

Food Service Plan 2024-25



Ashford Borough Council

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Any comments or views regarding this plan should please be forwarded to the Safety & Wellbeing Manager, Natalie Pearce at Natalie.pearce@ashford.gov.uk

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1.0 Introduction

The Food and Health & Safety Team (FHST) regulates:

- food safety
- health and safety at work
- infectious disease control and public health, and
- the registration of tattooing, and cosmetic piercing arising from commercial businesses' activities for which we are the enforcing authority.

This plan has been prepared in accordance with the Food Standards Agency's (FSA) current framework on the planning and delivery of our services. The food framework remains subject of further change as the FSA effects the modernisation programme, known as Achieving Business Compliance.

The FSA's Recovery Plans reflect the transitions to a new intervention delivery model for both food hygiene as announced in September 2022. The modernised food hygiene delivery model (FHDM) aims to review the food hygiene intervention rating scheme, update the timescales between interventions including utilising different inspection techniques and proposes to extend the activities that competent officers may undertake who do not hold a 'suitable qualification'.

The delivery of our overall team goals and guiding principles will consider the various proposed changes in the delivery models.

2.0 Policy Statement

Ashford Borough Council (ABC), in the delivery of its statutory official food controls and other official activities, will strive to ensure that food intended for sale for human consumption that is produced, stored, distributed, handled or consumed within the Borough is without risk to the health or safety of the consumer.

3.0 Service Aims and Objectives

3.1 Summary

The longer-term ambitions (goals) of ABC in delivery of its official food controls are summarised in the following 4 aims. The steps proposed for achievement of each of those aims are shown in the more detailed shorter-term objectives in the tables below.

Aim 1: **Reduction in incidence of foodborne illness for those living, consuming and / or working in Ashford Borough Council area**	
Objective No.	Objective summary
1.1	Respond promptly to national food safety alerts or local food safety issues which may impact on those living, working or consuming foodstuffs within the Borough.
1.2	Undertake reactive food related investigations.
1.3	Work with other agencies and local authorities particularly in Kent, to include United Kingdom Health Security Agency (UKHSA) (formerly Public Health England) and the FSA.
1.4	Develop and implement a risk-based food sampling programme.
1.5	Prioritisation of 'new businesses' for intervention based on risk.
1.6	Responding to Food Hygiene Rating Scheme (FHRS) requested re-visits in line with the timelines specified in the FHRS Brand Standard for England.

Aim 2: **Improving food hygiene compliance**	
Objective No.	Objective Summary
2.1	Focused follow up activity for food businesses that are not compliant [in the lower tiers of FHRS (0, 1 & 2)] and undertake enforcement where appropriate in accordance with ABC Enforcement Policy.
2.2	Complete the annual intervention programme for registered and approved food premises.
2.3	Work with other authorities and organisations to implement and support the Primary Authority Scheme.

Aim 3: **Provision of high-quality and readily accessible food safety advice and information for businesses and consumers enabling them to make more informed food safety choices**	
Objective No.	Objective Summary
3.1	Operate the FHRS in accordance with the Brand Standard[1].
3.2	Work with other agencies and organisations to include Kent County Council (KCC) Trading Standards to provide advice to support the public and businesses to increase compliance with regard to information on allergens in foodstuffs.
3.3	Provide food safety guidance and advice to food business operators including both local and national campaigns.
3.4	Promote importance for businesses to register or seek approval as required prior to commencing trading.
3.5	Make food hygiene training available for food handlers and businesses.

Aim 4: **Ensure the plans and procedures for delivery of the official food controls are supported by appropriate documentation, and those controls are delivered competently, consistently and equitably in accordance with current statute, Food Law Code of Practice (FLCOP), Food Law Code of Practice Guidance (FLCPG) and ABC priorities**	
Objective No.	Objective Summary
4.1	Implement an effective programme for the review and update of operational plans and procedures.
4.2	Partake in national and regional consistency exercises.
4.3	Provide suitable and sufficient training and experience for authorised officers undertaking official food controls.
	Manage any transition to the new food standards delivery model and plan similarly for the revised food hygiene model.

3.2 Links to Corporate Objectives

This food service plan supports the following key areas of the 2022-2024 ABC Corporate plan:



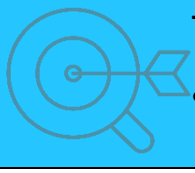
Green Pioneer

- **Objective GP2:** Increase biodiversity and encourage sustainable lifestyles.



