

BOROUGH SERVICES DIRECTORATE

***Food Service Plan***  
***2011/2012***



**BALLYMONEY**  
BOROUGH COUNCIL

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## **1.0 Introduction**

With the introduction of the Local Government (Employment of Group Environmental Health Staff) Order 1994, a requirement was placed on Councils to prepare a District Environmental Health Plan. This is an annual plan specifying the level of service to be provided by the Council and identifying the resources necessary to implement that plan. The Borough Services Directorate has operated to such plans since 1998 attempting to address the planned and reactive workloads of all the core functions of the department including Food Safety. The plan has been reviewed on an annual basis since that time.

As a result of the Food Standards Agency document "Framework Agreement on Local Food Law Enforcement" published in September 2000 and amended in March 2001, it has become necessary to develop a separate Food Service Delivery Plan. This document is the eleventh such plan and amplifies the business planning issues already undertaken to date through the Health and Environmental Services planning process. It should be noted that the agreement document also relates to Feeding stuffs enforcement, which is not a Northern Ireland District Council function and has therefore not been considered in this plan. The plan has been written to reflect recent guidance contained in the revised Food Safety (Northern Ireland) Order 1991 Code of Practice issued June 2006 (revised August 2008) and the Food Law Practice Guidance issued June 2006 (revised May 2011)

This plan adopted by Council on the XXX, (Council Minute refers) has effect from 1<sup>st</sup> April 2011 until 31<sup>st</sup> March 2012. The plan has been prepared taking into account the review of the previous year document.

### **1.1 Service Aims and Objectives**

The Borough Council through its Borough Services Directorate has the following aims and objectives for the delivery of its Food Service.

#### **AIMS**

To protect consumers of food by ensuring that all food manufactured, prepared or supplied within the District;

- Complies with the food safety requirements and is of the nature, substance and quality demanded;
- Is of an acceptable quality and composition and is accurately labelled, presented and advertised.
- To protect and promote the health of the public through health education, consumer awareness and participation in multi-disciplinary health promotion initiatives.

#### **OBJECTIVES**

In order to achieve these aims the following objectives have been set.

- To inspect or implement an alternative enforcement strategy in all food premises, as per the recommended frequencies based on risk assessment, assess food-handling practices, identify hazards and take appropriate action to remedy problems identified.
- To inspect or implement an alternative enforcement strategy for all food standards premises, as per recommended frequencies based on risk assessment, to ensure that legal requirements are met in relation to the quality, composition, labelling and advertising of food.

### *Ballymoney Borough Council Food Service Plan*

- To carry out a proactive and reactive food sampling programme for microbiological and chemical examination.
- To act as home authority for manufacturers and packers of food located within the Borough, providing advice, inspection reports and responding to requests for Home Authority reports from other local authorities.
- To investigate complaints regarding premises, practices and food items.
- To investigate individual cases and outbreaks of food borne illness as notified by the Northern Trust and members of the public.
- To undertake health promotion/education activities.

#### **1.2 Links to Corporate Objectives and Plans**

The Food Safety Service is linked to the Council's corporate objectives set out in its plan for the period 2008-2011, and has at its core the Council's mission statement:

***“To serve all our people and improve their quality of life”.***

Delivery of an effective food service plan will have a direct influence on the quality of life.

The Council will provide best value services and facilities while dealing openly, equitably and honestly with all its stakeholders providing equal opportunities for all and enabling employees to acquire the skills necessary to fulfil their role with confidence.

In addition the following corporate objectives will have a bearing on the delivery of the Food Safety Service.

- To provide quality services that meet local needs and are value for money
- To fulfil council's legal obligations
- To manage resources effectively
- To review and improve business processes

The department will also strive:

- To maximize the potential of all employees by ensuring the provision of suitable training and development opportunities.
- To implement new procedures as required by the Food Standards Agency.

## **2.0 Background**

### **2.1 Profile of Ballymoney Borough**

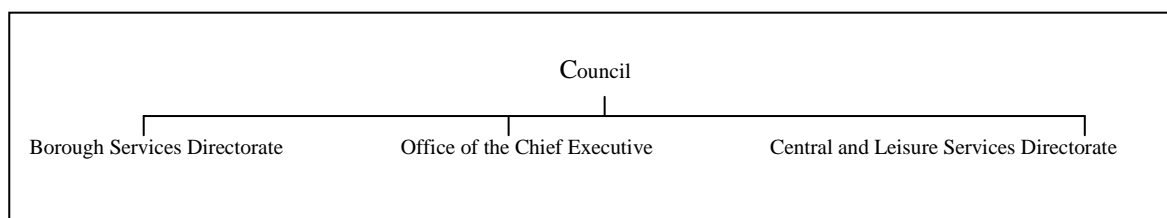
The population of Ballymoney Borough Council was estimated at 30,106 in mid 2008. Ballymoney District Council was established in 1973 achieving Borough status in 1977. It covers 41,855 hectares being predominantly rural in character, bounded by the west by the river Bann and to the east by the uplands of the Antrim plateau. The town of Ballymoney is its main centre, and there are numerous small villages in the rural hinterland. Farming and the food industry are the mainstays of the local economy, but there are also manufacturing businesses.

Local conditions, which have a bearing on the work of the Department, include: -

- Good transport infrastructure.
- Dominant Agricultural industry housing.
- Retail sector is the largest employer
- Increasing population base.
- Economy activity rates are high.
- Tourism during the summer months.

