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

Wolverhampton City Council

10-11 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

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 provide 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

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.

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1. Introduction

Background and Scope of the Audit

- 1.1.1 This report records the results of an audit at Wolverhampton City Council. 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. 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 2006. This audit of official controls implemented by the Wolverhampton City Council'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 The City of Wolverhampton is a metropolitan borough in the West Midlands. It has a population of 239,000, of which approximately 20% is from black and minority ethnic groups. The major industries within the city are engineering based and within the service sector. Approximately 95,000 people work in Wolverhampton, with 68% of local people either in paid employment or looking for work.
- 1.1.6 There are approximately 8,600 business premises within the Authority's area, of which 2,300 are food establishments including 9 approved establishments.

- 1.1.7 The on-site element of the audit took place at the Authority's office at the Civic Centre, St. Peters Square, Wolverhampton, WV1 1DA on 10-11 March 2009.

2.0 Executive Summary

- 2.1 The Authority had developed a Food Service Plan for 2008/2009 which was broadly in line with the Service Planning Guidance in the Framework Agreement. The Service Plan and associated work programme were reviewed quarterly, with any variances and associated resource issues addressed.
- 2.2 The Service had developed and implemented documented policies and procedures covering their food law enforcement responsibilities, which were subject to an effective document control system. The majority of these had been recently reviewed and a programme had been drawn up setting out a timetable for further reviews.
- 2.3 The Authority had a documented system for the authorisation of officers based on a clearly defined competency matrix which assessed authorisation levels granted to officers based on their qualifications, experience and the outcome of internal monitoring activities.
- 2.4 The Authority's food premises database contained accurate records of all 9 approved establishments in the Authority's area.
- 2.5 An aide-memoire was not routinely used to record the detailed findings of approved establishments' inspections. It was therefore generally difficult to establish from file records whether an appropriate inspection had been carried out for the type of business or the basis for the officers' assessment of compliance.
- 2.6 Where premises had been re-approved by the Authority since January 2006, it was not clear from file or database records that a timely pre-approval assessment had been made and that any contraventions had been appropriately dealt with before approvals were granted.
- 2.7 Letters and associated schedules of work were consistently provided to food business operators following inspections of approved establishments. These made a clear distinction between matters which were legal requirements and those which were recommendations of good practice.
- 2.8 The Service had developed a documented policy and procedure in relation to the investigation of food business complaints and referrals and in general, complaints and referrals relating to the Authority's approved establishments had been followed up and investigated in line with Food Law Code of Practice requirements.
- 2.9 The Service had developed detailed documented procedures for microbiological and compositional sampling as well as a sampling

policy and programme which provided for targeted sampling from local approved establishments.

- 2.10 The Authority had developed documented enforcement policies in accordance with official guidance. However, the Authority should ensure that all enforcement action taken in relation to approved establishments is carried out in accordance with the Food Law Code of Practice and centrally issued guidance.
- 2.11 The Authority had in place internal monitoring systems covering both quantitative and qualitative monitoring, to verify progress with the work programme and compliance with the Authority's own documented policies and procedures as well as centrally issued guidance.

3.0 Audit Findings

3.1 Organisation and Management

3.1.1 Food law enforcement was carried out by officers in the Food and Environmental Safety Service within the Environmental Services Division. This Division was part of the Regeneration and Environment Department under the Director of Sustainable Communities. In addition to food hygiene and food standards law enforcement, the Service was also responsible for discharging the Authority's functions in relation to health and safety at work, environmental protection, licensing issues and nuisance arising from waste, drainage and noise from commercial premises.

3.1.2 Three Principal Officers (Full Time Equivalents) were responsible for the day to day operational management of the food service, under the overall management of the Food and Environmental Safety Manager. Principal Officers, with appropriate specialist knowledge, had been appointed as lead officers with special responsibility for food hygiene, food standards and food law enforcement in approved establishments.

3.1.3 The overarching aim of the Service, as stated in the Statutory Food Service Plan 2008/2009 was:

'Through the effective and efficient use of the resources allocated, to ensure so far as is reasonably practicable, that the safety and quality of food prepared and sold in Wolverhampton are of the highest standard.'