Caring Ashford

- **Objective CA2:** Local people have access to life-long learning to ensure they have knowledge and to take up local employment.
- **Objective CA3:** Reduce health inequalities and improve the wellbeing of local people.



Targeted growth

- **Objective TG3:** Strengthen local supply chains and increase the resilience of the local economy.

4.0 Ashford Borough background

4.1 Profile for Ashford Borough Council

Ashford Borough Council is the largest borough in Kent covering 58,000 hectares (224 square miles) and with a population in 2020 estimated at 132,420. There is a total of 1330 food business establishment in the borough with the highest number falling under restaurants and caterers category:

Types of food business establishment	Total no
Restaurant / Cafe/ Canteen	**189**
Hotel / Guest House	**29**
Small Retailer	**151**
Supermarket / Hypermarket	**23**
Caring Premises	**141**
Restaurants and Caterers - Other	**269**
Distributors / Transporters	**38**
Pub / Club	**86**
Retailer - Other	**78**
Take-Away	**78**
School / College	**95**
Mobile Food Unit	**77**
Manufacturers and Packers	**64**
Importers/ Exporters	**4**
Primary Producers	**8**

The Council offices are mainly situated centrally at Civic Centre, Tannery Lane, Ashford, Kent TN23 1PL, although the team uses a hybrid working model post-pandemic. Service users may contact the Team in one of the following ways:

- By telephone (telephone number 01233 331111).
- By email at environmental.healthenquiries@ashford.gov.uk;
- Via the Council website www.ashford.gov.uk
- For out-of-hours emergencies, a telephone service is available for contact with a duty officer at 01233 331111

4.2 Organisational Structure

The Official Food Controls for Food Hygiene fall within the Environmental Health Services and are led by Natalie Pearce, Safety & Wellbeing Manager.

4.3 Demands on the Inland Food Service as of 1st April 2024

The statistics below relate to the number of food businesses included in the 2024/2025 inspection programme for inland food controls delivered by the FHST.

	Risk Rating (A = highest risk)	Number of premises
Premises included on Food Register	Risk Rating A	3
	Risk Rating B	23
	Risk Rating C	117
	Risk Rating D	163
	Risk Rating E	249
	Unrated	94
	TOTAL	**649**

The number of premises in the programme is subject to a constant churn with businesses closing or changing ownership alongside those registering for the first time. Typically, around 25 new businesses register and come into the programme each month (300 pa). How the controls are delivered is set out in more detail in section 7 of this plan.

4.4 Enforcement

The Council has a Food Safety Enforcement Policy which is periodically reviewed to reflect current legislation and guidance and feeds into the service enforcement policy. Priority is given to inspecting the high-risk non-compliant premises but also to high-risk visits. Where possible the service uses questionnaires for low-risk businesses as part of the Alternate Enforcement Strategy.

5.0 Review of delivery of Food Controls 2023/2024

5.1 Review Against the FSA Priority Programme

The FSA recovery plan had 2 phases. The plan ensured that during the period of recovery from the impact of Covid-19, local authority resources were targeted where they added greatest value in providing safeguards for public health and consumer protection in relation to food. It also aimed to safeguard the credibility of the Food Hygiene Rating Scheme (FHRS).

The recovery plan provided a framework for re-starting the official control delivery system in line with the Food Law Code of Practice for new food establishments and for high-risk and/or non-compliant establishments while providing flexibility for lower risk establishments.

The recovery plan has now been withdrawn but the requirements detailed within phase 2 of the recovery plan will continue until the new modernised food hygiene delivery model is in place and anticipated to be rolled out early in 2025.

The FHST has worked with Ashford Port Health (APH) from April 2021 whilst they await the full implementation of their key responsibilities. This continues to enable a strong recovery for Ashford as communicated to the statutory submission to the FSA.

In summary, ABC was able to:

- Complete 91.2% of the official food intervention programme for 2023/2024.
- Complete high-priority approval applications for complex businesses.
- Undertake food sampling in accordance with our sampling plans.
- Continue responding to public requests for service and enquiries.
- Continue to provide advice and support to public and businesses.