### **2.2 Organizational Structure**

The Borough Council is divided into three main directorates, as detailed below:

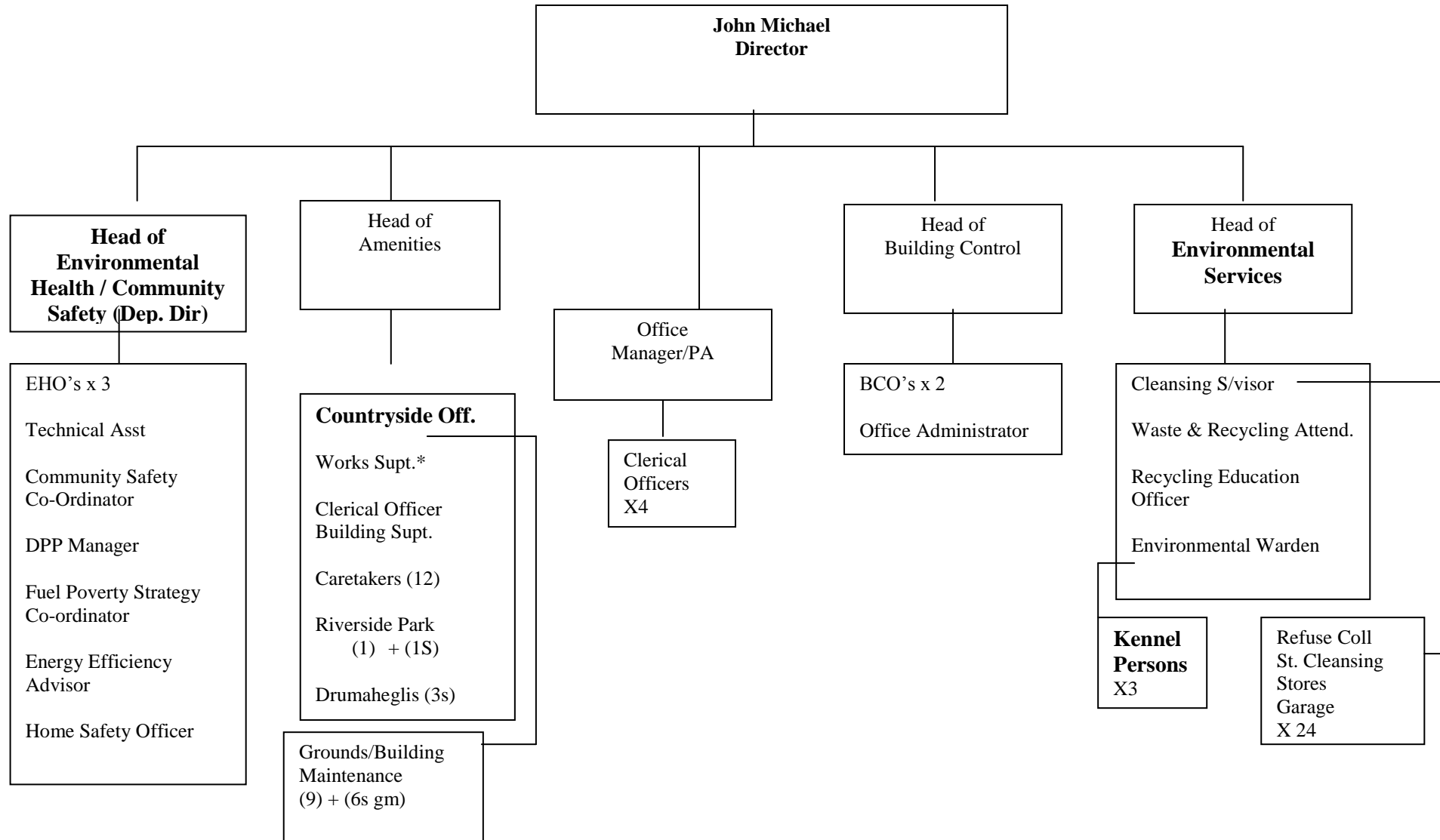


The Director of Borough Services reports Food Service issues to the Council via the Health and Environmental Services Committee.

Powers concerning the delivery of the food service function except the institution of legal proceedings have been delegated to appropriate members of staff in accordance with FC REP C008 'Guidance on the assessment and documentation of competence of authorised food officers'.

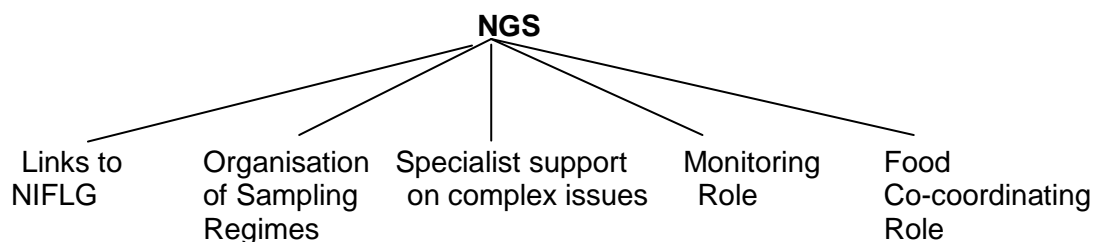
The organisational structure of the Borough Services Directorate is as follows.

# BOROUGH SERVICES DIRECTORATE



## Specialist Services

The Council avails of the following services: -



**Public Health Laboratory**  
**Virology Laboratory at R.V.H.**  
**Antrim Area Hospital Laboratory**  
**Causeway Laboratory**  
**Food Standards Agency**  
**North Eastern Education and Library Board**  
**Chartered Institute of Environmental Health**  
**Department of Agriculture and Rural Development**

**Public Analyst**  
**Private Laboratories**  
**NHSSB and CDSC**  
**Department of the Environment**

Access to specialist advice is also available from the following: -

Collindale  
Campden & Chorleywood  
LACORS

HPA  
Legal representatives.

