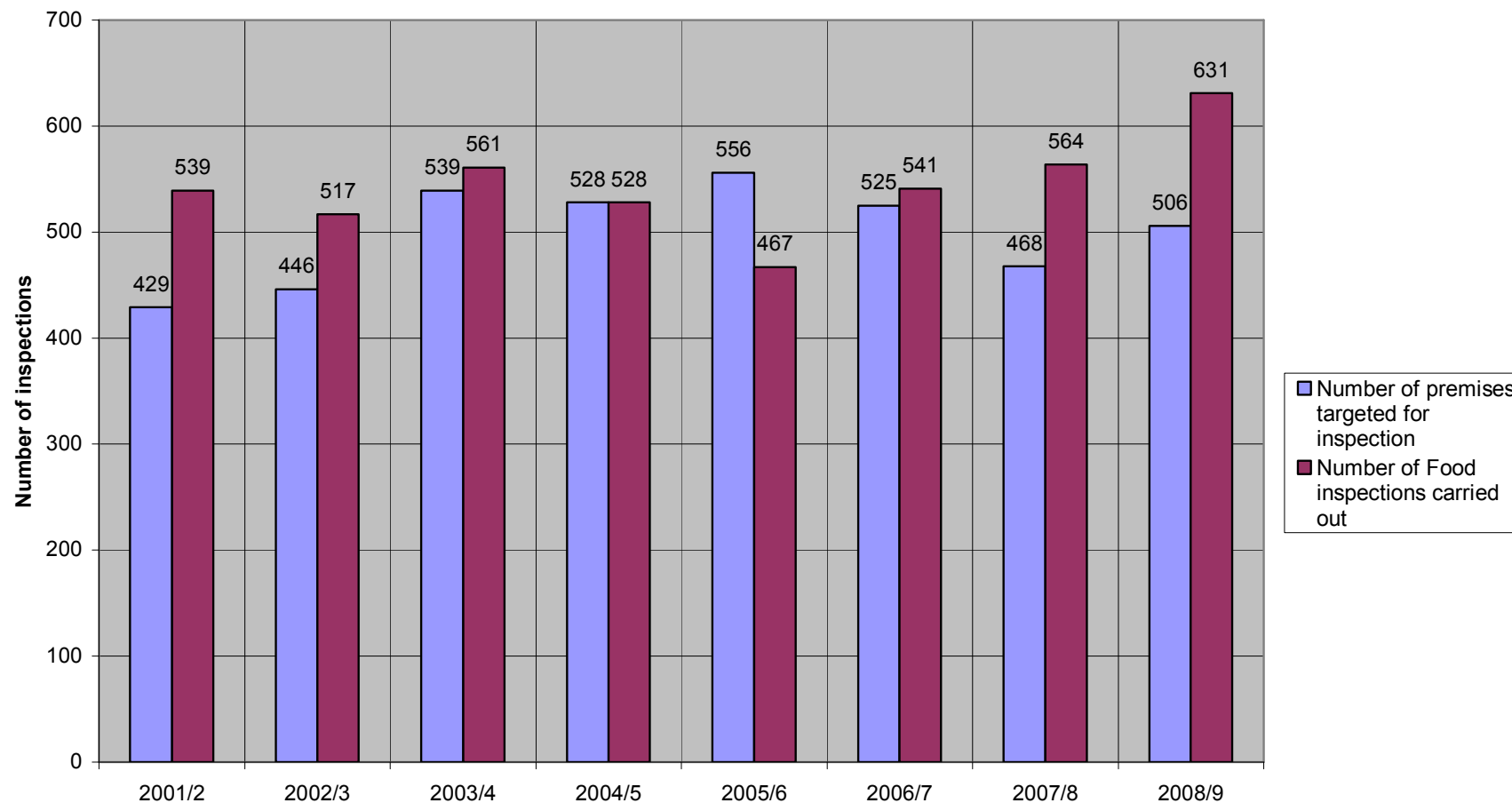
Appendix 5.0: Profile of Food Premises in the City as per Food Standards Agency Classification