The table below identifies some of the other demands on the service using figures for 2023/24:

Function	Number
Complaints about food that lead to an investigation	54
Complaints about food premises that lead to an investigation	49
Seizure, detention and surrender of food not fit for human consumption	2
Samples taken for analysis (programmed and as part of an investigation)	105
TOTAL	210

6.0 Review of resources 2023/2024

6.1 Financial Allocations

Delivering the food controls cannot be done by the FHST alone; they rely on many other resources including the Business Support Team within Safety & Wellbeing who provide vital support in areas to include:

- Management and reporting from the Regulatory Services database
- Auditing of database (including reconciliation reports)
- Initial responses to standard enquiries
- Administration of the Registration Process
- Support for the allocation of inspections to officers
- Invoicing
- Uploading reports to FSA Food Hygiene Ratings site

Advice, guidance and training is supplemented by agencies and professional bodies specifically UKHSA and FSA as well as the professional body, The Chartered Institute of Environmental Health (CIEH). These organisations are increasingly providing low (or no) cost training particularly in the form of webinars and guidance notes that can be copied and utilised.

The categories for financial reporting in the table below reflect the requirements of the FLCP. The figures include recharges and so represent more than just the immediate costs of the FHST.

Cost type	Budget figures 2023/24
Staffing	£207,180.00
Travel and Subsistence	£230.00
Equipment, including thermometers, protective clothing, IT hardware and software including tablets	£6,220.00
Sampling allocation	Sampling allocations are provided to all Local Authorities by the UKHSA Food, Water and Environmental Laboratories including courier service.
Contingency for legal	The council operates a recharge for it is legal services.

6.2 Staffing Allocation

The delivery of the food control programme were impacted by vacancies within the team and some vacancies still remain unfilled. The total number of posts in the FHST is five as listed below.

The team members have duties beyond food controls including Health & Safety, Infectious Disease Control, Animal Licensing, Infectious diseases and Skin piercing.

1. Team Leader FHST
2. Environmental Health Officer
3. Food Safety Practitioner
4. Technical Officer (currently working on a project)

6.3 Staff Development Plan

Staff development encompasses consistency, compliance, and competency. The following are taking into account when assessing staff development needs.

6.4 Standard setting

6.4.1 Avoiding Potential Conflicts of Interest:

Article 4(2) (b) of Regulation 882/2004 requires that staff carrying out official controls are free from any conflict of interest. This may need to be addressed in circumstances such as:

- Inspections of the Borough Council's own premises
- Relevant personal relationships
- Relevant history, for example where an officer is appointed whose previous job was with a food business with premises in the Borough
- Financial or other interest in a business covered by the food inspection programme
- In the case of contractors, the provision of services to businesses covered by the food inspection programme

Any such issues will be dealt with and documented in accordance with ABC staff terms and conditions and on a case-by-case basis.

6.4.2 Working to FLCOP and FLGP

All officers will work within the requirements of this plan and in accordance with advice and guidance in the FLCOP and FLGP. Any significant departure will be exceptional, capable of justification and be fully considered by the Lead Food Officer (LFO), unless it is considered that there is risk to the public in delaying the decision.

It is expected that authorised officers will be familiar with the law they are appointed to enforce, referring to the law itself as well the Agency Code of Practice and other guidance, understanding what the law actually states and requires, and seeking guidance when either it, or they, are unclear. This requirement also relates to contracted or temporary staff.

6.4.3 Staff Training

Staff development and training during this period continued and included online courses in specialist food subjects and reading/reviewing FLCOP guidance.

6.4.4 Competency Framework:

The FSA's Competency Framework sets out clearly the skills and experience and / or training necessary for delivery of each of the official food controls. It applies to all new staff and must be complied with should existing staff be required to undertake duties of a higher complexity or risk. This programme is complex and time consuming but is providing a sound foundation for incorporation into future training plans.

6.4.5 Quality Assessment, Consistency and Internal Monitoring

This is about making sure the service is delivered consistently and in compliance with the FLCOP and FLPG; it is achieved through the following main activities:

- **Regular One to One meetings:** between individual authorised officers and their team leader. These review meetings were maintained during this difficult period and in some cases at an increased frequency to ensure that not only consistency, but wellbeing concerns were being addressed.

- **Auditing of inspections:** Inspections are audited for consistency and compliance and for data integrity of the data base. They are targeted to the following categories of intervention:

    - Where the risk rating of the premises changed following inspection
    - New registrations
    - Closed premises (checking before removal from register)

- **National consistency exercises and local agreements:** Ashford Borough Council will participate in the national consistency exercises developed by the FSA for all food authorities. The council will also consult with colleagues, particularly in Kent, usually via the professional CIEH Food Group in order to further facilitate consistency.

- **Reconciliation audits on database**: These are undertaken routinely to ensure the correct data is being included in the official food records on the database.

