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

Pembrokeshire County Council

11 – 12 and 18 January 2010

Foreword

Audits of local authority food law enforcement services are part of the Food Standards Agency Wales 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 feedingstuffs 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 dairy, meat products and fish and shellfish establishments.

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 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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1.0 Introduction

1.1 Background and Scope of the Audit

- 1.1.1. This report records the results of an audit of Pembrokeshire County Council. The Authority was one of ten authorities selected for the audit programme of local authority official controls and food business operator controls in approved establishments being undertaken between September 2009 and March 2010. The Authority was selected for audit on the basis that it had 23 approved establishments matching the profile of this focused audit. The Authority had recently revoked the approval of a number of establishments and the Agency was interested in the background surrounding the revocation decisions.
- 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 also available from Food Standards Agency Wales, 11th Floor, Southgate House, Wood Street, Cardiff CF10 1EW.
- 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 (Wales) Regulations 2007. This audit of official controls implemented by Pembrokeshire County 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 focus on approved dairy, meat products and fish and shellfish 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 (Wales) 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 Pembrokeshire is located in the west of Wales. It is predominantly a rural county and has a base population of 118,800. It is geographically the fifth largest county in Wales, covering an area of 1600 square kilometres. The tourism industry results in a population increase to some 230,000 in the summer. There are 1,974 food businesses in the County, 1404 (71%) of which are classed as restaurants or other caterers. The main towns in the County include

Milford Haven, Pembroke, Fishguard, St David's, Tenby and the county town of Haverfordwest.

- 1.1.6 The Food Law Enforcement Service Plan for 2009/10 identified that as of March 2009, there were 1974 food premises on the Authority's premises database, including 22 approved establishments.
- 1.1.7 The on-site element of the audit took place at the Authority's offices, Tower Hill, Haverfordwest, Pembrokeshire between 11 and 12 January and 18 January 2010 and also included reality checks at 2 approved establishments.

2.0 Executive Summary

- 2.1 The Authority had produced a Food Law Enforcement Service Plan for 2009/10 in line with the Service planning Guidance in the Framework Agreement. The Plan was subject to an annual review, when any variance and associated resource issues were addressed.
- 2.2 The Authority had a documented procedure for the authorisation of officers. It had delegated power to authorise enforcement officers to the appropriate Service Director.
- 2.3 The Authority had a documented training programme for its enforcement officers. Auditors found evidence in all but 2 instances that officers had completed the required 10 hours of food related training in 2009.
- 2.4 The Authority had reviewed most of its documented policies and procedures on a regular basis. However, the documented policy for food sampling had not been reviewed since June 2007.
- 2.5 The Authority had developed inspection pro-formas and aides-memoire for inspections at approved establishments. In general they captured all the information required for a comprehensive assessment of the premises to be undertaken.
- 2.6 The Authority had a documented internal monitoring procedure. Evidence that this was being undertaken in accordance with the policy was not found in all personal files.
- 2.7 The Authority had a documented enforcement policy based on the Food Law Code of Practice (Wales) and the Enforcement Concordat. Auditors found evidence in 4 of the 5 files examined that enforcement had been undertaken in accordance with the policy.
- 2.8 The Authority had a sampling programme for 2009/10 which included sampling from approved establishments.

3.0 Audit Findings

3.1 Organisation and Management

3.1.1 Food law enforcement was undertaken within the Food, Health and Safety and Port Health Section of the Authority's Public Protection Division which is part of the Development Directorate. The Section is responsible for the enforcement of food safety, food standards, health and safety at work (at both food and non-food premises), communicable disease control and port health work within the Milford Haven Port Health Authority.

3.1.2 The Senior Environmental Health Officer was the nominated lead officer with responsibility for food safety which included approved establishments.

3.1.3 The Authority had produced a Food Law Enforcement Service Plan for 2009/10 in accordance with the Service Planning Guidance in the Framework Agreement which had been appropriately endorsed by the relevant Cabinet Member Forum in September 2009. The Plan which was subject to an annual review, included references to variances in performance in 2008/09 and how these were to be addressed in 2009/10.

