

Food Standards Agency in Wales

Report on the Focused Audit of Local Authority Assessment of Regulation (EC) No 852/2004 on the Hygiene of Foodstuffs in Food Business Establishments

**City and County of Swansea
22 – 25 November 2010**

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 and feed. 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 Environmental Health and Trading Standards Services. 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 attached audit report examines the Local Authority's Food Law Enforcement Service. The assessment includes the local arrangements in place for Officer training, competency and authorisation, particularly on Hazard Analysis and Critical Control Point (HACCP) principles, inspections of food businesses and internal monitoring. The audit focused on the Local Authority's training provision to ensure that all Officers who check HACCP and HACCP based plans, including those responsible for overseeing the work of those Officers, have the necessary knowledge and skills. Also, that existing inspection arrangements and processes to assess and enforce HACCP related food safety requirements in food businesses are adequate, risk based, and able to effect any changes necessary to secure improvements.

Agency audits assess Local Authorities' conformance against the Food Law Enforcement Standard ("The Standard"), the 5th revision of which was published in April 2010 by the Agency as part of the Framework Agreement on Official Feed and Food Controls by Local Authorities and is available on the Agency's website at: <http://www.food.gov.uk/multimedia/pdfs/enforcement/frameworkagreementno5.pdf>

It should be acknowledged that there may be considerable diversity in the way and manner in which Local Authorities may provide their food enforcement services reflecting local needs and priorities.

The main aim of the audit scheme is to maintain and improve 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, standards and feeding stuffs. Parallel Local Authority audit schemes are implemented by the Agency's offices in all of the countries comprising the UK.

For assistance, a glossary of technical terms used within this audit report can be found at Annex C.

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1.0 Introduction

- 1.1 This report records the results of an audit at the City and County of Swansea with regard to food hygiene enforcement, under relevant headings of The Standard in The Framework Agreement on Official Feed and Food Controls by Local Authorities. The audit focused on the Authority's arrangements for the management of food premises inspections, enforcement activities and internal monitoring. The report has been made available on the Agency's website at:
www.food.gov.uk/enforcement/auditandmonitoring/auditreports.

Reason for the Audit

- 1.2 The power to set standards, monitor and audit Local Authority food law enforcement services was conferred on the Food Standards Agency by Section 12 the Food Standards Act 1999 and Regulation 7 of The Official Feed and Food Controls (Wales) Regulations 2009. This audit of City and County of Swansea was undertaken under section 12(4) of the Act, and Regulation 7(4) of the Regulations as part of the Food Standards Agency in Wales audit programme.
- 1.3 The City and County of Swansea is one of the largest unitary authorities in Wales and was therefore considered for selection in terms of its population and number of food premises.
- 1.4 Local authorities when carrying out an inspection or intervention in a food premises will rate the premises by risk. Premises receiving a rating of A or B are the highest risk, with Category C being a medium risk and Categories D to E being a lower risk. Authorities plan their inspection programme for the year based on the risk profile of premises within the Authority. The Local Authority Enforcement Monitoring System (LAEMS) return for 2009/10 indicated that 327 due interventions for category C risk rated premises were not achieved in due date, giving a percentage of 62.50% of inspections achieved in that period.

Scope of the Audit

- 1.5 The audit covered the Local Authority services for the delivery of official controls in relation to Regulation (EC) No 852/2004 on the hygiene of foodstuffs. In particular:
- The provision and adequacy of Officer training on HACCP principles and the validation and verification of food safety management systems based on HACCP principles;
 - The means by which the Local Authority ensures that Officers are competent to effectively assess food safety management systems based on HACCP principles;

- The implementation and effectiveness of intervention activities including food safety management systems based on HACCP principles at food business premises;
 - The maintenance and management of appropriate records in relation to enforcement activity at food businesses, including the detailed assessment of food safety management systems based on HACCP principles;
 - Internal monitoring arrangements.
- 1.6 The audit examined the Authority's arrangements for authorisation and training of officers, interventions and internal monitoring. It looked specifically at the assessment of food safety management systems based on HACCP principles. In addition verification checks at selected food premises were carried out to observe how the Authority's officers assessed HACCP compliance.
- 1.7 During the onsite audit visit, Auditors undertook an assessment of how funds provided by the Agency had been used to increase compliance with food safety management systems based on HACCP principles.
- 1.8 The audit examined key food hygiene law enforcement systems and arrangements to determine whether they were effective in supporting business compliance, and that local enforcement was managed and delivered effectively.