Other departments within the local authority may also be used as and when required.

### **2.3 Scope of the Food Service**

The Directorate is responsible for the enforcement of the Food Safety (N.I.) Order 1991, approved Code of Practice and ancillary legislation made there-under. This will be achieved by, audits and inspections, alternative enforcement strategies, response work, sampling, service management and service promotion.

Food inspections are generally carried out on their own, but low risk premises may be inspected in conjunction with low risk health and safety inspections, through liaison with the Deputy Director of Borough Services

### **2.4 Demands of the Food Service**

With respect to the current year the Borough Council has 310 food premises currently open for which the authority has food enforcement responsibility. They fall into the following usage categories

O.C.D. Code	No. Of Premises Food Standards	No. Of Premises Food Hygiene
A - Producers	1	1
B - Slaughterhouses	2	1
C - Manufacturers/Processors	15	15
D - Packers	0	0
E - Importers/Exporters	0	0
F - Distributors (including wholesalers And transporters)	8	8
G - Retailers	79	79
H - Restaurants and Other Caterers	206	206
I - Materials and Articles Manufacturers and Suppliers	0	0
J - Manufacturers mainly selling by Retail	0	0
<b>Total</b>	<b>311</b>	<b>310</b>

**NB** The number of premises have increased as childminders are now required to be registered as a food business

### **Vertical Directive Premises**

There are 3 approved premises within the Borough.  
1 Meat Products, 1 Meat Preparations and 1 Dairy Products Premise.

### **Home Authority Premises**

The Council acts as home authority for 17 premises.

### **Cold Stores**

There is 1 cold store in the Borough.

## **Current Issues**

Current issues, which are liable to impact on the demands of the service in the forthcoming year, are: -

- Food Hygiene Rating Scheme
- Safe Catering/Safe Food Better Business/Butchers HACCP
- Training delivery to industry
- Investing for health initiatives
- Interventions
- New and emerging legislation
- Local Authority Enforcement Monitoring System (LAEMS)
- Out of programmed premises
- Introducing new work systems and record keeping
- Increasing use of Councils website
- NCEHO Food Sub Group Work Plan

These issues will necessitate a higher percentage time spend and officer expertise.

## **Service Delivery Points**

The service is available from Monday to Friday inclusive during the hours of 9.00 am to 5.00 pm Monday – Thursday and 9am – 4.30pm Fridays, at the Council Offices, Riada House, 14 Charles Street Ballymoney BT53 6DZ Tel No 028 2766 0257. During these hours officers can be accessed either via the above telephone number or by direct dial and voicemail or alternatively by email, [food@ballymoney.gov.uk](mailto:food@ballymoney.gov.uk). In addition it is also possible to make service requests and enquiries through the Council's web site. An out of hours emergency service now operates on a rota basis between 5.00pm and 9.00am weekdays and 24hours weekends and Bank holidays Tel No 07775 938003. Planned out of hours work is carried out as directed by the Director of Borough Services.

## **2.5 Enforcement Policy**

The Borough Council has adopted an Enforcement Policy, and Enforcement Concordat revised February 2011 (Council minute 941.7 and committee minute 369.6 refer) to ensure consistency of approach. This policy which includes arrangements where the Council operates a food business, may be accessed via the Councils website, [www.ballymoney.gov.uk](http://www.ballymoney.gov.uk). In addition, food businesses and the general public are given the opportunity of consulting our policies at any reasonable time.

### **3.0 Food Service Review April 2010 – March 2011**

#### **Introduction**

A review of the food service delivery has been completed for the months April 2010 – March 2011.

It was estimated that 2290 hours were needed for the food function in the year 2010/11. The total available hours was estimated at 1748. The actual officer hours devoted to the delivery of the food service was 1497. This indicates that there was a total shortfall of 793 hours.

- **Interventions**

A total of 217 food hygiene interventions were due between April 2010 – March 2011. A total of 140 (65%) were actually completed.

Risk Category	Planned Interventions	Completed Interventions	Outstanding Interventions	Closed Premises
A	8	6	1	1
B	46	19	2	4
C	98	81	16	14
D	50	22	18	6
E	15	12	13	1
<b>Total</b>	<b>217</b>	<b>140</b>	<b>50</b>	<b>26</b>

A total of 107 food Standards interventions were due between April 2010 and March 2011. A total of 71 were actually completed.

Risk Category	Planned Interventions	Completed Interventions	Outstanding Interventions	Closed Premises
A	1	0	1	0
B	22	22	3	0
C	84	49	28	6
<b>Total</b>	<b>107</b>	<b>71</b>	<b>32</b>	<b>6</b>

The discrepancy in interventions for food hygiene and food standards was due to several incidents, which occurred throughout the year 10/11 and the lack of resources as indicated by the shortfall in hours above. All interventions carried out were either full inspections or audits.

It should also be noted that some premises change risk category after an intervention and therefore may be reported under a different risk category in the above tables.

During the report period a number of home authority investigations were carried out following complaints from other Councils. This included additional inspections, sampling and reports to the Food Standards Agency and other Councils.

During the year the department applied for funding to launch the Food Hygiene Rating Scheme within the Borough. The funding enabled a temporary Environmental Health Officer to be employed to backfill for the officer involved in implementing the scheme. A substantial amount of officer time was dedicated to rolling out the scheme within the Borough including conducting file checks, information sessions and correspondence to all food business operators who fall within the scheme. Additional revisits have also been generated as a result of the scheme. The time required for the implementation of the FHRS was much more than predicted and therefore contributed to the shortfall in inspections achieved.