3.1.4 The objectives of the Service, also detailed in the Plan, included the following which were of particular relevance to the scope of the audit:

'In achieving the Aims we will:

- *Register, approve and licence, as appropriate, relevant food premises;*
- *Maintain appropriate food premises inspection regimes which comply with all requirements set out in legislation, statutory code of practice and other official guidance.'*

3.1.5 The Plan confirmed the Service's commitment to undertaking risk based food hygiene and food standards inspection programmes in line with the requirements of the Food Law Code of Practice. In addition, priority areas for enforcement and targeted activities were identified for 2008/2009. These included:

'To carry out full food safety and food standards audits/inspections of approved premises and other manufacturers.'

3.2 Review and Updating of Documented Policies and Procedures

3.2.1 One of the Service's priority areas in the Food Service Plan for enforcement and targeted activities for 2008/2009 was:

'To update all internal policies and procedures to incorporate new and updated guidance, codes of practice and legislation.'

3.2.2 The Service maintained an effective document control system which ensured that only current documents were available to officers and that no unauthorised changes could be made. The majority of documented policies and procedures covering food law enforcement responsibilities had been recently reviewed. All documents were dated and had an issue number.

3.3 Authorised Officers

3.3.1 The Food and Environmental Safety Service had developed a detailed documented system which set out the process for the delegation of powers to operational officers. The Service operated a 3 phase graduated scheme for allocating powers and duties based on officers' qualifications, experience and competence.

3.3.2 Officer competence was assessed through routine internal monitoring activities, and performance appraisals. Additionally, officers were required to undergo 2 specific appraisals linked to their progression within the delegation scheme, in line with the Service's competency matrix, and had to satisfy their line management of their competence in order to be delegated a higher level of authority.

3.3.3 All training attended by officers was recorded on a spreadsheet and after attending training officers were required to provide cascade training to all relevant staff. Overall, audit checks indicated that officers were receiving regular relevant external update training and internal cascade training. However, records of the content and duration of training received were not consistently maintained.

3.3.4 Training records for 3 officers responsible for official controls in approved establishments were examined during the audit. Evidence of relevant qualifications and training on specialist processes and HACCP was generally being maintained. However, it was unclear whether officers involved in food law enforcement activity in approved establishments had received appropriate update training on formal enforcement.

Recommendation 1**The Authority should:**

Ensure that all officers undertaking food law enforcement activities in approved establishments receive appropriate update training on formal enforcement and that records are maintained of the content and duration of all training received, particularly in relation to internal cascade training. [The Standard – 5.4]

Good Practice – Officer Authorisations

The Authority had a comprehensive documented system for the authorisation of officers based on a structured phased assessment scheme and a clearly defined competency matrix.

3.4 Food Premises Database

- 3.4.1 The Authority had produced documented guidance on ensuring that the food premises database was up to date. This was contained within the computer system user guide and the documented food hygiene inspection procedures.
- 3.4.2 Records of all 9 establishments approved by the Authority were accessible, recorded on the Service's database and consistent with those held on paper files.

3.5 Approved Establishment Inspections

- 3.5.1 The Authority's Statutory Food Service Plan 2008/2009 confirmed that the completion of food safety and food standards inspections of approved establishments and other local manufacturers was a priority area for food law enforcement. Approved establishments inspections were specifically highlighted within the food hygiene inspection programme for 2008/2009 and both the food hygiene and food standards inspection programmes were based on risk based inspection frequencies in the Food Law Code of Practice. However, a review of inspections carried out at 5 approved establishments confirmed that at 2 premises, these had not been carried out at the minimum frequency set out in the Food Law Code of Practice.
- 3.5.2 The Service had developed documented procedures for food hygiene inspections and also for the approval and inspection of product specific establishments. The latter included a prescribed inspection aide-

memoire for general premises under Regulation (EC) No. 853/2004 and a detailed inspection checklist specifically for cold stores.

- 3.5.3 In 4 out of 5 records examined during the audit relating to recent inspections undertaken at approved establishments, appropriate aides-memoire had not been used and there were no comprehensive file notes to record inspection findings. It was therefore difficult to determine whether an appropriate inspection had been carried out for the type of business or the basis for the officers' assessment of compliance.
- 3.5.4 Where premises required re-approval under Regulation (EC) No. 853/2004, it was not clear from the Authority's records that a timely pre-approval assessment had been made and that any contraventions had been appropriately dealt with before approval was granted.
- 3.5.5 Auditors made a joint visit with 2 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. The Authority was effectively carrying out its food law enforcement responsibilities at the establishment and had developed a supportive working relationship with the food business operator.