Background

- 1.9 The City and County of Swansea is situated in South-West Wales. It covers an area of 378 square kilometres (146 square miles), about 2% of the area of Wales, with a coastline of great natural diversity forming two thirds of the County's boundary.
- 1.10 The City and County can be broadly divided into 4 physical areas. In the North, the Lliw Uplands; the Gower Peninsula in the west; the urban and suburban centre stretching from Swansea to Gorseinon and Pontarddulais and the coastal strip around Swansea Bay.
- 1.11 The latest estimate of the population of the City and County of Swansea stands at 231,300 (Mid Year estimate, 2009). Swansea has the third highest population of the 22 Welsh Unitary Authorities representing almost 8% of the total population of Wales.
- 1.12 The Food and Safety Service sits in the Public Protection Service Unit, one of 3 Service Units in the Environment Directorate. Since reorganisation in 1996 the City and County has a Cabinet Style structure, with the Cabinet member for Environment having responsibility for the Environment Directorate portfolio.

1.13 The profile of the City and County of Swansea's food businesses by risk rating, as indicated in the Food Law Enforcement Service Plan for 2010/11 was as follows:

Risk Rating Category	Number
A	19
B	232
C	1006
D	274
E	614
Unrated	140
Total number of food premises	2285

1.14 Included in the above table are 12 premises approved under the provisions of Regulation (EC) No.853/2004.

1.15 In addition the Authority has particular local requirements associated with specialist or complex processes:

- Monitoring of shellfish beds
- Local shellfish industry – gathering, purification and processing of cockles and mussels
- Production of laverbread

1.16 The Food and Safety Team officers authorised to undertake food law enforcement at the time of audit was 11 Full Time Equivalent Officers. In February 2010, a report was submitted to the Authority's Cabinet following the publication of the Public Inquiry Report into the September 2005 Outbreak of E. coli O157 in South Wales. The Authority agreed an increase in staffing levels from 8 FTE to 11 FTE as from September 2010.

1.17 It is the policy of the Council, as contained in the Food Law Enforcement Service Plan for 2010/11, to endeavour to ensure that food intended for sale for human consumption which is produced, stored, distributed, handled or consumed in the Council's area is safe and that it meets the food safety and standards requirements prescribed by law.

1.18 The on-site element of the audit took place at the Authority's offices at The Guildhall, Swansea on 22 – 25 November 2010.

2.0 Executive Summary

- 2.1 The Authority had developed and implemented a detailed Food Law Enforcement Service Plan for 2010-2011 which satisfied the Service Planning Guidance in the Framework Agreement. The plan had been submitted for appropriate member approval.
- 2.2 Officers had been authorised in accordance with their qualifications, training and experience.
- 2.3 Individual Officers' training needs were identified as part of their annual performance review and were entered onto a training programme matrix. Training records contained evidence that each Officer had completed the required minimum 10 hours relevant training in the last year.
- 2.4 The Service had developed and implemented a wide range of documented policies and procedures covering its food law enforcement responsibilities. However, there was no documented policy for internal monitoring.

These documents were available to all Officers in electronic format on a read only basis to ensure that only latest and most up to date documents were available.

- 2.5 Auditors reviewed 10 premises files during the onsite audit. Food business operators were provided with clearly worded reports or letters confirming the findings from inspections, differentiating between legal requirements and advice. The aide-memoire used for capturing information during an inspection/intervention was comprehensive and appropriate.
- 2.6 The Authority had undertaken a full range of enforcement from issue of warning letters to hygiene improvement notices to prosecutions, including actions ensuring compliance with Article 5 of Regulation (EC) No.852/2004. During the verification visits undertaken as part of the onsite audit process it was evidenced that officers paid particular attention to compliance with food safety management systems based on HACCP principles.
- 2.7 It was evident from audit checks that Officers were taking a graduated approach to enforcement and actively worked with businesses to achieve compliance. The information reviewed relating to Hygiene Improvement Notices and prosecutions identified that the enforcement decisions reached were appropriate to the contraventions identified and secured appropriate improvements in compliance and taken in accordance with the enforcement policy.
- 2.8 An officer of the City and County of Swansea had been a member of one of the Agency's Working Groups for the National Food Hygiene Rating Scheme. The officer is also a member of the Wales Food Hygiene Rating Scheme Implementation Group where the officer's experience and knowledge are shared.
- 2.9 The Authority had received Agency grant funding over the last 3 years for a number of specialised projects such as seminars for butchers, seminars and

coaching visits to catering establishments including the provision of coaching in Mandarin and Bengali in order to assist food business operators whose first language was Mandarin or Bengali to achieve compliance with the food safety requirements of Article 5.