### *Ballymoney Borough Council Food Service Plan*

In addition, officer time has also been diverted into other functions of environmental health including public health complaints, licensing, planning applications and Private Tenancies Inspections. This has meant that the amount of officer time in food safety has been reduced.

- **Revisits**

It is never possible to predict with complete accuracy the number of revisits needed. However for the report period a total of 58 food hygiene revisits were carried out, primarily within category A, B and C premises.

- **Food Safety Incidents**

Food Incidents occur on a random basis throughout the year. An estimate of the number of food safety incidents is made based on the number received in previous years.

Category	Number received April 09 - March 10	Number received April 10 – March 11
For Action	6	3
For Information (including allergy alerts)	65	34

- **Food Complaints**

The estimated number of food complaints was based on the number received in 2009/10, which were 2. During the months April 10 – March 2011 6 food complaints were received, 2 of which were referred to other local authorities for investigation. To date none of these complaints have resulted in formal action, however it should be noted that some investigations are ongoing.

- **Complaint interventions**

A total of 75 visits in relation to complaints were carried out in the year 10/11 as broken down below: -

Complaint Action	Food Hygiene	Food Standards
Advisory visit	0	0
Complaint Inspection	0	1
Hazard Warning Visits	6	0
Health Promotion visit	10	0
New premises inspection	34	34
Out of Programme Inspection	1	0
Food poisoning visits	3	0
Voluntary Surrender Inspection	1	0
Other Visits	20	0
<b>Total</b>	<b>75</b>	<b>34</b>

- **Food Poisoning**

During April 10 – March 11 3 investigations of sporadic food poisoning incidents took place. These investigations did not result in any formal action.

- **Voluntary Surrender/Unsound food**

There was 1 voluntary surrender received during the report period.

- **Sampling**

	Planned April 10 – March 11	Actual April 10 – March 11
Bacteriological	66	75
Chemical	44	43
Water from Food Premises	72	64

The above shows the number of samples, which were planned from April 2010 to March 2011 and the numbers that were actually taken.

The bacteriological samples are made up of food samples and environmental swabs, which were taken in addition to routine sampling following a number of complaints. Chemical samples include those that have been taken as part of sampling surveys and food complaints. They were significantly reduced due to budget restraints.

- **Training Courses/Community Activities**

During the report period the following number of training courses were delivered:

Activity	Planned	Actual	Number of Persons Trained
Level 2 Award in Food Safety in Catering	2	1	13
General Food Hygiene Talks / Community-based activities	As requested	3	200 (approx)
<b>Total</b>			

The general food hygiene talks and community based activities involved the following:-

- |                    |   |
|--------------------|---|
| Streetwise         | This involved showing P7 pupils the correct way to wash their hands.                            |
| Hand Wash Training | A number of training sessions in relation to 'how to wash your hands' properly were carried out |

- **Staff Development**

The following courses and information sessions were attended by District Environmental Health Officers in relation to food safety: -

- Intervention Risk Rating Module 1 - Hygiene Intervention Risk Rating
- Alcohol Sampling International Federation of Spirits Producers
- Effective Evaluation of Food Safety, Management Systems
- Refresher Nutrition Training
- HACCP Training
- Health Protection Training for EHOs
- Risk Scoring Consistency Training
- Food Safety Under the Microscope

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- FHRs LA Information Seminar
- Meat Refresher Training

- **Notices**

During the report period a number of enforcement notices were served:

<b>Type of Notice Served</b>	<b>Number served</b>
Hygiene Improvement Notice	28
Animal By Products	2
Detention Notice	1
Detention Notice Withdrawal	1
Remedial Action Notice	1

- **Inter Authority Audit**

The Directorate was subject to the above audit to verify the effectiveness of the implementation of Food Safety Management Systems (FSMS's) in butcher's shops. The areas examined included organisation and management, authorisation of officers, food and food premises complaints, food inspection and sampling, enforcement, records and inspection reports, internal monitoring and third party peer review. The audit was completed by principal food officers from the Northern and Eastern Group Environmental Health Committees.

Whilst the audit revealed no major non-compliances it was recommended that the following findings be addressed:-

1. Review of training needs should be introduced annually and training plans produced.
2. For authorisation purposes, the specific list of legislation enacted under the European Communities Act requires to be updated to reflect current legislation. See Note 1.
3. Records of internal monitoring of inspections should be established See Note 1.
4. Fully authorised officers, should be able to issue emergency prohibition notices under the overall guidance of the Deputy Director of Borough Services, without first reporting to Council.
5. It is recommended that reality/verification checks should be carried out as part of the internal monitoring (See Note 2).
6. When the next review of the Council's enforcement policy is undertaken reference should be made to the LBRO guidance.

An action plan was agreed with the auditors and has been completed.

- **Review**

Discussions of progress against the plan were made at regular team meetings and recorded in minutes. A total of 55 premises files were reviewed which involved the examination of inspection notes and proforma, premises plans, risk scores, file notes and correspondence. Many of these was as a result of file checks carried out prior to the launch of the Food Hygiene Rating Scheme.

## 4.0 Service Delivery

### 4.1 Introduction

The Council intends to carry out food hygiene and food standards interventions for compliance with the Food Safety (NI) Order 1991 at a minimum frequency as determined by Annex 5 of the Food Law Code of Practice (COP) (Northern Ireland) and other centrally issued guidance. The COP allows more flexibility in terms of interventions and the use of an alternative enforcement strategy (AES) for low risk premises.

