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**Food Standards Agency Audit of Local Authority  
Official Controls and Food Business Operator  
Controls in Approved Establishments**

Calderdale Metropolitan Borough Council

24-25 March 2009

## Foreword

Audits of local authorities' food law enforcement services are part of the Food Standards Agency's arrangements to improve consumer protection and confidence in relation to food. These arrangements recognise that the enforcement of UK food law relating to food safety, hygiene, composition, labelling, imported food and feeding stuffs is largely the responsibility of local authorities. These local authority regulatory functions are principally delivered through their Environmental Health and Trading Standards Services.

The attached audit report examines the official controls implemented in approved establishments by the Local Authority's Food Law Enforcement Service. The audit assessments included the authority's policies, organisation and management and local arrangements for implementation of official controls in approved establishments, with specific focus on approved meat products establishments, and related areas of food law enforcement.

Agency audits assess local authorities' conformance against the Food Law Enforcement Standard ("The Standard"), which was published by the Agency as part of the Framework Agreement on Local Authority Food Law Enforcement. The Framework Agreement and the audit protocols are available on the Agency's website at:

[www.food.gov.uk/enforcement/auditandmonitoring/](http://www.food.gov.uk/enforcement/auditandmonitoring/)

The main aim of the audit scheme is to improve and maintain consumer protection and confidence by ensuring that local authorities are providing an effective food law enforcement service. The scheme also provides the opportunity to identify and disseminate good practice and information to inform Agency policy on food safety.

The report contains some statistical data on food law enforcement activities undertaken by the authority. The Agency's website contains enforcement activity data for all UK local authorities and can be found at: [www.food.gov.uk/enforcement/auditandmonitoring/](http://www.food.gov.uk/enforcement/auditandmonitoring/)

The report also contains an action plan, prepared by the Authority, to address the audit findings.

A glossary of technical terms used within the audit report can be found at Annex C.

## CONTENTS

|                                                               | Page |
|---------------------------------------------------------------|------|
| <b>Foreword</b>                                               | 2    |
| <b>1.0 Introduction</b>                                       | 4    |
| <b>Background and Scope of the Audit</b>                      | 4    |
| <b>2.0 Executive Summary</b>                                  | 6    |
| <b>3.0 Audit Findings</b>                                     | 8    |
| 3.1 Organisation and Management                               | 8    |
| 3.2 Review and Updating of Documented Policies and Procedures | 8    |
| 3.3 Authorised Officers                                       | 9    |
| 3.4 Food Premises Database                                    | 10   |
| 3.5 Approved Establishments Inspections                       | 10   |
| 3.6 Food and Food Premises Complaints                         | 12   |
| 3.7 Food Inspection and Sampling                              | 12   |
| 3.8 Food Safety Incidents                                     | 12   |
| 3.9 Enforcement                                               | 12   |
| 3.10 Records and Inspection Reports                           | 13   |
| 3.11 Internal Monitoring                                      | 13   |
| 3.12 Third Party or Peer Review                               | 14   |
| <b>4.0 ANNEX</b>                                              |      |
| Annex A Action Plan for Calderdale MBC                        | 15   |
| Annex B Audit Approach and Methodology                        | 18   |
| Annex C Glossary                                              | 19   |