Recommendation 2

The Authority should:

Inspect and approve product-specific establishments subject to approval under Regulation (EC) No. 853/2004 in accordance with relevant legislation, the Food Law Code of Practice, centrally issued guidance and its own policies and procedures. Where necessary, the Authority should reassess existing approvals to confirm compliance of the establishments with current legislation. In addition, the Authority should ensure that observations and data obtained in the course of inspections are recorded in a timely manner and that records of inspections are retrievable. [The Standard – 7.2, 7.3 & 7.5]

3.6 Food and Food Premises Complaints

- 3.6.1 The Authority had developed and recently reviewed its documented food complaints policy and procedures. These outlined the steps that should be followed by officers when dealing with food complaints and

referrals under food safety legislation, including compositional, adulteration and misleading claims.

- 3.6.2 Records of 5 complaints and referrals involving the Authority's approved establishments were examined and in general, complaints and referrals had been followed up and investigated in line with Food Law Code of Practice requirements.

Good Practice – Food Complaints Policy and Procedure

The Authority had a comprehensive and recently updated food complaints policy and procedure with accompanying information leaflets, detailed officer guidance and proformas for standard letters.

3.7 Food Inspection and Sampling

- 3.7.1 The Authority's Statutory Food Service Plan 2008/2009 confirmed the details of the Authority's 2 proactive sampling programmes. The microbiological programme included: *'activity targeted on previous poor performance and/or foods produced, handled or manufactured within Wolverhampton.'* The compositional programme included: *'activity targeted towards new manufacturing businesses and existing businesses along the lines of the LACORS Home Authority Principle.'* The Authority provided the sampling programmes for 2008/2009 and associated records which confirmed that some samples had been taken in the 12 months preceding the audit from all of the Authority's approved establishments with the exception of 2 cold stores.
- 3.7.2 The Service had developed detailed documented procedures for microbiological and compositional sampling alongside a sampling policy which confirmed that particular consideration should be given to sampling foods manufactured and distributed from approved establishments in the Authority's area.
- 3.7.3 Records relating to samples taken from 3 approved establishments were examined and in general all unsatisfactory sampling results had been appropriately followed up with the food business operators.

Good Practice – Food Inspection and Sampling

The Authority's recently reviewed sampling policy and procedures were detailed and contained clear and comprehensive guidance to officers on sampling techniques and follow up action. Both the sampling policy and programme were risk based and confirmed the Authority's commitment to ensuring that regular sampling of food manufactured in Wolverhampton was undertaken.

3.8 Food Safety Incidents

- 3.8.1 The Authority had a recently reviewed documented procedure that set out the process for both initiating and responding to food alerts and other incidents.
- 3.8.2 Records relating to a food alert for action, issued by the Agency in April 2008, confirmed that appropriate action had been taken in relation to the Authority's approved establishments and relevant records were maintained.

3.9 Enforcement

- 3.9.1 The Authority had developed a Food and Environmental Safety Enforcement Policy which was underpinned by the overarching Divisional Environmental Services Enforcement Policy. In addition, documented procedural guidance was available to officers for enforcement options in approved establishments.
- 3.9.2 Checks on the file and database records for the 2 Hygiene Improvement Notices (HIN) served in relation to the Authority's approved establishments in the last 2 years, confirmed that in both cases the service of a HIN was an appropriate course of action. However, the Authority had not indicated on the notices, the name and address of the relevant Court for the purposes of appeal. In addition, 1 notice was not correctly served on the food business operator and did not contain a sufficiently detailed description of the contravention. It was also unclear from the records whether a timely check on compliance had been made.
- 3.9.3 Inspection records of enforcement activity in relation to 5 of the Authority's approved establishments were examined. Letters with detailed associated schedules of work were consistently provided to food business operators following inspections. These were comprehensive, easy to understand and made a clear distinction between matters which were legal requirements and those which were recommendations of good practice.