In terms of the Bengali training the Agency has received evidence that from 21 premises there has been an increase in compliance in 17 premises based on the “confidence in management” rating. The Agency is to carry out feedback to ascertain the effectiveness of these initiatives.

The Authority was utilising grant funding to employ an officer to provide dedicated SFBB coaching visits for appropriate businesses where enforcement officers had highlighted a need during routine inspections/interventions.

- 2.10 An officer of the Authority has sat on the Agency / Local Authority Food Safety Management Steering Group since its inception several years ago.
- 2.11 The Authority did not have an internal monitoring policy and auditors were unable to evidence any records of internal monitoring being undertaken. Auditors were advised that the Food and Safety Divisional Officer sanctioned the service of hygiene improvement notices, hygiene emergency prohibition notices, voluntary closures and prosecutions.

3.0 Audit Findings

3.1 Organisation and Management

Strategic Framework, Policy and Service Planning

- 3.1.1 The Authority had drawn up, developed and implemented a detailed Food Law Enforcement Service Plan for 2010/11, which satisfied the Service Planning Guidance in the Framework Agreement and had been submitted for appropriate member approval.
- 3.1.2 A performance review of its service plan had been undertaken by the Authority. It had been submitted for appropriate member approval in October 2010. The Authority had indicated in the plan that it aimed to achieve an inspection rate of 80% for food premises in the higher risk categories (premises rated Category A to Category C in terms of risk in the Authority's food hygiene inspection programme). In the review the target of 80% high risk inspections to be completed was amended to 100% as a result of an increase in staff resource.
- 3.1.3 The variance in 80% to 100% for higher risk premises inspections from the 2009/10 plan had been addressed in the 2010/11 plan and subsequently reviewed in October 2010.

Documented Policies and Procedures

- 3.1.4 The Authority, as part of its corporate quality assurance system had a documented policy for the regular reviewing and updating of its policies and procedures in relation to the food law enforcement activities
- 3.1.5 The Food and Health and Safety Manager had editorial rights on the documented policies and procedures as part of the Authority's corporate quality management system. Officers were able to access the most up to date information on a read only basis to ensure that only current versions were accessible.
- 3.1.6 The Authority had reviewed its documented policies and procedures in accordance with the corporate quality management system. However, the Authority did not have a policy for internal monitoring

Recommendation

3.1.7 The Authority shall:

Ensure that all documented policies and procedures for each of the enforcement activities covered by The Standard are reviewed at regular intervals, and whenever there are changes to legislation or centrally issued guidance and in accordance with the Authority's own policies and procedures

[The Standard – 4.1]

Officer Authorisations and Training

- 3.1.8 The Authority had set up, maintained and implemented a documented procedure for the authorisation of Officers based on their competence and in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance.
- 3.1.9 The Authority, having responsibility for the enforcement of food hygiene had appointed an officer with the necessary specialist knowledge to have lead responsibility for food hygiene.
- 3.1.10 From the records checked, all Officers including the Manager had received the required minimum of 10 hours relevant food training in the last year based on the principles of continuing professional development in accordance with the Food Law Code of Practice (Wales). Officers' training needs are identified during annual appraisal and recorded as a training programme in the form of a matrix.
- 3.1.11 Audit checks confirmed that records of all Officers' qualifications were maintained and copies of relevant qualification and training certificates had been retained by the Authority.
- 3.1.12 Checks on the training records and documented evidence of officers' qualifications confirmed that officers were appropriately authorised in accordance with their qualifications, training and experience and in accordance with the Food Law Code of Practice (Wales).
- 3.1.13 An officer of the Authority is a member of the Agency/ Local Authority Food Safety Management Steering Group.

Training in HACCP

- 3.1.14 Auditors found evidence that all officers involved in undertaking official controls in food premises had undergone training in HACCP principles. Most had undertaken a 3 day HACCP assessment course, others had attended HACCP courses which included auditing of HACCP systems.
- 3.1.15 In addition all Officers had attended the recent “Evaluation of HACCP Systems” course funded by the Food Standards Agency.