## 1. Introduction

### Background and Scope of the Audit

- 1.1.1 This report records the results of an audit at Calderdale Metropolitan Borough Council (MBC). The Authority was 1 of 11 authorities selected for the audit programme of local authority official controls and food business operator controls in approved establishments carried out between February and April 2009, as part of the Food Standards Agency's programme of audits of local authority food law enforcement.
- 1.1.2 The audit was carried out under relevant headings of the Food Standards Agency Food Law Enforcement Standard and the report has been made publicly available on the Agency's website at [www.food.gov.uk/enforcement/auditandmonitoring/](http://www.food.gov.uk/enforcement/auditandmonitoring/). Hard copies are available from the Food Standards Agency's Local Authority Audit and Liaison Division at Aviation House, 125 Kingsway, London WC2B 6NH, Tel: 020 7276 8428.
- 1.1.3 The power to set standards, monitor and audit local authority food law enforcement services was conferred on the Food Standards Agency by the Food Standards Act 1999 and the Official Feed and Food Controls (England) Regulations 2007. This audit of official controls implemented by the Calderdale MBC's food service was undertaken under section 12(4) of the Act and Regulation 7 of the Regulations.
- 1.1.4 The audit examined the Local Authority's arrangements for implementing official controls at approved establishments, with a particular focus on approved meat products establishments. In considering the effectiveness of these controls, the audit evaluated the appropriateness of approvals; compliance of the approvals process with legal requirements, the Food Law Code of Practice and official guidance; delivery of routine official controls in approved establishments; the reactive elements of the Authority's approved establishments responsibilities and related aspects of the Service.
- 1.1.5 Calderdale MBC covers a predominantly rural area of 363.92 square kilometres in the South Pennines. The Borough has a population of approximately 200,000 of which over 80,000 reside in the main town, Halifax. Other towns in the area include Brighouse, Elland, Hebden Bridge and Todmorden and there are numerous small villages scattered throughout the area. The district's traditional economic base was founded on textiles, engineering and other manufacturing industries. In recent years employment in the financial sector has increased significantly, although there is still a large manufacturing base in the area.
- 1.1.6 There are approximately 2,168 food business premises within the Authority's area, including 11 approved meat product and dairy establishments.

- 1.1.7 The on-site element of the audit took place at the Authority's office at Northgate House, Northgate, Halifax HX1 1UN on 24-25 March 2009.

## 2.0 Executive Summary

- 2.1 The Authority had produced a comprehensive Food Service Plan for 2008/2009 which included reference to the approval and inspection of establishments subject to approval requirements. The Plan was broadly in line with the Service Planning Guidance in the Framework Agreement, however auditors discussed the benefit of including details of the likely demands on the food enforcement service, with an estimate of staffing resources required, compared with the staff resources available to deliver the Service.
- 2.2 The Authority had developed and implemented a comprehensive set of documented policies and procedures covering all areas in relation to approved establishment activities. A rolling programme of reviews was in place and the majority of procedures relating to approved establishments had been subject to recent review.
- 2.3 A documented procedure on the authorisation of officers based on their individual qualifications, competency and experience had been developed and implemented by the Authority. Officers' training and development needs were identified through the annual Performance Appraisal Scheme process and through regular supervisory interviews. However, it was not always clear from records that officers had received the minimum 10 hours ongoing relevant training on food required by the Food Law Code of Practice. Arrangements for the central recording of all training undertaken by officers were discussed, to include training not achieved through formal certificated training courses.
- 2.4 Audit checks confirmed that details of all approved establishments and records of relevant enforcement activity were included on the Authority's database. Changes to the status of approved establishments had been properly notified to the Food Standards Agency.
- 2.5 Approval assessments and decisions had in general been appropriate in respect of establishments subject to approval. Auditors discussed the need to consider the use of conditional approval provisions in appropriate circumstances. Records examined during the audit confirmed that relevant premises had been appropriately re-approved under current hygiene regulations and records of approval notifications had been maintained. Checks of recent inspection reports for approved establishments confirmed that officers were completing a comprehensive aide-memoire covering the key requirements of the legislation, specific to the type of establishment subject to approval.
- 2.6 The Authority had a documented sampling policy and procedure and in addition, a food sampling programme had been developed which included products from approved establishments. It was clear from

audit checks that appropriate follow-up action had been taken in cases of unsatisfactory sample results, which included the provision of appropriate detailed guidance to the food business operator.

- 2.7 The Authority had developed a detailed documented enforcement policy in accordance with official guidance, along with associated procedures. Although there had been no appropriate circumstances to take formal enforcement action in approved establishments in the previous 12 months, it was clear that a graduated approach to enforcement had been adopted by the Authority throughout all food law enforcement activities and there had been a number of recent successful prosecutions of food business operators within the district across a range of contraventions of food law.
- 2.8 The Authority was in a period of transition from the use of paper based records to a 'paperless office', so a dual system of recording information on inspections, enforcement activity and business operations was in place at the time of the audit. It was noted that the quality of documents scanned into the electronic document management system was sometimes poor and presented problems with legibility. Some documents could not be retrieved from either system and it was not always clear where documents had been stored.
- 2.9 A documented procedure detailing approaches to qualitative and quantitative internal monitoring had been developed. Whilst records of specific monitoring activities in relation to approved establishments were not clearly evident, auditors were advised that food law enforcement activities were subject to internal monitoring and some records were being maintained. More detailed records to show the scope and outcome of internal monitoring undertaken and the specific food law enforcement activities and premises subject to internal monitoring would be of benefit.