#### 4.1.1 Interventions

The Code of Practice (August 2008) introduces interventions as activities which are designed to monitor, support and increase Food Law compliance within a food establishment e.g. inspections, monitoring, surveillance, verification and alternative enforcement.

There are two main types of interventions:

Official Controls (OC)	Non Official Controls (NOC)
Inspections (Full or partial)	Education
Audits	Advice
Sampling visits	Coaching
Monitoring visits	Information and intelligence gathering
Surveillance visits	
Verification visits	

The purpose of an intervention is to use scarce resources to target the most non-compliant businesses so changing behaviour and thus securing higher levels of compliance. A full inspection should be carried out each time the intervention frequency for a business is determined. However, if the full inspection is not carried out, another less encompassing intervention can be used. The authorised officers will have to use their own professional judgement to determine if this is suitable. The reason for adopting this approach must then be documented on the establishment file. Possible interventions, which may be addressed instead of a full inspection, include allergens, hygienic handling of ice/pest control and stock rotation, nutrition, HACCP, Listeria.

The type of intervention permitted in the risk rated premises for food hygiene and food standards are as follows:

Food Hygiene Risk Rating	Type of Intervention	Food Standards Risk Rating	Type of Intervention
<b>A</b>	Full/Partial inspections or audit	<b>A</b>	Full/Partial inspections or audit
<b>B</b>	Full/Partial inspections or audit	<b>B</b> Not Broadly Compliant	Full/Partial inspections or audit
		<b>B</b> Broadly Compliant	Alternate OC with NOC
<b>C</b> Not Broadly Compliant	Full/Partial inspections or audit	<b>C</b>	OC or AES
<b>C</b> Broadly Compliant	Alternate OC with NOC		
<b>D</b>	Alternate OC with NOC		
<b>E</b>	OC or AES		
<b>Approved Premises</b>	Full Inspection		

Note: Guidance in relation to broadly compliant and not broadly compliant is available in the COP

4.1.2 Alternative Enforcement Strategy (AES)

The COP allows an AES to be applied to low risk food hygiene (E rated) and low risk food standards (C rated) premises in accordance with Annex 5. An alternative enforcement strategy will be implemented as an intervention for these low risk premises.

4.1.3 Joint Interventions

Where appropriate Food Hygiene, Food Standards and Health and Safety interventions will be combined in the interests of efficiency. The Council intends to inspect, approve, register and licence relevant premises. The timing of interventions will be carried out to reflect the hours of operation of the business whether or not this coincides with the Councils normal hours of work.

4.1.4 Policies

The Council intends to carry out food hygiene and food standards activities in accordance with the following approved policies: -

- Home Authority Principle
- Enforcement Policy
- Enforcement Concordat.

**4.2 Food Hygiene and Food Standards Interventions**

During the year 2011/12 the planned number of interventions are as follows:

**FOOD HYGIENE INTERVENTIONS**

<b>Risk Category</b>	<b>Frequency</b>	<b>Number of Tasks (Including Outstanding)</b>	<b>Task Time (hrs)</b>	<b>Total Hours</b>
A	6 months	8	6	48
B	12 months	20	4	80
C	18 months	74	3	222
D	24 months	37	2.5	96
E	36 months	13	2.0	26
F	60 months	0	1.75	0
<b>TOTAL</b>		<b>152</b>		<b>472</b>

### FOOD HYGIENE RE-VISITS

Risk Category	Frequency	No. Of Tasks	No. Of Revisits	Task Time (Hrs)	Total Hours
A	100%	8	8	2.0	16
B	50%	20	10	1.25	13
C	30%	74	22	1.25	28
D	25%	37	9	1.25	11
E	15%	13	1	1.0	1
F	8%	0	0	1.0	
<b>TOTAL</b>		<b>152</b>	<b>50</b>		<b>69</b>

**NOTE** - Frequency = Percentage of No. of interventions.

### FOOD STANDARDS INTERVENTIONS

Risk Category	Frequency	No. Of Tasks (Including Out standing)	Task Time (hrs)	Total Hours
High	12 months	1	5	5
Medium	24 months	14	3	42
Low	60 months	76	2	152
<b>TOTAL</b>		<b>91</b>		<b>199</b>

### FOOD STANDARDS RE-VISITS

Risk Category	Frequency	No. Of Tasks	No. Of Revisits	Task Time (hrs)	Total Hours
A	100%	1	1	1.75	1.75
B	25%	14	4	1.0	4
C	10%	76	8	1.0	8
<b>TOTAL</b>		<b>91</b>	<b>15</b>		<b>13.75</b>

**NOTE** - Frequency = Percentage of No. of interventions

Additional time spends for food hygiene and food standards for more specialist/complex premises: -

Category	No. Of Premises	Additional Time Spend	Total No. Of Hours
EC Approved Premises	3	20 hrs/premises/year	60
Cold Stores	1	3hrs/premise	3
Special Events		40 hrs	40
New Work Systems/Record keeping/FHRS portal/FSSnet		75 hrs	75
Inspection of new premises		20hrs	20
Investing for health initiatives		50hrs	50
Complaints re premises		20hrs	20
<b>TOTAL</b>			<b>268</b>

The Council will seek additional specialist services from Northern Group Systems (Environmental Health) for specialist or complex processes to ensure competent inspections are carried out. Other expertise to assist with such activities may be obtained from outside agencies as outlined in paragraph 2.2 'Organisational Structure'

#### **4.3 Food and Feedingstuffs Complaints**

The Council intends to fully implement the approved food complaints policy and procedure. The likely demands on the service are based on 2010/2011 figures, as detailed below.