3.1.4 The aim of the service, as stated in the Food Law Enforcement Service Plan 2009/10 was :

“to ensure that food produced, sold or supplied within Pembrokeshire is safe and wholesome, produced under hygienic conditions of an acceptable quality and composition, and suitably labelled and advertised, so as to protect the health of the public and the rights/expectations of consumers”

3.1.5 The Plan indicated that there were 22 establishments approved under Regulation (EC) No 853/2004. Details of the 22 establishments agree with the information held by the Agency. In 2009 approval was given to 1 other establishment, making the total 23 approved establishments. This approval had been notified to the Agency

3.2 Review and Updating of Documented Policies and Procedures

3.2.1 The Food Law Enforcement Service Plan indicated that documented policies and procedures would be regularly reviewed and that reviews would be undertaken on an annual basis in line with the policy. The Authority had ensured that most documented policies and procedures were reviewed annually. The Authority had developed a sampling policy for the microbiological examination of

food, together with a sampling programme for 2009/10. However, Auditors noted that the food sampling policy had not been reviewed since June 2007.

- 3.2.2 The Authority had set up, implemented and maintained in an electronic version, a control system for all documentation relating to its enforcement activities. All enforcement staff had access to updated policies and procedures on a read only basis. Amendments could only be undertaken by the Food, Health and Safety and Port Health Manager. Superseded documents were held for reference purposes only and were clearly marked as such and held on the electronic system separately from current documents. The Manager was the only officer able to have access to superseded documents.

Recommendation

- 3.2.3 The Authority shall:
- ensure that all documented policies and procedures for each of the enforcement activities covered by The Standard are reviewed in accordance with the Authority's own procedure.
[The Standard – 4.1]

3.3 Authorised Officers

- 3.3.1 The Authority had a policy for the delegation of authority to its officers. The Authority had delegated the authorisation of officers in the Food, Health and Safety and Port Health Section to the Director of Development. This was in accordance with the Food Law Code of Practice (Wales) and other relevant legislation.
- 3.3.2 The Authority had a documented procedure for the authorisation of officers which was based on officers' qualifications and competence. A review of the qualifications and experience of 5 officers undertaking inspections/interventions at approved premises indicated that they were appropriately authorised for the work being undertaken. The Authority had appointed an officer with specialist knowledge as lead officer for its food hygiene work, including approved premises.
- 3.3.3 A review of training records of 5 officers indicated that 2 had not undertaken the required 10 hours of appropriate food related training as required by the Food Law Code of Practice (Wales). In both cases 8.5 hours food related training had been undertaken by those officers during 2009. Both officers had completed in excess of 10

hours food related training the previous year. The Authority had a documented training programme for its authorised officers which was developed following an annual review of officers' performance. A review of the records of the 5 officers indicated that they had an appropriate documented training programme. Records of training, including content were kept on file and electronically.

- 3.3.4 Records of the qualifications and training of authorised officers undertaking interventions/inspections at approved premises are kept in the officers' personal file and also on the Authority's electronic quality management system. Auditors undertook a review of the personal files of officers undertaking enforcement in approved premises and found the necessary information being recorded and that they were appropriately authorised.
- 3.3.5 In accordance with the Authority's Food Law Enforcement Service Plan for 2009/10, it had appointed an appropriate number of suitably qualified and experienced officers to undertake its food safety enforcement work.

Recommendation

- 3.3.6 The Authority shall:

ensure the training of all authorised officers and appropriate support staff in the technical and administrative aspects of the work in which they will be involved and to have completed the requisite 10 hours of food related training as required by the Food Law Code of Practice (Wales).
[The Standard – 5.4]

3.4 Food Premises Database

- 3.4.1 The Authority had set up an electronic database of the food premises in its area. A review of records of the approved establishments was conducted using the Authority's electronic database. The information was consistent with that contained in the paper files. Database checks were also undertaken on interventions/inspections in approved premises and sampling results for food samples taken from approved premises which confirmed that appropriate action was undertaken in reporting results of food samples and in undertaking interventions/inspections in accordance with the risk rating.
- 3.4.2 The Authority had a documented procedure to ensure that its food premises database was accurate and up to date. A monthly

“housekeeping check” was undertaken to ensure the accuracy of the database. Auditors were able to evidence the carrying out of these checks by interrogation of the database.