### 3.0 Audit Findings

#### 3.1 Organisation and Management

- 3.1.1 The food law enforcement service was delivered by officers in the Commercial Team of Environmental Health Services in the Directorate of Health and Social Care. The Commercial Team was also responsible for enforcing legislation in other areas such as animal health and licensing, infectious disease control and health and safety at work, however food law enforcement work was the responsibility of officers within the food safety section.
- 3.1.2 The Authority had appointed a lead officer for food. Specialist responsibility for approved establishments had been allocated to 2 officers, 1 of whom specialised in dairies and the other had responsibility for meat products establishments. Another officer was being considered for authorisation to carry out food law enforcement activities in approved dairy establishments following a period of in-house training and attendance at relevant training courses.
- 3.1.3 The Authority had produced a Food Service Plan for 2008/2009 which made reference to the approval and inspection of establishments subject to approval requirements. However, the plan did not include a comparison of existing resources against an estimation of those required to meet the overall demands of the food service. In addition a review of the Service Plan had not been approved by an appropriate Member, Member forum or official.

#### ***Recommendation 1***

##### **The Authority should:**

Further develop its Food Service Plan to include an estimation of staffing resources required for service delivery. Ensure that the annual review of the Service Plan is approved by the appropriate Member, Member forum or official. [The Standard – 3.1 & 3.2]

#### 3.2 Review and Updating of Documented Policies and Procedures

- 3.2.1 The Authority had implemented a document control system in relation to its food service policies and procedures. A rolling programme of reviews took place and in general those policies and procedures relating to food law enforcement activities in approved establishments had undergone recent review.

### 3.3 Authorised Officers

- 3.3.1 The Authority had a documented procedure on 'Decision-Making and Authorisations'. This set out the criteria for the authorisation of officers and detailed which senior managers were responsible for the authorisation of formal enforcement action.
- 3.3.2 All officers received a generic authorisation document which set out the full range of powers available. In practice officers' authorisations were determined by their individual qualifications, experience and competency. This approach had been agreed by the Authority's Legal Services.
- 3.3.3 Officers training needs were assessed during the annual Performance Appraisal Scheme (PAS) interviews. Individual training requests were then considered collectively by the Principal Officer and training that had been agreed was drawn into a training matrix. This set out the intended training and the hours of continuing professional development that the course attracted once completed. The matrix would benefit from recording all forms of training undertaken by officers, including that gained from means other than a structured training course. This would assist in monitoring of the requirement in the Food Law Code of Practice for officers to receive a minimum of 10 hours ongoing training in food related matters in a year.
- 3.3.4 In addition to the annual PAS interviews, ad hoc training needs were discussed at regular documented supervisory interviews with officers along with the outcome from any training courses undertaken.
- 3.3.5 Checks on qualification and training records for 3 officers with responsibility for official controls in approved establishments were examined during the audit. These confirmed that all officers were appropriately qualified and in general were receiving appropriate training. In particular officers were required to undertake suitable specialist training and to undergo a period of induction, including accompanied visits in relevant premises, before being authorised to approve or inspect approved establishments.

#### ***Recommendation 2***

##### **The Authority should:**

Ensure that records of the content, objectives and the duration of all training undertaken by officers are maintained.  
[The Standard – 5.4]

### **3.4 Food Premises Database**

- 3.4.1 The Authority had developed a documented procedure which was due for review, to ensure that the food premises database was accurate and up to date. In practice a number of measures were employed to ensure the database was accurate. These included local solicitors participating in an initiative where they advised relevant clients to register as a food business and provided the relevant registration form when processing changes to food business ownership.
- 3.4.2 Records of all establishments approved by the Authority and associated inspection and enforcement activities were recorded on the Service's database. There was evidence that the Authority was routinely advising the Food Standards Agency of changes in status of approved establishments in the district.