Appendix 5.1 Profile of Food Premises by Risk Category for 2009/2010



Appendix 6.0: Number of Food inspections targeted compared with those achieved

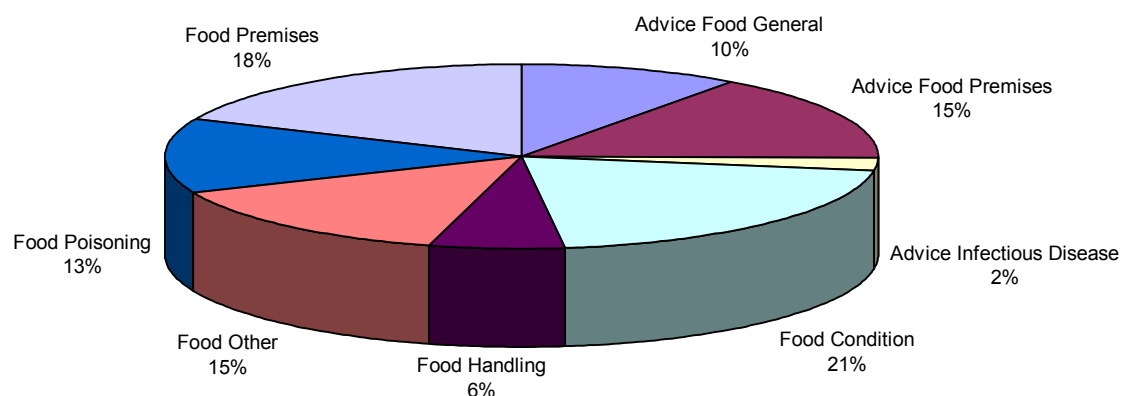


## APPENDIX 7

### BREAKDOWN OF FOOD COMPLAINTS/SERVICE REQUESTS RECEIVED

Complaint/Service Request	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9
Advice Food General	22	38	42	40	119	40	37	33
Advice Food Premises	23	23	46	92	67	92	61	51
Advice Infectious Disease	0	3	5	12	13	12	17	7
Food Condition	46	55	63	72	40	72	62	68
Food Handling	15	13	13	11	8	11	18	20
Food Other	10	9	9	106	97	54	27	48
Food Poisoning	42	38	32	32	40	32	49	43
Food Premises	34	51	56	44	32	44	53	61
<b>TOTAL:</b>	<b>192</b>	<b>233</b>	<b>266</b>	<b>409</b>	<b>416</b>	<b>357</b>	<b>324</b>	<b>331</b>

Appendix 3.1 - Number of Food Service Requests received from 1st April 2008 to 31st March 2009



**LIST OF BUSINESSES FOR WHICH EXETER CITY COUNCIL ACTS AS  
HOME AUTHORITY**

Home Authority agreements currently exist with: -

1. Devon Direct Services / Devon County Client Support
2. Exeter Community Health Services Trust
3. Shaul Bakery Ltd

**FOOD SAMPLING PROGRAMME 2008/9****1. Introduction**

Attached is the informal sampling programme formulated for year 2009/2010. The programme is devised to ensure effective use of resources and fulfil the requirements of the Food Sampling Policy (revised April 2009) as posted on the Exeter City Councils website.

**2. Requirement to Sample**

- 2.1 The food-sampling programme operates on a total sampling allocation of 25 samples per 10,000 population. This will require approximately 275 samples per year to be taken. The authority is required to provide a statistical return to the Food Standards Agency (FSA) on its annual sampling activity.
- 2.2 All local authorities have an historical arrangement with their respective Food, Water and Environmental Laboratory or Health Protection Agency Laboratory, which provides a credit allocation to facilitate this work.

**3. Routine Sampling**

- 3.1 Home Authority role: There is only a very limited role for the Council to play in this respect as we are without any large national companies producing high-risk products. There are however a few small producers whose products are distributed locally and sampling will provide a means of surveillance of their goods and services.
- 3.2 Vulnerable Foodstuffs: High-risk foodstuffs, which give cause for concern or suspicion, may need to be sampled on an ad hoc basis. **This will include sampling verification of controls at a critical step in a food operation and monitoring of imported food from third world countries, for example.**
- 3.3 Complaints: Food samples may be taken when investigating consumer complaints, either to confirm suspected contamination or in undertaking enquiries resulting from complaints.
- 3.4 Statutory Samples: We have a statutory obligation to monitor water distributed by SWWS Ltd and to a limited extent premises with private water supplies.
- 3.5 Survey Work: The number of samples taken as a result of Food Alerts, locally/nationally agreed surveys and food poisoning investigations is subject to annual variation, but provision will be made for these items.
- 3.6 Environmental Swabs: The swabbing of key food contact and hand contact surfaces is seen as an effective means of contributing to the assessment of hygiene standards during routine food hygiene inspections.



#### **4. Budget Provision**

In addition to the credit allocation provided by the Food Water and Environmental Laboratory, sums of £260 (analysts fees) and £300 (samples) are included within the Commercial Section budget. These sums are intended to cover all Commercial Section sampling and a proportion of this will be reserved for Health and Safety sampling (e.g. asbestos, COSHH etc.).

#### **5. Conclusions**

There is adequate provision within the present budget to undertake the proposed sampling programme. Allowing for some flexibility between the two budget entries ensures that problems in financing the purchase and analysis of samples for the Food and Health and Safety enforcement functions of the section will be minimised. The programme assumes the current staffing level as outlined in appendix 3 will be maintained throughout the year.