- **Development of consistency and peer review exercises for the Kent Food Liaison Group**: Meetings and training are held throughout the year to identify training gaps, share experiences seek help, review and develop guidance.

7.0 Priorities for Delivery of Official Food Controls 2024/25

7.1 Interventions at Food Establishments

7.1.1 Types of Food Controls:

The core means for delivery of official food controls are called ‘interventions. These are described in the FLCOP and Food Law Code of Practice Guidance (FLCPG); they are designed to monitor, support and increase food safety compliance within food establishments.

Some are identified as **Official Controls**. These include:

Inspections	Monitoring
Surveillance	Verification
Auditing	Sampling

Other activities are also undertaken which are essential to the support and delivery of the overall programme but do not hold the status of official controls. These include:

Education	Advice
Coaching	Information and intelligence gathering

Ashford Borough Council prepares its food programme in accordance with the criteria set out in the FLCOP and FLCPG and expanded below:

7.1.2 Targeting High-risk Businesses

ABC will deliver its food intervention programme targeting resources to those businesses identified as operating with the greatest risks. This includes those identified as being 'not broadly compliant' with food hygiene law at their previous inspection. These will typically have a Food Hygiene Rating of 0 – 2.

This category also includes the high-risk processing and manufacturing businesses most of which carry the status of 'Approved Premises'. This includes charcuterie, dairies, cheese manufacturers and meat processors. In Ashford, we also have a major sandwich-making business. All these businesses are well run and highly compliant but are still targeted for intervention due to the high risk should standards fall.

7.1.3 Alternative Enforcement Strategy

Food businesses that present little or no risk to public health or safety for food hygiene purposes will not normally be subject to physical inspection but will be diverted into an alternative enforcement strategy where they will be required to complete an update / reviewing questionnaire not less than once in any 3-year period.

In the event of a questionnaire not being returned a visit will be made to establish the current situation. Should a premises identified as low risk request an inspection, this will be undertaken. For example, those low-risk premises that wish to be included within the FHRS and the consequential requirement for an inspection.

7.1.4 Operational Issues

The table below provides a brief summary of operational decisions taken for the delivery of specific aspects of the food intervention programme:

Criteria	Policy
Food Registration	Businesses can only register online (FSA requirement). Businesses that fail to register will be encouraged to do so.

	Enforcement Action will not normally be taken in respect of businesses that have failed to register other than in exceptional circumstances.
Out of programme	Those businesses meeting the criteria for minimal low-risk or intermittent operation will be retained on the food register but taken out of the programme and not inspected. They will be invited to complete a questionnaire within a three-year period to determine any changes.
Childminders	Although these are food businesses, they are not required to register following establishment of a MOU between Ofsted and FSA. And they will need to be inspected however given that majority will fall under the low-risk category E; there is the potential to undertake its subsequent routine inspection via questionnaire.
Re-visits	These will be targeted to poor performing businesses typically with a FH rating between 0 – 2 and will normally be unannounced. Reasons for exceptions to this will be documented.
Food Hygiene re-score requests	Under the brand standard guidance food businesses can request for a rescore. This is a chargeable service which must be undertaken within 3-months of notification of payment.
Scheduling of interventions	Where possible, these will be undertaken one calendar month either side of the due date.
Timing of interventions	These will be undertaken at an appropriate time of the day taking into account the hours of operation of the business and seasonal factors (where applicable). They will normally be at times when the business is operating. Exceptions to this will be agreed with the Lead Food Safety Officer and documented.
Food businesses with LA interest	Local authority-run establishments will be treated in the same way as all other food establishments within the Borough and inspected in accordance with the FLCOP and will be included within the FHRS. Any enforcement concerns will be brought to the attention of the Director of Health & Wellbeing and serious breaches of food law will be brought to the attention of the Chief Executive without delay.
Voluntary surrender	Voluntary procedures to remove food that is not suitable for human consumption from the food chain may be used, either at the instigation of the owner of the food or at the suggestion of the authorised officer when the owner of the food agrees the food is not suitable for human consumption. The Food Business Operator (FBO) will be responsible for the safe and appropriate destruction of the food and produce evidence where required to confirm this. Exceptions to this will be agreed with the Lead Food Officer.
Translation services	These will be made available so far as is reasonably practicable in order to ensure equal access to services and ensure food business operators who do not have English as their first language are not disadvantaged.