3.5 Approved Establishment Inspections

- 3.5.1 The Authority had implemented a documented inspection procedure for the range of food premises inspections it carried out – including approved establishments. The procedure includes the frequency at which inspections are to be carried out.
- 3.5.2 Approved premises inspections were undertaken at a frequency in accordance with the risk rating of the premises and in accordance with the Food Law Code of Practice (Wales). Approvals had been properly undertaken and had been appropriately re-approved post January 2006.
- 3.5.3 The inspection pro-formas and aides memoire used during the inspection of approved establishments were comprehensive and captured all the information required for an assessment of compliance at the establishment to be undertaken.
- 3.5.4 Approval information supplied on the pre-visit questionnaire was consistent with the information held by the Agency.
- 3.5.5 The Authority had undertaken a review of its approved premises and had revoked a number of approvals. Information held by the Agency indicated that the revocations had been appropriately undertaken.
- 3.5.6 Auditors made joint visits with the Authority’s officers to two approved establishments. The purpose of the visits was to verify the information gathered from file records checks and officer interviews and to assess the official controls implemented by the Authority at the establishments. From both visits it was apparent that the officers were familiar with the premises and the activities being carried out. Officer discussions with the food business operators in both establishments confirmed that the main areas of the required official controls were being addressed and that they focused on the important areas in terms of food safety. In one premises it was apparent that the food business operator was more familiar with the concept of food safety management systems with the HACCP plan. In the other premises the enforcement officer identified that a review of the HACCP document was to be undertaken in order for it to reflect more closely the activities at the establishment. This had not been highlighted at the last intervention.

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 relating to both food and food premises.
- 3.6.2 Auditors found evidence of complaints relating to food hygiene in the 5 approved establishment files reviewed. All complaints had been appropriately investigated by the Authority and had been investigated in line with official guidance and the Authority's own procedure.

3.7 Food Safety Incidents

- 3.7.1 The Authority had set up, maintained and implemented a documented procedure for initiating and responding to food alerts. Food alerts were received by senior officers within the Team. Food alerts for action were circulated to all enforcement officers and food alerts for Information were circulated only if they were assessed to be relevant to the Authority. Copies of all alerts were kept on the computer system and Food Alerts for Action were raised on the computer system as a service request. The procedure contained reference to out of hours contacts as part of the Division's Business Continuity Plan.
- 3.7.2 A review of the 5 approved establishment files did not identify any food incidents that required notification to the Agency.
- 3.7.3 The Authority had a computer system capable of receiving food alerts and had documented its response to, and outcome of, each food alert from the Agency.

3.8 Enforcement

- 3.8.1 The Authority had set up, maintained and implemented a documented enforcement policy in accordance with the Food Law Code of Practice (Wales), the Enforcement Concordat and other official guidance, and had been approved by the Cabinet member forum.
- 3.8.2 The enforcement procedure included details of how the Authority was to undertake follow up and enforcement actions in accordance with the Food Law Code of Practice (Wales).
- 3.8.3 The Authority generally carried out food law enforcement in accordance with the Food Law Code of Practice (Wales). However, in 1 of the 5 files examined there was evidence as to how the enforcement decision had been reached, but the original notice and

confirmation regarding service was lacking In addition auditors could not find documented evidence of a written application for extension of the expiry date, although a 4 week extension had been granted. Further, the notice had not been re-served as required by the Food Law Code of Practice (Wales).

- 3.8.4 In the 5 files examined Auditors found evidence that letters to the food business operators clearly distinguished between legal requirements and advice on good practice.

Recommendation

The Authority shall:

- 3.8.5 carry out food law enforcement in accordance with the Food Law Code of Practice (Wales) and ensure that reasons for any departure from the criteria set out in the enforcement policy are documented.
[The Standard - 15.3 and 15.4]

3.9 Food Sampling

- 3.9.1 The food sampling policy had not been reviewed since June 2007.
- 3.9.2 The Authority's sampling programme indicated that sampling was to be undertaken at its approved establishments and that the Authority was also involved in the Welsh Food Microbiological Forum's shopping basket sampling initiative and vacuum packed meat survey.
- 3.9.3 It was evident from the approved establishment files reviewed that samples had been taken by an appropriately authorised officer and sample results had been notified to the food business operator in all cases. Appropriate follow up action had been undertaken by the Authority when unsatisfactory sample results had been received.

3.10 Records and Inspection Reports

3.10.1 The Authority's records which related to approved establishments were stored utilising both paper based and electronic database filing

methods. File records of 5 of the Authority's approved establishments were examined by the auditors. In general the files contained all the up to date information as required by Annex 12 of the Food Law Code of Practice (Wales) and records had been kept for a minimum of 6 years, as appropriate.