Recommendation 3

The Authority should:

Ensure that all enforcement actions are carried out in accordance with the Food Law Code of Practice and centrally issued guidance.
[The Standard – 15.3]

3.10 Records and Inspection Reports

3.10.1 The Authority's food premises records were held on paper files and on an electronic database system. File and database records of 5 approved establishments were examined. Whilst files generally contained some of the information on the establishment as listed in Annex 12 of the Food Law Practice Guidance, the records were incomplete with key areas missing. The Authority should review its approved establishment files to ensure they include all relevant information, for example, emergency product recall and traceability procedures.

3.10.2 The inspection and approval records of the 5 approved establishments examined did not generally contain sufficient information on the determination of approval, inspection findings and the assessment of business compliance, particularly in relation to HACCP principles and documentation.

Recommendation 4

The Authority should:

Maintain up to date, accurate and comprehensive records for all approved establishments, in accordance with centrally issued guidance, to include the determination of compliance with legal requirements and comprehensive reports of all inspections, visits and approvals. [The Standard – 16.1]

3.11 Internal Monitoring

3.11.1 The Service verified its progress with the planned work programme across all areas of proactive and reactive food law enforcement activity, including approved establishments, through a structured process of performance monitoring and quarterly reviews of the Statutory Food Service Plan.

3.11.2 The Authority had implemented a documented monitoring procedure for ensuring the quality and uniformity of inspections. In addition, auditors were advised that all correspondence, legal notices and requests for service were monitored by principal officers or the Service Manager. Feedback from all routine monitoring activities was given to officers but the outcomes were not routinely recorded, although some records were maintained in relation to accompanied validation inspections and assessments of officer competency. However, no records were available of any monitoring activities specifically relating to food law enforcement in approved establishments.

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. However, in 2008/2009, the Service had participated in the Chartered Institute of Environmental Health pilot Peer Challenge exercise, which covered all environmental health functions.

AUDITORS:

Christina Walder (Lead Auditor)
Andrew Clarke
Yvonne Robinson

Food Standards Agency
Local Authority Audit and Liaison Division

ANNEX A

Action Plan for Wolverhampton City Council

Audit date: 10 – 11 March 2009

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>Recommendation 1 - Ensure that all officers undertaking food law enforcement activities in approved establishments receive appropriate update training on formal enforcement and that records are maintained of the content and duration of all training received, particularly in relation to internal cascade training. [The Standard – 5.4]</p>	30/06/09	<p>Enhancements to the Food and Environmental Safety Training Protocol</p> <ul style="list-style-type: none"> • Detailing of course content • Duration of course • Placing of course agendas, papers and presentations in cascade training file • Ensure minimum of 10 hours documented food related training per annum (monitored via monthly tracking) • Internal training all to be certificated (Food and Environmental Safety certificate if required) • External training all to be certificated or proof of attendance provided • All certificates (internal and external) to be placed on personal file and copied to officers electronic files • All training to be recorded in training spreadsheet (two created – external training and internal training) • All training certificates to be added to officers electronic records (pdf) • All training certificates to be added to officers personal files (hard copy) • Training protocol to be updated to reflect above. 	<p>Having critically reviewed our current training arrangements in light of the audit it is felt that there is a positive training regime in place which includes an Employee Performance Review Scheme, workforce planning, annual shadowed inspection visits, competency and training matrices and succession planning provisions.</p> <p>In order to continue to build on this area of strength additional requirements have been put in place to more efficiently capture:</p> <ul style="list-style-type: none"> • the content of courses attended, • officer training records, • maintenance of evidence to highlight minimum requirements for food hygiene related training • the securing of training certificates together with maintenance of file copies for future reference and • recording all internal cascade training.