Home catering	Appointments will be made with those operating from domestic premises.
Removing from register – closing letter	At least 3 attempts will be made to contact food businesses including via a visit, email and / or phone. Where no contact is secured, they will be advised in writing that their entry will be removed from the Food Register within 7 days unless they advise us otherwise in that time. This notification will also confirm that to operate without being registered is an offence.
Events and occasional operations	This applies to some markets and events which routinely operate at weekends. A risk-based programme will be developed for inspecting these business where necessary.
Mobile food traders	Mobile traders can be difficult to locate and arrange an inspection. Local Authorities work together where possible to support each other as traders working in one area may be registered in another.

7.2 Food Complaints

All complaints will be responded to, but those that indicate a risk to public health will be responded to as a matter of priority.

This includes complaints relating particularly to:

- Foods which are the subject of national or local public health alerts.
- Food or premises subject of allegations of suspected or confirmed food poisoning.
- Premises alleged or found to be operating in a way that gives rise to significant risks to public health to include pest infestations.

Where the complaint relates to foods produced / distributed by a multi-site business check will be made of the Primary Authority register.

7.3 Primary Authority (PA)

This national scheme is supported by Ashford Borough Council and provides a mechanism for issues relating to multi-sited businesses to be co-ordinated by a single Local Authority.

The Primary Authority Scheme gives businesses the right to form a statutory partnership with one Competent Authority, which then provides robust and reliable advice for other Competent Authorities to take into account when carrying out inspections or dealing with non-compliance. A Primary Authority should support its partner business in complying with regulations by issuing assured advice by coordinating enforcement action and by developing an inspection plan.

Delegated authority was agreed in 2019 for Ashford Borough Council to enter into PA agreements where appropriate. Since this time, it has not been priority to seek out companies that may wish to enter into such agreements, but this is included into the work programme for 2024/25.

7.4 Advice to Business

A review is being undertaken of the advice available to consumers and businesses both in terms of content and accessibility. This includes information on Ashford Borough Council's website and also how guidance is provided to new businesses and regular enquiries.

In-depth or specialist advice for emerging businesses, or those intending to develop is now a chargeable service included in the fees and charges. Safeguards will be in place to ensure that advice does not fetter legal decision making and does not represent any conflict of interest for the Authority.

7.5 Food Sampling

ABC will deliver an organised and targeted microbiological food sampling programme taking into account local and national priorities and those agreed within the Kent Food Sampling Group as indicated below:

Local Priorities:

- Environmental and product-specific sampling from
- Approved, complex and high-risk businesses
- Premises/foods subject to national or local food alerts
- Poor-performing food establishments
- Premises subject to substantiated complaints
- Public health sampling as directed by UKHSA including those linked with suspected/confirmed food poisoning

7.6 Food Safety Incidents

Any food safety incidents will be responded to as a matter of priority in accordance with the FLCOP and FLCPG.

7.7 Liaison With Other Organisations

Ashford Borough Council are members and attend regularly the Kent and Medway Food Group and the Kent and Medway Food Sampling Group. Both these groups are attended by authorised food officers from each of the constituent authorities along with representatives from KCC Trading Standards and Food Standards Agency.

These groups are part of the consistency and enforcement framework required by the FSA and provide invaluable intelligence and support to officers seeking to ensure effective delivery of their respective official food controls.

Matters of legal interpretation and consistency are discussed with colleagues in the Kent Food Group as appropriate in accordance with the escalation process identified by FSA.

7.8 Food Safety Promotional Work and Food Hygiene Training

7.8.1 Promotional Work

This includes utilising links and information from the FSA and KCC communications teams about issues of food safety and public health and can include campaigns on:

- Cooking food safely (summer BBQ / Christmas turkeys)
- Allergen Awareness
- Registration of food businesses
- Advising the public on the Food Hygiene Rating Scheme and using registered businesses

Increasingly campaigns take place on social media and the Team works closely with the council's communications team to utilise this forum. Other forums will also be utilised to include displays, leaflets, use of the Ashford resident's publication etc.

7.8.2 Food Hygiene Training

We are a registered training centre for CIEH training courses. The expectation is to deliver two courses in 2024/25 with priority given to high-risk food businesses however this remains available to all.

7.9 Control and investigation of outbreaks and food related infectious disease

The Team works closely with the UKHSA (formerly Public Health England) and attends the regular liaison forums with them. All confirmed incidences of food poisoning within the Ashford Borough are followed up in accordance with the Kent 'single case plan' protocol.