3.10.2 From the 5 approved establishments files reviewed auditors found evidence that officers had generally assessed compliance with HACCP principles during the inspections/interventions, and that appropriate action had been taken where required. In 1 premises, where a reality check was undertaken, the HACCP document required updating as it did not reflect fully all the operations undertaken at the premises and this had not been addressed in the previous inspection.

3.11 Internal Monitoring

3.11.1 The Authority had a documented procedure for monitoring the quality of enforcement work undertaken by enforcement officers in approved premises. It was in accordance with the Food Safety Code of Practice (Wales) and centrally issued guidance. The procedure required checks to be undertaken by the Senior Environmental Health Officer on 5% of officers' workload, including approved premises files, and to undertake accompanied visits with officers to evaluate the quality of inspections/interventions at least annually.

3.11.2 Team meetings were held on a monthly basis and minutes prepared from each meeting. Officers were able to address consistency as part of the meetings.

3.11.3 Auditors found some evidence that internal monitoring was taking place, but insufficient evidence to confirm that this was in accordance with the Authority's documented procedure. The Standard requires internal monitoring records to be kept for at least two years. Evidence of this requirement was not found in all personal files.

Recommendation

3.11.4 The Authority shall:

undertake its internal monitoring programme in accordance with its own documented procedure and retain records of internal monitoring for at least 2 years.

. [The Standard – 19.1 and 19.3]

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ANNEX A

ACTION PLAN FOR: PEMBROKESHIRE COUNTY COUNCIL

Audit Date: 11, 12, 18th January 2010

IMPROVEMENTS PLANNED	BY DATE	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH	COMMENTS
Review food hygiene sampling policy	Achieved	3.2.3 The Authority shall: ensure that all documented policies and procedures for each of the enforcement activities covered by The Standard are reviewed in accordance with the Authority's own procedure. [The Standard – 4.1]	Sampling policy in place at the time of the audit was valid, although this had not been reviewed since 2007. Policy has now been reviewed.
The Authority remains committed to ensuring that all food officers achieve at least 10 hours cpd training in food law enforcement each year, more in the case of EHOs who require additional training to maintain their professional status. Training monitored as part of performance review process and periodically throughout the year.	Dec 2010	3.3.6 The Authority shall: ensure the training of all authorised officers and appropriate support staff in the technical and administrative aspects of the work in which they will be involved and to have completed the requisite 10 hours of food related training as required by the Food Law Code of Practice (Wales). [The Standard – 5.4]	Both officers who had achieved only 8.5 of the 10 hours cpd required in 2009 had, as the report acknowledges, exceeded the 10 hours required in 2008. In fact, both officers had received 20 hours cpd in 2008, double the minimum required. Of these 20 hours 17 were achieved in November 2008. Both officers narrowly missed out on achieving the full cpd requirement in 2009, when a food standards course was cancelled by the organisers at the end of the year due to insufficient interest.

IMPROVEMENTS PLANNED	BY DATE	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH	COMMENTS
<p>Tightening up of administrative systems to be secured, addressing in particular points identified at audit:</p> <ul style="list-style-type: none"> • Certificates of service to be included on all files where statutory notices served. • Hygiene Improvement Notices to be re-issued where extension in time granted following written request (as per enforcement procedures). • 	Achieved	<p>3.8.4 The Authority shall: carry out food law enforcement in accordance with the Food law Code of Practice (Wales) and ensure that reasons for any departure from the criteria set out in the enforcement policy are documented. [The Standard -15.3 and 15.4]</p>	<p>Officers reminded of need to ensure certificates of service prepared and placed on file when ever statutory notices issued, that HINs to be re-issued following extension in timescale for compliance (rather than deferring enforcement of initial notice), and to ensure that all relevant information is placed on file. Although the final version of one Hygiene Improvement Notice was missing from the file, this was available electronically.</p>
<p>Greater emphasis to be placed on the internal monitoring of officer work, to ensure that this is undertaken in accordance with the frequencies set out in the Authority's Internal Monitoring procedure.</p>	Dec 2010	<p>3.11.3 The Authority shall: undertake its internal monitoring programme in accordance with its own documented procedure and retain records of internal monitoring for at least 2 years. [The Standard – 19.1 and 19.3]</p>	<p>Gaps in local internal monitoring arrangements had arisen due to staff absences, and other service pressures which had necessarily taken greater priority. This shortfall was highlighted as part of the annual performance review process and reported in the Food Law Enforcement Service Delivery Plan for 2009/10, when it was identified that renewed focus be given to this area of activity. This has been communicated to relevant managers and supervisors.</p>