Year	Number of Complaints	Task Time (Hrs)	Total Hours
2010/2011	6	5.0	<b>30</b>

#### **4.4 Home Authority Principle**

The Council intends to fully implement the approved Home Authority Principle, policy and procedure. In addition to the resources in paragraph 3.1 it is estimated that the following additional resource is required.

Number of Home Authority Premises	Task Time (Hrs)	Total Hours
17	5.0	<b>85</b>

#### **4.5 Advice to Business**

The Council intends to provide advice to businesses in line with the approved Enforcement Concordat policy. The likely demands on the service are based on last year's figures, as detailed below.

Year	Number of Advisory Visits	Task Time (Hrs)	Total Hours
2010/2011	75	1.0	75

The following training initiatives may be available to businesses as required.

Course	Teaching Time (hrs)	Admin/Travel Time (hrs)	Total Hours
CIEH Level 2 Award in Food Hygiene in Catering (1)	6	12	18
General Food Hygiene Talks (as requested)	6	6	12
		<b>Total Hours</b>	<b>30</b>

#### **4.6 Food and Feeding stuffs Inspection and Sampling**

The Council intends to implement the approved chemical and microbiological sampling policies and programmes in accordance with the NIFLG document - Food Sampling Policies and Associated Guidance November 1998 within current budgetary constraints.

The Council intends to implement its enforcement policy and enforcement concordat where sample results are not considered to be satisfactory.

The Council has appointed Public Analysts to carry out analysis of food samples procured from within the Council area.

The Public Health Laboratory at Belfast City Hospital will carry out examination of food samples procured from within the Council area.

#### **Microbiological Sampling Programme**

The number of samples to be taken under each of the following headings have been allocated specific sampling days and from specific premises in accordance with the provisions of Sampling procedure document FC/PRO/C007.

No. Of Food Samples	No. Of Drinking Water Samples	Task Time (Hrs)	Total Hours
66	66	0.5	66

**NOTE** - Swabs may be taken in special circumstances, e.g. investigation of food poisoning outbreaks, and under guidance from the Public Health Laboratory.

## Chemical Analysis Programme

Number of Formal Samples	Task Time (Hours)	Total Hours
0	1.0	0

Number of Informal Samples	Task Time (Hours)	Total Hours
33	1.0	33

## 4.7 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Council will investigate all outbreaks and food related infectious disease in accordance with the NHSSB, NGS (Environmental Health) and Northern Chief Officers Forum procedures in outbreak control and sporadic food borne illness.

Whilst it is not possible to predict the demand on resources arising from outbreaks, trends over previous years throughout the Northern Group area would indicate a time spend of 50 hours per investigation. This may increase appreciably depending on the scale of the outbreak and any enforcement action arising.

### **Outbreak Investigation**

Number of Outbreaks	Task Time (Hours)	Total Hours
1	50	50

### **Sporadic Investigation**

No of referrals from NGS/direct notification 2010/2011	Task Time (Hours)	Total Hours
11	4.0	44

From April 2011, all infectious disease notifications will come to Council for investigation, rather than Northern Group Systems (NGS). In 2010/11 NGS were notified of 8 confirmed infectious diseases for investigation. This will require additional time spend for Council Officers.

## 4.8 Food Safety Incidents

The Council will respond to food alerts in accordance with the FSA Code of Practice and the Northern Chief Officers Forum approved Procedure No.14 on Departmental Response to Food Alerts. The likely demands on the service are based on the previous year detailed below.

(a) Food Alerts

Number of food alerts - For Action 2010/2011	Task Time (Hours)	Total Hours
3	7.0	21

Number of food alerts - For Information Only 2010/2011 (including allergy alerts)	Task Time (Hours)	Total Hours
36	0.25	9

(b) Voluntary Surrender/Unsound Food

Number of Tasks 2010/2011	Task Time (Hours)	Total Hours
1	5.0	5

**4.9 Liaison with Other Organizations**

The food section within the Borough Services Department of Ballymoney Borough Council is linked to other Council Departments as per Organizational Structure (Section 2.2). These internal liaisons are augmented by direct contact with other external agencies and other Councils within the Northern Group area.

Each Council within the Northern Group area participates, at chief officer level, in the Northern Chief Environmental Health Officer's Forum together with representatives from Northern Group Systems (Environmental Health). This Forum ensures a consistent approach to the food function across the 10 District Councils comprising the Northern Group area. The Forum has a Food Sub Group, comprising food specialist representatives from each of the 10 District Councils and Principal EHO (Food), Senior (Food) from Northern Group Systems.

Specialist support to the District Councils in the food function is available from Northern Group Systems through the Principal EHO (Food) and a Senior EHO (Food).

Province wide all District Councils and Groups participate in the Chief Environmental Health Officers Group, which formed a sub-group, the Northern Ireland Food Liaison Group (NIFLG). The NIFLG comprises Principal Officers (Food) from the four groups, Head of Consumer Protection (Belfast City Council) and a representative from the District Councils. The NIFLG interacts with various Government Departments and Agencies to ensure a consistent approach to the food function province-wide. It is also an integral part of LACORS with representation on both LACORS food hygiene and food standards committees. This approach ensures consistency across the UK. Other UK wide consistency is evident when e.g. FSA (NI), CDSC (NI), representatives from Public Health Laboratory etc. address this group on common issues within the food function.