### **3.5 Approved Establishment Inspections**

- 3.5.1 There were 11 product-specific establishments approved under Regulation (EC) No. 853/2004 in the Authority's area, of which 3 were approved for the manufacture of meat products, the remainder being dairy establishments.
- 3.5.2 The Service had developed a general procedure for food hygiene interventions and separate procedures for the approval of meat products and dairy establishments. These detailed the process that officers should follow when determining whether an approval should be granted. Auditors discussed the need to include the option of conditional approval and the circumstances where this would be appropriate within the dairy establishment approval procedure. The procedures made reference to the use of a product-specific inspection form, which is recommended in centrally issued guidance.
- 3.5.3 A review of records of approved establishments inspections carried out since 1 January 2006, when current EU regulations laying down specific rules for the organisation of official controls on products of animal origin came into force, confirmed that the Authority had generally inspected approved establishments at the correct frequency and an appropriate risk rating had been applied following the inspection.
- 3.5.4 Records of inspections of 4 approved establishments were examined and in general an appropriate, detailed aide-memoire had been used to provide a detailed record of the inspection findings, in particular recording findings in relation to the assessment of the businesses' progress in compliance with Hazard Analysis and Critical Control Point (HACCP) based procedures. It was agreed that the inspection aides-memoire used would benefit from the inclusion

of appropriate prompts for officers to verify business compliance with the requirements of the microbiological criteria regulations (Regulation (EC) No. 2073/2005).

- 3.5.5 File records confirmed that all 4 premises had been appropriately approved or re-approved after the current Regulations came into force in January 2006 and all files checked contained adequate records of the approval assessments, the approval documentation and copies of relevant correspondence with food business operators. It was agreed in respect of 1 establishment that conditional approval would have been the most appropriate course of action in the circumstances prevailing at the time of the approval assessment.
- 3.5.6 Auditors made a joint visit with 1 of the Authority's officers to an approved meat products establishment. The purpose of the visit was to verify information gathered from file records checks and officer interviews and to assess the effectiveness of official controls implemented by the Authority at the establishment. The visit confirmed that the approval had been correctly granted and covered all business activities. It was also confirmed that the Authority was effectively carrying out its official controls responsibilities at the establishment and had developed a supportive working relationship with the food business operator.

***Recommendation 3***

**The Authority should:**

Ensure consideration is given to all available options under Article 3 of Regulation (EC) No. 882/2004, including that of conditional approval, when considering applications for approval of premises under Regulation (EC) No. 853/2004. [The Standard – 7.2]

***Good Practice – Advice on Approval Procedures***

Dairy establishments within the area were typically small family businesses which did not benefit from access to external expertise. In response the Authority had produced a helpful guidance document for food business operators seeking approval as a dairy establishment.

### **3.6 Food and Food Premises Complaints**

- 3.6.1 The Authority had developed and implemented a documented procedure for the investigation of food complaints which set out the steps that should be followed by officers. In addition the procedure made reference to some policy issues.
- 3.6.2 Auditors were advised that the Authority had not received any complaints relating to approved establishments in their area in the previous 12 months.

### **3.7 Food Inspection and Sampling**

- 3.7.1 The Food Service Plan referred to the Authority's policy of taking samples of high risk foods to support the food premises inspection programme. This would include samples taken from the Authority's approved establishments. In addition, the procedure for the approval of meat products establishments referred to sampling from premises as necessary to assess the effectiveness of the HACCP system and cleaning regimes. In practice the Authority routinely took a number of milk samples from point of sale where the product had been pasteurised and bottled on local farms.
- 3.7.2 Records of 4 unsatisfactory food samples taken from approved dairy establishments were examined. These were found to have been appropriately followed up by the officer, who had carried out an in depth investigation to establish the cause of the pasteurisation failures. This included close liaison with the food examiner on the interpretation of results and detailed advice on required corrective action being provided to the food business operator.

### **3.8 Food Safety Incidents**

- 3.8.1 The Authority had developed a documented procedure that set out the process for both initiating and responding to food alerts and other incidents.
- 3.8.2 No food alerts or food safety incidents in 2008 were specifically associated with any of the Authority's approved establishments.