3.2 Food Premises Inspections

- 3.2.1 File and database checks confirmed that the Authority was implementing a risk-based food premises intervention programme in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance. However, the Authority had achieved only 62.5% of inspections for category risk C premises for 2009/10. As a result of a review the Authority had appointed 3 more officers in 2010 and had amended its target for higher risk premises (A – C) to achieve 100% inspections due for 2010/11.
- 3.2.2 A total of 10 premises files were examined during the onsite visit. The records of inspections were generally kept in both hard copy and electronic formats. The Authority had assessed the compliance of establishments and there was evidence of an effective assessment of food business operator (FBO) compliance with Article 5 of Regulation (EC) No 852/2004. The assessments had a clear focus on relevant food safety hazards, including temperature control, cross contamination and cleaning materials and cleaning methods. All communications with food business operators were completed in a timely manner.
- 3.2.3 The Authority had set up, maintained and implemented a documented procedure for the range of interventions/inspections it carries out.

Recommendation

3.2.4 The Authority shall:

The Authority shall carry out interventions/inspections (as required by the Food Law Code of Practice (Wales) at all food hygiene establishments in their area at a frequency which is not less than that determined under the intervention rating schemes set out in the relevant legislation, Code of Practice and centrally issued guidance.

[The Standard – 7.1]

Inspection Reports and Records

- 3.2.5 The Authority had drawn up an inspection aide-memoire to record inspection findings and which facilitated a structured approach to the inspection and information gathering in order for a full assessment of the premises to be undertaken. However officers were not fully utilising the form and should be encouraged to add narrative in the box provided.
- 3.2.6 Food business operators were provided with clearly worded reports confirming the main findings from inspections. Inspection report letters were broadly in accordance with Annex 6 of the Food Law Code of Practice (Wales) with the exception that some did not include a timescale for the food business operator to complete any remedial action. The Authority had recently developed a “decision tree” to ensure an appropriate and consistent approach to revisits. The reports also differentiated between legal requirements and recommendations of good practice.
- 3.2.7 Auditors examined 10 food premises files and found that records had been kept for at least 6 years as required by The Standard.

Verification Visits to Food Premises

- 3.2.8 Prior to the on-site audit visits auditors had selected premises from the list submitted by the Authority. Authorities selected for audit were requested to submit a list of premises inspected in the last 12 months as part of the pre visit questionnaire. Auditors selected the premises on the basis of type, risk category and date of last inspection. The Authority had decided that the visits to the selected premises were to be undertaken as inspections and auditors accompanied the officers and observed how the implementation of, and compliance with HACCP principles was addressed.
- 3.2.9 During the audit, verification visits were undertaken to 4 food businesses, 2 of which were carried out as early evening visits. The visits were to be unannounced as advised by the Food Law Code of Practice (Wales). Two of the visits were carried out with the Officer from the Authority who had conducted the most recent programmed food hygiene inspection of the premises. The main objective of the visits was to assess the effectiveness of the Authority’s implementation of food business compliance with the food law requirements of Regulation (EC) No 852/2004, and in particular with Article 5 and the requirement for a documented food safety management procedure based on HACCP principles.
- 3.2.10 Officers’ preparation for the inspections included an appraisal of the establishment’s history and issues noted during the previous inspection were followed up.

- 3.2.11 At each of the inspections there was a clear focus on assessing compliance with Article 5 requirements and its link to the identification and control of core food safety hazards including temperature control, cross-contamination and cleaning processes. Although the level of compliance with Article 5 requirements differed significantly at the establishments it was noted that each of the 4 inspections was carried out in an equally thorough and competent manner. In all 4 premises the officers committed a considerable amount of time to ensure that food business operators were fully aware of the requirements of food safety management systems in Article 5 and the need to ensure compliance. The 4 premises were utilising the Agency's Safer Food Better Business pack.
- 3.2.12 Officers took the opportunity to speak to the food business operator or person in charge during the accompanied inspection visit and also spoke to members of staff to assess their knowledge of food safety issues such as temperature control and cleaning methodology.
- 3.2.13 At the end of the interventions the officers explained verbally in some detail the findings and the action that would follow and agreed a timetable with the food business operator/ person in charge.
- 3.2.14 In 2 of the premises visited there had been significant improvements since the last inspection. However, in the other 2 premises there had not been any apparent improvements and the officer indicated in 1 of the premises that they would wish to speak to the food business operator the following day, in order for them to explain what actions were needed to be taken to achieve compliance with Regulation (EC) No. 852/2004, and with Article 5 in particular. ensuring appropriate follow up action. In another premises, in order to allow the food business operator to understand more fully the requirements of Article 5, they offered a further visit by another officer to explain the requirements of Article 5 of Regulation (EC) No. 852/2004 and how SFBB could be used to meet these requirements. The FBO appeared keen to take up these requirements.