ANNEX B

Audit Approach/Methodology

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

(1) Examination of LA policies, procedures and linked documents were examined before and during the audit:

- Food Law Enforcement Service Plan 2009/10;
- Food Sampling Policy and procedure, June 2007.
- Food Safety Enforcement Policy and related enforcement procedures, August 2009.;
- Food Alerts procedure, October 2009.
- Minutes of Food and Safety Team Meetings
- Food Premises Registration, New Businesses and Business Closure Procedure, October 2009.
- Authorisation of Officers Procedure, September 2009.
- Approval of Food Businesses subject to Regulation (EC) No. 853/2004 Procedure, October 2009

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

- Approved establishment files;
- Establishment inspection records;
- Officer training records;
- Food complaint records;
- Food sampling records.

(3) Database records

- Food premises database records relating to approved establishments and records of complaints 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 2 approved establishments.

ANNEX C

Glossary

Agricultural Analyst	A person holding the prescribed qualifications, who is formally appointed by a local authority to analyse feedingstuffs samples.
Approved premises	Food manufacturing premises that has been approved by the local authority, within the context of specific legislation, and issued a unique identification code relevant in national and/or international trade.
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.
Best Value	<p>A Government policy which seeks to improve local government performance in the delivery of services to local communities – from education and care for the elderly through to environmental health and road maintenance. Best Value aims to ensure that the cost and quality of these services are of a level acceptable to local people by:</p> <ul style="list-style-type: none">• increasing the role of local people in deciding the priorities for local government services• improving the way authorities manage and review their business• building on the experience and expertise of staff. <p>* In Wales this has recently been replaced by the Wales Programme for Improvement</p>
Border Inspection Post	Point of entry into the UK from non-EU countries for products of animal origin.
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.
Enforcement Concordat	Government guidance setting out principles and procedures of good enforcement which local authorities may adopt. Developed in consultation with businesses, local and central government,

consumer groups and other interested parties. It sets out what businesses and others being regulated can expect from enforcement officers.

Environmental Health Officer (EHO) Officer employed by the local authority to enforce food safety legislation.

Feedingstuffs Term used in legislation to describe feed mixes for farm animals and pet food.

Food Examiner A person holding the prescribed qualifications who undertakes microbiological analysis on behalf of the local authority.

Food Hazard Warnings This is a system operated by the Food Standards Agency to alert the public and local authorities to national or regional problems concerning the safety of 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 The Framework Agreement consists of:

- Food Law Enforcement Standard
- Service Planning Guidance
- Monitoring Scheme
- Audit Scheme

The **Standard** and the **Service Planning Guidance** set out the Agency's expectations on the planning and delivery of food law enforcement.

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.

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.

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.
Home Authority	An authority where the relevant decision making base of an enterprise is located and which has taken on the responsibility of advising that business on food safety/food standards issues. Acts as the central contact point for other enforcing authorities' enquiries with regard to that company's food related policies and procedures.
Improvement Notice	A notice served by an Authorised Officer of the local authority under Section 10 of the Food Safety Act 1990, requiring the proprietor of a food business to carry out suitable works to ensure that the business complies with the requirements of food hygiene or food processing legislation.
Inter Authority Auditing	A system whereby local authorities might audit each others' food law enforcement services against an agreed quality standard.
Member forum	A local authority forum at which Council Members discuss and make decisions on food law enforcement services.
OCD returns	Returns on local food law enforcement activities required to be made to the European Union under the Official Control of Foodstuffs Directive.
Originating Authority	An authority in whose area a business produces or packages goods or services and for which the Authority acts as a central contact point for other enforcing authorities' enquiries in relation to the those products

Port Health Authority	A local authority within whose boundaries there is a point of entry into the UK for imported foods.
Public Analyst	An officer, holding the prescribed qualifications, who is formally appointed by the local authority to carry out chemical analysis of food samples.
Risk rating	A system that rates food premises according to risk and determines how frequently those premises should be inspected. For example, high risk hygiene 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 all the functions are combined, examples being Welsh Authorities and London Boroughs. A Unitary Authority's responsibilities will include food hygiene, food standards and feeding stuffs enforcement.