### **3.9 Enforcement**

- 3.9.1 The Authority had developed a detailed Environmental Health Services Enforcement Policy in 2007 and an abridged version had also been produced in November 2008. The full version contained detailed procedural guidance for officers on the various enforcement options contained within the policy.

- 3.9.2 It was clear that in general the Authority had adopted an appropriate and graduated approach to enforcement and there was evidence of a number of recent successful prosecutions relating to a range of offences. Auditors were advised that there had been no occasion where formal enforcement action was required in an establishment subject to local authority approval in the previous 12 months. Auditors however, checked the records relating to a remedial action notice which was found to have been appropriately served by the Authority in a case where illegal slaughter of poultry was taking place on a farm not approved for that purpose.

### 3.10 Records and Inspection Reports

- 3.10.1 At the time of the audit the Authority was in a period of transition from the use of paper file records to a 'paperless office' using an electronic document management system. This meant that premises records were stored on either paper files or the computer. A number of documents that had been scanned into the electronic system were not clearly legible and it appeared that some documents could not be retrieved from either paper files or the electronic system. In addition some documents had been scanned before signature and were therefore not true copies of the document that had been provided to the food business operator.
- 3.10.2 Approved establishment files contained most of the information on business operations specified in Annex 12 of the Food Law Practice Guidance, however it was noted that the files lacked information on businesses' emergency withdrawal and product recall procedures.

|                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Recommendation 4</i></b>                                                                                                        |
| <b>The Authority should:</b>                                                                                                          |
| Ensure that complete records of food premises, including approval information, are retained in retrievable form. [The Standard – 5.4] |

### 3.11 Internal Monitoring

- 3.11.1 The Authority had a documented procedure on the 'Quality Monitoring of Inspections and Framework of Assessing Officer Competency'. This contained details of the procedures for both quantitative and qualitative monitoring of inspections and enforcement actions. The procedure also covered the format of regular supervisory meetings with staff, where individual workloads were discussed and progress on a range of activities including food

business complaints, sampling and other miscellaneous activities was reviewed, in addition to inspection and enforcement actions.

- 3.11.2 Whilst it appeared through discussion with officers that some internal monitoring activities were taking place in relation to the Authority's approved establishments, the records provided did not adequately or clearly show the scope and outcome of internal monitoring undertaken and the specific food law enforcement activities and premises subject to internal monitoring.

***Recommendation 5***

**The Authority should:**

Ensure that qualitative monitoring is undertaken in relation to food law enforcement in approved establishments to verify conformance with the Standard, relevant legislation, the Food Law Code of Practice, centrally issued guidance and the Authority's own documented policies and procedures. Ensure that records are maintained of all internal monitoring activities.  
[The Standard – 21.1 & 21.2]

**3.12 Third Party or Peer Review**

- 3.12.1 Auditors were advised that there had been no recent inter authority audits or other third party review activities in relation to food law enforcement at approved establishments.