An example of an all Ireland approach is where the Food Safety Promotion Board addresses

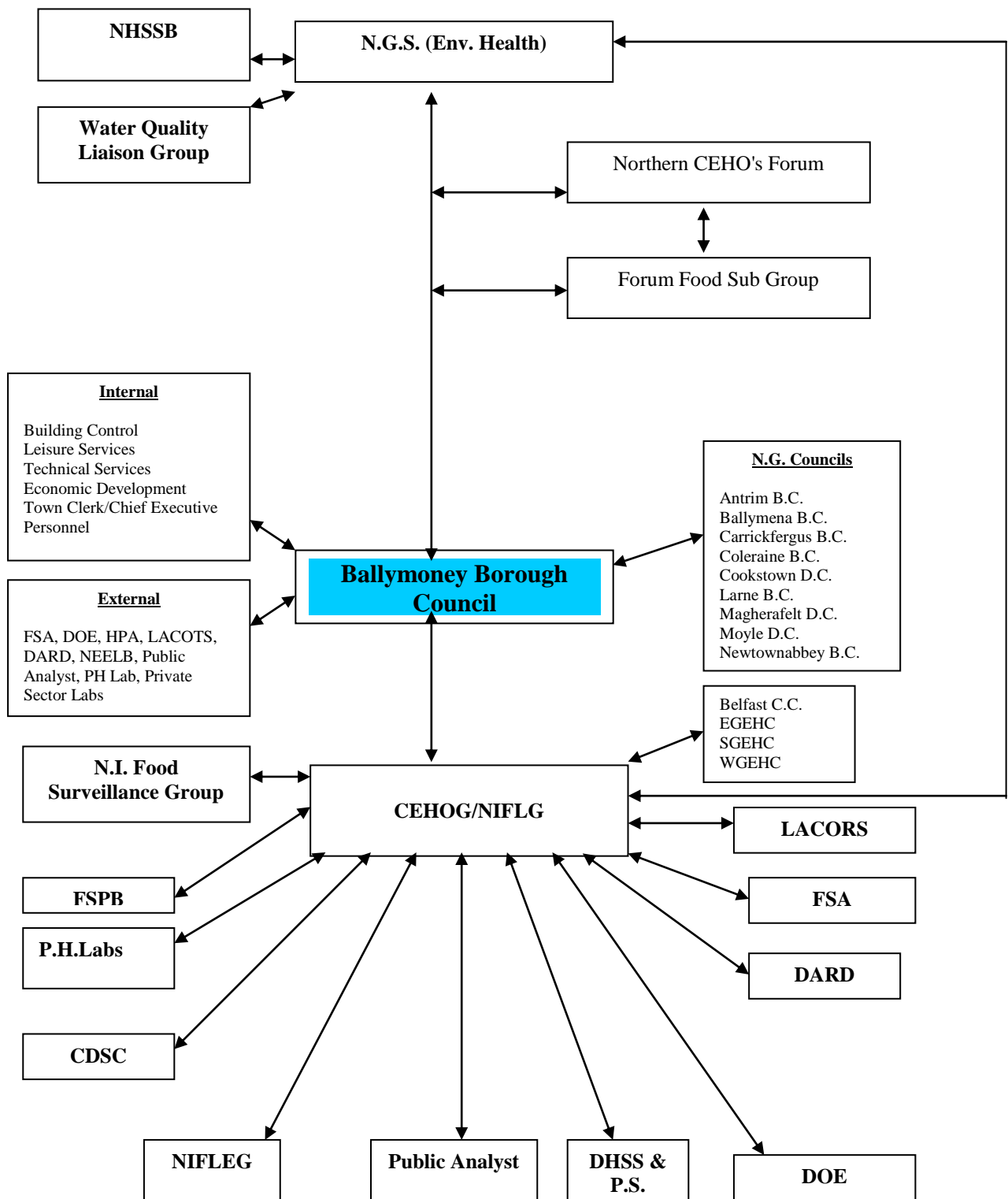
*Ballymoney Borough Council Food Service Plan*

communicable disease control on an all Ireland basis involving, amongst others, the NHSSB, NGS and District Councils.

Finally there is access for Ballymoney Borough Council to UK and all Ireland implementation of food legislation through CEHOG, NIFLG and NGS. This flow of information is both from and to District Councils via NGS, NIFLG and CEHOG.

**Estimated Resource Allocation :- 50 hrs**

**4.9 Liaison with Other Organizations**



**LIAISON WITH OTHER ORGANISATIONS CHART- KEY TO ABBREVIATIONS**

CDSC	Communicable Disease Surveillance Centre
CEHOG	Chief Environmental Health Officers Group
DARD	Department of Agriculture and Rural Development
DHSS&PS	Department of Health, Social Services and Personal Services
DOE	Department of the Environment
EGEHC	Eastern Group Environmental Health Committee
FSA	Food Standards Agency
FSPB	Food Safety Promotion Board
HPA	Health Promotion Agency
NIFLEG	Northern Ireland Food Liaison Enforcement Group
LACORS	Local Authorities Co-ordinating Body on Food & Regulatory Standards
NEELB	North Eastern Education and Library Board
NHSSB	Northern Health and Social Services Board
NIFLG	Northern Ireland Food Liaison Group
NGS	Northern Group Systems (Environmental Health)
PH Labs	Public Health Laboratory
SGEHC	Southern Group Environmental Health Committee
WGEHC	Western Group Environmental Health Committee

**4.10 Food and Feedingstuffs Safety and Standards Promotion**

The following promotional activities will be undertaken: -

Promotional Literature on Guidance on good practice	20 hrs
Press Releases	10hrs
Investing for health	50hrs
Council website	25hrs
<b>Total Hours</b>	<b>105hrs</b>

The effectiveness of the promotions will be assessed using e.g. the evaluation methodology available for Food Safety Week, response levels to competitions and follow-up surveys of representative samples of those involved.