Outbreaks are investigated as a matter of high priority with support from UKHSA. Arrangements are in place for support from neighbouring authorities and from colleagues in other teams within the Council in the event of a major outbreak.

8.0 Resources Identified for 2024/25

8.1 Financial Allocations

The establishment has remained the same, but for most of last year, there were vacancies in the team which remain due to the availability of the Ashford Port Health resources available to us. The increase shown in staffing costs compared to the 2023/2024 costs does not represent growth, but rather increased costs.

Cost type	Budget figures 2024/25 (approx.)
Staffing	£217,539.00
Travel and Subsistence	£230.00
Equipment	£6,551.00
Sampling allocation	Sampling allocations are provided to all Local Authorities by the UKHSA Food, Water and Environmental Laboratories including courier service.

8.2 Replacing the Regulatory Services Database

The Council has invested in a new IT system (Arcus Global) for the majority of the Regulatory Services. This replaces the legacy database and includes the ability to manage the food hygiene inspection program. It enabled the service to operate more efficiently and effectively and utilise mobile technology. The use of this new IT system started in April 2024.

8.3 Staffing Allocation

8.3.1 Recruitment

As a team, we work with our recruitment and human resources team to ensure there is no hindrance to the flow of potential new officers in the official control system. This results in additional supervision and monitoring work for the team leader and existing qualified staff. We are also at risk of losing existing staff to other authorities and roles as the pool of qualified officers reduces. We work with our human resource team to retain existing staff. Recruitment is recognised as a national issue and the FSA has commissioned a study to understand the barriers which hinder the flow of new officers into the official control system.

Designation	FTE Food	Specific roles	Allocated roles include:
Team Leader, Food and Health & Safety (Currently vacant)	0.6	Lead Food Officer	Delivery responsibilities include: • Food inspections • Food requests for service
Environmental Health Officer (EHO)	0.8	All interventions and Complex and High-Risk interventions.	
Food Safety Practitioner	0.8	All interventions	

		(*except complex processes that require a wealth of experience or specialist knowledge)*	• Food sampling • Food enforcement notices • Food hygiene training • Calibration and management of equipment • Voluntary surrender • Alternative enforcement Strategy
Technical Officer (Public Health) (Currently working on a project)	0.2	All interventions *(except complex processes that require a wealth of experience or specialist knowledge)*	
Business Support Team	N/A	Management of data system Administrative support	Registration Scheme Administration of consultations
Total FTE	**2.4**		

8.3.2 Staff Development Plan

Training and development needs are assessed during individual appraisal and development review meetings held twice a year and in line with Ashford Borough Council's competency framework monthly 1:1 performance meetings between the officer and line manager. Officers will be provided opportunities to partake in relevant courses particularly those offered by UKHSA, CIEH and FSA to fulfil the Continual Professional Development (CPD) requirements.

8.4 Internal Monitoring and Quality Control

Measures for internal monitoring and quality control remain as detailed in previous plans and as documented in internal policies and procedures.

The FSA have statutory powers to monitor and audit this authority. Based on these powers established audit schemes are in place to assess performance against specified standards within the FLCOP and the framework agreement. If we failed to discharge our statutory functions adequately then the FSA may consider using their powers of direction contained within the Food Standards Act 1999.

In recent years, the FSA concluded a review of the way it monitors the performance of local authorities (LAEMS) which is anticipated to collect new data and support the transition to a more intelligence-based approach. It will result in a more qualitative assessment of the authority's performance focusing on the achievement of outcomes within the food system with less emphasis on inputs and outputs. Quarterly data returns now apply with a full annual end-of-year return in April 2025.

All officers use standard inspection forms and have undergone consistency training. The premises database (which also forms the public register of food premises) is audited on a fortnightly basis for data accuracy before upload to the FHRS portal. Data checks are undertaken when quarterly inspection lists are produced. Officers conduct an internal monthly consistency check against the brand standard and FLCOP and internal monitoring checks are conducted during Officer 1:1 meetings. Accompanied visits occur quarterly and feedback is given in team meetings. Cross-county training is arranged through the liaison group and the authority participates in inter-authority audits as necessary. The authority's performance indicators for food service delivery have been reviewed in light of the above changes.

8.5 The Modernisation of the Food Hygiene Delivery Model

When fully implemented, the new model will redefine the expectations of local authorities enabling us to use resources more effectively and address risks in the food system. However, there will be challenges for our management information system which would need to be reconfigured and assisting and training officers with triaging and prioritisation; this will have a cost implication.

End