**AUDITORS:**

**Yvonne Robinson** (Lead Auditor)  
**Patrick Otto**

Food Standards Agency  
Local Authority Audit and Liaison Division

## ANNEX A

**Action Plan for Calderdale Metropolitan Borough Council**

Audit date: 24 – 25 March 2009

| TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)                                                                                                                                                                                                                                                   | BY (DATE)                         | PLANNED IMPROVEMENTS                                                                                                                                                                                                                                                                                                                                        | ACTION TAKEN TO DATE                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Recommendation 1</b> - Further develop its Food Service Plan to include an estimation of staffing resources required for service delivery. Ensure that the annual review of the Service Plan is approved by the appropriate Member, Member forum or official.<br/>[The Standard – 3.1 &amp; 3.2]</p> | <p>31/06/09<br/><br/>14/07/09</p> | <p>To introduce a table of staffing resources required for service delivery to the Food Safety Plan.</p> <p>On an annual basis submit for discussion and approval the Food Safety Plan to the Portfolio Holder for Health and Social Care. The document to be so endorsed prior to republication on the Councils web site.</p>                              | <p>Table introduced.</p> <p>Discussion ongoing.</p>                                                                                                                                                                                                                      |
| <p><b>Recommendation 2</b> - Ensure that records of the content, objectives and the duration of all training undertaken by officers are maintained.<br/>[The Standard – 5.4]</p>                                                                                                                           | <p>31/05/09</p>                   | <p>Records of content, objectives and duration of training across all elements will be brought together in one document to provide a simplified overview.</p>                                                                                                                                                                                               | <p>Document completed.</p>                                                                                                                                                                                                                                               |
| <p><b>Recommendation 3</b> - Ensure consideration is given to all available options under Article 3 of Regulation (EC) No. 882/2004, including that of conditional approval, when considering applications for approval of premises under Regulation (EC) No. 853/2004.<br/>[The Standard – 7.2]</p>       | <p>Completed and ongoing</p>      | <p>Consideration will be given to utilising all powers available to enforcement officers when assessing new applications under Regulation (EC) No. 853/2004, as per documented procedure. Conditional approval procedures will be used in appropriate circumstances. Dairy products approval procedure to be reviewed to include all available options.</p> | <p>Internal discussions as to the use of conditional approval in the light of advice given at the audit with all staff involved in approved premises inspection. This issue is ongoing and will be revisited when and if a new application for approval is received.</p> |

| TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)                                                                                                        | BY (DATE) | PLANNED IMPROVEMENTS                                                                                                                                                                                                                                                             | ACTION TAKEN TO DATE                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Recommendation 4</b> - Ensure that complete records of food premises, including approval information, are retained in retrievable form. [The Standard – 5.4] | 31/07/09  | All documents pertinent to food premises and approval information to be scanned to computer database post inspection. The documentation so attached in action diaries to be checked during the team's supervision process.                                                       | Completed.                                                                                                                                                                                                   |
|                                                                                                                                                                 | 15/06/09  | Documents that have caused legibility difficulties due to their colour and the lack of contrast between the document and the written text to be changed to black on white.                                                                                                       | Coloured documents are now scanned in colour to enhance contrast as a temporary measure. Completed new profoma documents with officer copy in white ordered from printers to permanently resolve this issue. |
|                                                                                                                                                                 | 11/05/09  | Signed documents to be scanned to system.                                                                                                                                                                                                                                        | Signed documents now scanned to system. Completed.                                                                                                                                                           |
|                                                                                                                                                                 | 31/07/09  | Approved meat products establishment files to be revisited to ensure that product withdrawal and recall procedures are available and other documents to comply with Regulation (EC) No. 178/2002 and Annex 12 of Food Standards Agency Practice Guidance document are available. | All Approved meat products establishments will be revisited prior to 31/07/09 and appropriate updated documentation scanned to file.                                                                         |
|                                                                                                                                                                 | 31/03/10  | Approved dairy products establishments.                                                                                                                                                                                                                                          | As all dairy establishments are being visited this year updated documents are scanned to file.                                                                                                               |

| TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)                                                                                                                                                                                                                                                                                                                                                                                        | BY (DATE) | PLANNED IMPROVEMENTS                                                                                                                                           | ACTION TAKEN TO DATE                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <p><b>Recommendation 5</b> - Ensure that qualitative monitoring is undertaken in relation to food law enforcement in approved establishments to verify conformance with the Standard, relevant legislation, the Food Law Code of Practice, centrally issued guidance and the Authority's own documented policies and procedures. Ensure that records are maintained of all internal monitoring activities. [The Standard – 21.1 &amp; 21.2]</p> | 31/06/09  | Qualitative monitoring of approved establishments to be strengthened to conform with guidance. Approved dairy products establishments to be monitored by SEHO. | Implemented and ongoing.                                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 31/06/09  | Approved meat products establishments to be monitored by officers specifically trained under Regulation (EC) No. 853/2004.                                     | Implemented and ongoing.                                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 31/03/10  | The Service will seek to provide an additional member of staff with specific Food Standards Agency meat product training for this purpose.                     | Ongoing and awaiting availability of additional Food Standards Agency training course. |

**ANNEX B****Audit Approach/Methodology**

The audit was conducted using a variety of approaches and methodologies as follows:

(1) Examination of LA policies and procedures.