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>Recommendation 2 - Inspect and approve product-specific establishments subject to approval under Regulation (EC) No. 853/2004 in accordance with relevant legislation, the Food Law Code of Practice, centrally issued guidance and its own policies and procedures. Where necessary, the Authority should reassess existing approvals to confirm compliance of the establishments with current legislation. In addition, the Authority should ensure that observations and data obtained in the course of inspections are recorded in a timely manner and that records of inspections are retrievable. [The Standard – 7.2, 7.3 & 7.5]</p>	<p>31/03/10 -for all approved premises due an intervention in 2009/2010</p>	<p>Enhancements to the Approved Establishments Re-assessment Procedures and Inspection Documentation</p> <ul style="list-style-type: none"> • Further development of aide-memoire for '853' approved establishments to incorporate provision for officer note taking on the aide-memoire in accordance with Annex 12 of COP and also to allow for the recording of additional observations made during the officers inspection. • Officers to be required to use above mentioned aide-memoire as a full record of inspection, and all officers notes to be transferred to the aide-memoire and placed as a premises file record either at time of inspection or when writing of inspection report. • Confirmation of re-approval of establishments to be detailed on premises file. • Inspecting officers to be trained and made aware of the above additions to the procedures for premises approved under Regulation EC (No.) 853/2004. 	<p>Whilst the existing aide-memoire document is in use in the service, work has commenced to extend the content of the document to more adequately summarise the Code of Practice (COP) requirements. It is intended to share the draft of the revised aide-memoire with the Food Standards Agency prior to its use to ensure it is considered fit for purpose.</p> <p>Training of officers will follow prior to implementation to ensure continuity and adherence to amended protocols.</p>

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>Recommendation 3 - Ensure that all enforcement actions are carried out in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 15.3]</p>	30/09/09	<p>Enhancement of system to ensure compliance checks are completed in a timely manner and documented on file</p> <ul style="list-style-type: none"> • Notes for information on reverse of Hygiene Improvement Notices to include full address details and telephone number for Magistrates Court. (N.B. Above alteration has been made to the reverse of Notices, however, it was not carried out until after service of the Notice selected by the auditors). • Letter to be sent to confirm compliance or non-compliance with Hygiene Improvement Notices once assessed by officer. • Arrangements for correct notice service to be included within documented procedures for Hygiene Improvement Notices and Hygiene Emergency Prohibition Notices. • Use of standard phrases and appropriateness to be assessed by inspecting officer and when necessary Principal Officer. Where further detail required bespoke phrases will be used in inspection reports. Principal Officer to query appropriateness on checking of final inspection reports where deemed necessary. • Inspecting Officers to be trained and made aware of items detailed above. 	<p>Magistrates Court contact details had been updated prior to the audit and are now complete and in general use. Unfortunately, the documents identified during the audit were issued prior to these changes.</p> <p>This was already being done in some cases though not consistently – now introduced as a matter of routine practice. A preliminary review of notices previously served has been undertaken which identified only one which had been mis-served (the same one identified during audit). Officer reminded of correct service protocol.</p>

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>Recommendation 4 - Maintain up to date, accurate and comprehensive records for all approved establishments, in accordance with centrally issued guidance, to include the determination of compliance with legal requirements and comprehensive reports of all inspections, visits and approvals. [The Standard – 16.1]</p>	<p>31/03/10 - for all approved establishments due an intervention in 2009/2010</p>	<p>Recommendation Four - Enhancement of Inspection Process and Record Keeping (Traceability) to Ensure Compliance with Annex 12 of the Standard</p> <ul style="list-style-type: none"> • On next inspection of approved establishments all premises files are to be reviewed with respect to compliance in accordance with Annex 12 COP and any shortfalls or omissions to be included. • On next inspection premises arrangements for product traceability, in accordance with requirements under Regulation (EC) No. 178/2002 will be assessed. Prior to this, an information letter will be sent to all approved establishments, under Regulation (EC) No. 853, to reiterate the requirements made under Regulation (EC) No. 178/2002. 	<p>Not yet implemented.</p>

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:

- Statutory Food Service Plan 2008/2009 and associated Minutes;
- The Authority's Procedure for the Delegation of Powers to Operational Officers;
- The Authority's training authorisation and competency assessment procedures and officer training and qualification records;
- The Authority's Food Law Enforcement Procedures;
- Food Premises and Inspection/Intervention aide memoires;
- Environmental Services Enforcement Policy and Food and Environmental Safety Enforcement Policy;
- The Authority's Monitoring System to Ensure Inspection Quality and Uniformity.

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

- Approved establishment files;
- Food complaint records;
- Food sampling records;
- Records relating to HINs

(3) Database records

- Food premises database records relating to approved establishments and records of complaints, samples and HINs 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 the Authority's officers 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">• Food Law Enforcement Standard• Service Planning Guidance• Monitoring Scheme• Audit Scheme <p>The Standard and the Service Planning Guidance set out the Agency's expectations on the planning and delivery of food law enforcement.</p> <p>The Monitoring Scheme 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 Audit Scheme 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.