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Sampling Activity	2009												2010				Target No. of Samples
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
LACORS   HPA																	
Speciality Meats																	5
Egg Mix & Environmental Samples																	5
Shelled Nuts																	5
Devon Surveys																	
LACORS / HPA																	
Ready to eat foods from bakers' shops																	
Large Scale Events																	
Pre-packed sandwiches																	
Vegetable Boxes																	5
Sampling During Programmed Inspections																	
Environmental Swabs																	a
Cloths																	b
Verification of a CCP																	c
Imported Food																	d
Miscellaneous																	a+b+c+d=200
e.g. Response to Complaints / Water / Food Alerts																	20
<b>TOTAL</b>															<b>240</b>		

**A SUMMARY OF THE SAMPLING ACTIVITY  
PROVIDED BY COMMERCIAL SERVICES**

<b>FSA Code</b>	<b>Product Group</b>	<b>2001/2</b>	<b>2002/3</b>	<b>2003/4</b>	<b>2004/5</b>	<b>2005/6</b>	<b>2006/7</b>	<b>2007/8</b>	<b>2008/9</b>
02	Cereals	2	2	7	4	11	2	9	7
04	Flour / Flour Products	0	0	0	1	3	0	2	0
08	Beverages Other	0	0	0	0	0	0	1	0
10	Cakes/Confectionery	1	14	15	17	13	9	1	0
11	Milk - Liquid	1	15	2	4	0	1	0	0
12	Cheese	17	2	6	9	12	16	2	0
13	Butter	0	0	0	1	0	4	0	0
14	Other Milk Products	1	4	2	9	3	5	7	0
18	Non Alcoholic Drinks	0	0	0	0	0	0	5	0
19	Of Which- Pack Water	3	5	7	10	0	0	0	0
20	Fruit Juices	0	0	0	1	0	0	0	0
23	Eggs/Egg Products	11	3	10	11	4	9	4	4
24	Fish/Shell-Fresh/Fro	10	7	15	0	1	4	6	2
25	Fish/Shell Prod/Proc	9	2	46	17	0	8	10	3
28	Foodstuffs - Others	10	6	1	0	0	0	3	0
31	Fruit Fresh/Frozen	0	0	0	6	0	0	0	0
32	Fruit Prod/Processed	1	4	2	3	0	0	1	0
34	Veg Fresh/Frozen	1	2	5	13	0	2	5	1
35	Veg - Canned/Process	2	6	2	5	10	1	4	0
36	Veg - Protein Foods	0	0	0	0	0	0	1	0
38	Herbs and Spices	0	0	0	0	0	0	35	2
39	Ice Cream	2	1	2	1	0	0	1	0
40	Desserts	0	0	0	6	1	1	0	0
44	Meat - Fresh/Frozen	1	6	11	8	0	6	2	0
45	Meat-Products/Proces	1	14	33	49	40	16	27	12
48	Poultry - Fresh/Frozen	0	0	0	0	0	0	4	1
49	Poultry-Prod/Process	2	44	5	10	0	9	19	8
51	Nuts/Nut Prods/Snack	0	0	0	4	0	0	1	0
52	Restaurant/Takeaway	31	5	12	27	2	10	8	7
53	Prepared-Ready Made	4	11	40	62	79	29	35	29
55	Soups/Broths	20	38	1	1	0	0	0	0
56	Sauces/Condiments	83	1	2	6	2	0	0	0
59	Others-Food Supps	0	0	0	1	0	0	0	0
64	Water used as ingredient in fd	3	8	1	54	10	0	7	0
65	Others-Miscellaneous	7	34	56	2	0	40	57	92
	<b>Total</b>	<b>223</b>	<b>234</b>	<b>283</b>	<b>342</b>	<b>191</b>	<b>172</b>	<b>257</b>	<b>168</b>

**APPENDIX 11**

**OFFICIALLY NOTIFIED CASES OF FOOD RELATED DISEASE  
IN THE CITY OVER THE PAST FOUR YEARS**

<b>Communicable Disease</b>	<b>2002/3</b>	<b>2003/4</b>	<b>2004/5</b>	<b>2005/6</b>	<b>2006/7</b>	<b>2007/8</b>	<b>2008/9</b>
Salmonella	12	19	33	20	12	20	24
Campylobacter	83	47	118	88	28	87	128
Dystenty	0	2	1	1	0	0	0
Hepatitis A	0	2	0	3	1	0	0
E.Coli 0157	0	0	1	2	3	0	2
Shigella	0	2	4	3	2	2	7
Food Poisoning	14	79	0	0	5	3	2
Giardia	6	2	18	6	3	9	4
Cryposporidium	7	7	9	3	7	6	22
Gastroenteritis	0	0	0	0	0	0	0
Norwalk like virus	1	0	0	0	0	0	0
Cholera	0	0	2	0	1	0	0
<b>TOTAL:</b>	<b>123</b>	<b>160</b>	<b>186</b>	<b>126</b>	<b>62</b>	<b>127</b>	<b>189</b>

Note:

1. It is estimated that 125 cases will be reported in the forthcoming year.
2. It is acknowledged by the Health Authority that difficulties have been experienced this year in reporting cases of food related disease. We now believe these problems have been resolved.

**APPENDIX 12**

**Number of Learners attending Food Safety in Catering Courses**

<b>Course</b>	<b>2004 /05</b>	<b>2005 / 06</b>	<b>2006 / 07</b>	<b>2007 / 08</b>	<b>2008/9</b>
Level 2 Award	502	481	541	511	368
Level 3 Award	4	26	25	9	14
Level 4 Award	4	6	0	12	3