**4.11 Departmental Officer Resource Needs**

The resource available in terms of officer hours for the above service delivery is as follows: -

<b>Officer</b>	<b>Available Hours</b>
DBS (0.25% of 1600 hrs)	4
DDBS (5% of 1600 hrs)	80
District EHO's (100% of 1600 hrs)	1600
Northern Group (2% of 1600 hrs)	32
Technical Assistant (2% 1600 hrs)	32
<b>Total Available Hours</b>	<b>1748</b>

Section 4, 5, 6 & 7 below indicates a time spend of **1905** hrs on the food function. A shortfall of **157** hours is estimated within the current staffing arrangements to deliver the service plan. It will therefore be necessary to prioritise planned actions as appropriate.

#### **4.12 Business Continuity Management**

A review of the business area will be undertaken and a Business continuity management Plan will be prepared and implemented in accordance with the principles of BS 25999.

#### **5.0 Resources**

##### **5.1 Financial Allocation**

Overall Departmental Budget

Expenditure           £75, 000 (estimated)  
Income                 £14, 530 (estimated)

The Food Service Best Value Matrix score for the year 2009/10 was as follows:

<b>Environmental Health Food Safety</b>	
EH/1 Departmental management	B
EH/2 Service delivery	A
EH/3 Quality controls and review	A

##### **5.2 Staffing Allocation**

**No. of Full Time Equivalent Clerical Staff = 1 Food Hygiene/Standards**  
**No. of Full Time Equivalents = 0.95625 Food Hygiene**

Officer	Full Time Equivalent	Cat A	Cat B	Cat C	Cat D	Cat E	Cat F
J Michael	0.00125		√	√	√	√	√
B Edgar	0.025		√	√	√	√	√
J. Freeburn	0.7	√	√	√	√	√	√
L. O'Brien	0.1	√	√	√	√	√	√
D Gavin	0.1			√	√	√	√
W Kirkpatrick	0.02						
<b>Group Officers</b>	0.01	√	√	√	√	√	√

**No. of Full Time Equivalent = 0.13625 Food Standards**

Officer	Full Time Equivalent	High	Medium	Low
J Michael	0.00125			
B Edgar	0.025			
J. Freeburn	0.1	√	√	√
L. O'Brien	0	√	√	√
D Gavin	0		√	√
W Kirkpatrick	0			
<b>Group Officers</b>	0.01	√	√	√

The above table has been completed having given due cognizance to the competence records required under procedure GN/REP/C001 titled "Guidance on the Authorisation of EH Staff", and the relevant guidance within the revised Code of Practice.

**5.3 Staff Development Plan**

All staff within the Directorate will undergo a training needs analysis with the Deputy Director of Borough services and produce personal work and development plans.

In addition training needs may arise outside the annual review due to changing workloads, staff movement and legislation.

Such additional training needs may be accommodated within a Group Training Plan and/or the NI Training Officers' Plan or the Councils Corporate training budget.

All training courses and programmes are assessed both by the officer and management to ensure the training objectives have been met and implemented.

For the plan period, the training programme as agreed by NCEHOF training sub group (yet to be published) for 2011/2012 is proposed.

In addition, should the need arise or particular courses become available, ad hoc training will be provided within current budgetary constraints following a training needs analysis by the DDBS.

**Time : 130hrs**

## **6.0 Quality Assessment**

The primary function of Local Government enforcement work is to protect the public, the environment and groups such as consumers and workers. It is of great importance that all relevant duties of the department are carried out in an equitable, practical and consistent manner.

To ensure a consistent approach by all staff, regular monitoring will be carried out by DDBS and the Director of Borough Services. The format, details and responsibilities of monitoring are detailed below.

### **(a) DDBS**

On a monthly basis the DDBS will monitor the contents of one randomly selected file per officer. This will involve examination of inspection notes and proforma, premise plans where applicable, risk scores, file notes, correspondence etc.

Annually, each officer will be accompanied by a competent person during a routine visit to assess inspection methods, standards communication skills etc, such as EC Food Premises, Home Authority premises and Lead Authority premises.

Points arising from monitoring will be discussed with the individual officer at the time, and where appropriate at the next team meeting. This will allow all staff to benefit from the monitoring exercise and help to achieve consistency.

The DDBS will advise the Director of points arising from the monitoring exercise and any corrective action taken.

The DDBS will carry out monthly management checks as to plan progress e.g. planned v actual inspections, outstanding inspections, complaints received/completed, number of advisory visits, planned promotions etc. and discuss with all officers during a formalised meeting each month.

At this meeting consultation regarding all other aspects, which may have a bearing on departmental performance, e.g. staffing levels, distribution of workloads etc. will be carried out and reported to the Director of Borough Services.

### **(b) Director of Borough Services**

The Director of Borough Services shall keep himself informed via regular meetings with the DDBS regarding plan performance.

**Time : 100hrs**

## **7.0 Review**

### **7.1 Reviews against the Service Plan**

It is intended that the plan be reviewed in the following manner.

- (a) The DDBS in conjunction with the District Environmental Health Officers at a planned team meeting will carry out a monthly review.
- (b) The DDBS will advise the Director of Borough Services on a quarterly basis.
- (c) A six monthly review will be carried out by the DDBS and the Director Borough Services incorporating a review of progress against the plan and at the rate setting exercise.
- (d) An annual report will be provided to Council via the Health and Environmental Services Committee at the end of the plan period reporting variances and the reasons for those variances.
- (e) An improvement plan will be drawn up and incorporated into the next Food Service Delivery plan as required.

**Time : 50hrs**