The following LA policies, procedures and linked documents were examined before and during the audit:

- Food Service Delivery Plan 2008/2009;
- Service Policy – Decision Making and Authorisations;
- Database management procedure;
- Sampling procedure;
- Food complaints procedure;
- The Authority's Food Law Enforcement Procedures;
- Food premises inspection aides memoire;
- Environmental Health Services Enforcement Policy and documented enforcement guidance.

(2) File reviews – the following LA files were reviewed during the audit:

- Approved establishment files;
- Food sampling records.

(3) Database records

- Food premises database records relating to approved establishments.

(4) Officer interviews – the following officers were interviewed:

- Audit Liaison Officer (ALO);
- 1 Officer authorised to inspect approved establishments.

(5) On site verification check:

- Site visit with an Authority's officer to an approved establishment.

## ANNEX C

## Glossary

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorised officer                 | A suitably qualified officer who is authorised by the local authority to act on its behalf in, for example, the enforcement of legislation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Codes of Practice                  | Government Codes of Practice issued under Section 40 of the Food Safety Act 1990 as guidance to local authorities on the enforcement of food legislation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| County Council                     | A local authority whose geographical area corresponds to the county and whose responsibilities include food standards and feeding stuffs enforcement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| District Council                   | A local authority of a smaller geographic area and situated within a County Council whose responsibilities include food hygiene enforcement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Environmental Health Officer (EHO) | Officer employed by the local authority to enforce food safety legislation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Feeding stuffs                     | Term used in legislation on feed mixes for farm animals and pet food.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Food hygiene                       | The legal requirements covering the safety and wholesomeness of food.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Food standards                     | The legal requirements covering the quality, composition, labelling, presentation and advertising of food, and materials in contact with food.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Framework Agreement                | <p>The Framework Agreement consists of:</p> <ul style="list-style-type: none"><li>• Food Law Enforcement Standard</li><li>• Service Planning Guidance</li><li>• Monitoring Scheme</li><li>• Audit Scheme</li></ul> <p>The <b>Standard</b> and the <b>Service Planning Guidance</b> set out the Agency's expectations on the planning and delivery of food law enforcement.</p> <p>The <b>Monitoring Scheme</b> requires local authorities to submit quarterly returns to the Agency on their food enforcement activities i.e. numbers of inspections, samples and prosecutions.</p> <p>Under the <b>Audit Scheme</b> the Food Standards Agency will be conducting audits of the food law enforcement services of local authorities against the criteria set out in the Standard.</p> |

|                                 |                                                                                                                                                                                                                                                                                                       |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Full Time Equivalents (FTE)     | A figure which represents that part of an individual officer's time available to a particular role or set of duties. It reflects the fact that individuals may work part-time, or may have other responsibilities within the organisation not related to food enforcement.                            |
| HACCP                           | Hazard Analysis Critical Control Point – a food safety management system used within food businesses to identify points in the production process where it is critical for food safety that the control measure is carried out correctly, thereby eliminating or reducing the hazard to a safe level. |
| Member forum                    | A local authority forum at which Council Members discuss and make decisions on food law enforcement services.                                                                                                                                                                                         |
| Metropolitan Authority          | A local authority normally associated with a large urban conurbation in which the County and District Council functions are combined.                                                                                                                                                                 |
| Monitoring (OCD) returns        | Local authority data returns to the Agency on local food law enforcement activities required to be made to the European Union under the Official Control of Foodstuffs Directive.                                                                                                                     |
| Risk rating                     | A system that rates food premises according to risk and determines how frequently those premises should be inspected. For example, high risk premises should be inspected at least every 6 months.                                                                                                    |
| Service Plan                    | A document produced by a local authority setting out their plans on providing and delivering a food service to the local community.                                                                                                                                                                   |
| Trading Standards               | The Department within a local authority which carries out, amongst other responsibilities, the enforcement of food standards and feeding stuffs legislation.                                                                                                                                          |
| Trading Standards Officer (TSO) | Officer employed by the local authority who, amongst other responsibilities, may enforce food standards and feeding stuffs legislation.                                                                                                                                                               |
| Unitary Authority               | A local authority in which the County and District Council functions are combined, examples being Metropolitan District/Borough Councils, and London Boroughs. A Unitary Authority's responsibilities will include food hygiene, food standards and feeding stuffs enforcement.                       |