3.3 Enforcement

- 3.3.1 The Authority had set up, maintained and implemented a documented enforcement procedure and regulatory and enforcement charter, in accordance with the Food Law Code of Practice (Wales) and other official guidance. The procedure had been updated in July 2010 and had been approved by the relevant member forum. The enforcement procedure and regulatory and enforcement charter were available on the Council's website.
- 3.3.2 The Authority demonstrated its use of a variety of enforcement options including simple cautions, hygiene improvement notices, hygiene emergency prohibition notices, voluntary closures and prosecutions. The use of various enforcement options were all found to be in accordance with the Food Law Code of Practice (Wales), centrally issued guidance and the Authority's policies and procedures.

- 3.3.3 It was evident from audit checks that the Authority was using its documented procedure for all formal food law enforcement actions. Officers were taking a graduated approach to enforcement and actively worked with businesses to achieve compliance in line with the enforcement procedure. The Authority had instigated formal enforcement action where required by the enforcement procedure and this included successfully prosecuting food business operators where there was no food safety management system based on HACCP principles. From the files examined the actions had achieved improved compliance from the previous inspection/intervention at the premises.
- 3.3.4 The Authority had applied for and received funding from the Agency in order to undertake projects on food safety with their food business operators. The funding was partly used to provide coaching sessions to food businesses on the Agency's Safer Food Better Business pack including a number of sessions in Bengali and Mandarin.
- 3.3.5 Three hygiene improvement notices examined by Auditors had been drafted in accordance with centrally issued guidance and had been appropriately served. There was however, a considerable delay in the service of one of these from the date the intervention was carried out. With the exception of the one example described previously, from the files examined, there was evidence of follow up activity to confirm compliance with the requirements of the notices.
- 3.3.6 Voluntary closure procedures had been used in appropriate circumstances in order to ensure compliance and improvement in hygiene standards practices. However, Auditors found evidence in file documentation that there was a lack of information regarding confirmation of the re-opening date following the improvements in compliance.

3.4 Internal Monitoring

- 3.4.1 The Authority had not set up, maintained or implemented a documented internal monitoring procedure in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance. Auditors were advised that the Divisional Officer would check on officers' paperwork according to their competence and would check statutory notices before service. Auditors received copies of Divisional Team meetings but found no evidence of any discussions on internal monitoring.
- 3.4.2 Internal monitoring activity was not recorded by the Authority and records were not kept for at least 2 years.

Recommendation

3.4.3 The Authority shall:

Set up, maintain and implement documented internal monitoring procedures in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance.

[The Standard – 19.1]

3.4.4 The Authority shall:

Verify its conformance against The Standard, relevant legislation, the Food Law Code of Practice (Wales), relevant centrally issued guidance and the Authority's own documented policies and procedures.

[The Standard - 19.2]

3.4.5 The Authority shall:

Record all internal monitoring activity and keep all records for a minimum of 2 years.

[The Standard – 19.3]

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ANNEX A

Action Plan for City and County of Swansea

Audit date: 22-25 November 2010

PLANNED IMPROVEMENTS	BY (DATE)	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	COMMENTS
1. Devise and implement a programme to review all documented policies and procedures at regular intervals, and whenever there are changes to legislation or centrally issued guidance, and to record those reviews.	30.06.2011	3.1.7 The Authority shall: Ensure that all documented policies and procedures for each of the enforcement activities covered by The Standard are reviewed at regular intervals, and whenever there are changes to legislation or centrally issued guidance and in accordance with the Authority's own policies and procedures [The Standard – 4.1]	

PLANNED IMPROVEMENTS	BY (DATE)	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	COMMENTS
Carry out interventions/inspections at the required frequency.	30.03.2012	<p>3.2.4. The Authority shall:</p> <p>The Authority shall carry out interventions/inspections (as required by the Food Law Code of Practice(Wales)) at all food hygiene establishments in their area at a frequency which is not less than that determined under the intervention rating schemes set out in the relevant legislation, Code of Practice and centrally issued guidance [The Standard – 7.1]</p>	

PLANNED IMPROVEMENTS	BY (DATE)	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	COMMENTS
<p>(a) Set up, maintain and implement documented internal monitoring procedures in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance.</p> <p>(b) Devise and implement a programme to verify conformance with the Standard, relevant legislation, the Food Law Code of Practice (Wales), relevant centrally issued guidance and the Authority's own documented policies and procedures.</p> <p>(c) Record all internal monitoring activity and keep all records for a minimum of two years.</p>	<p>30.06.2011</p> <p>30.06.2011</p> <p>30.06.2011</p>	<p>3.4.3 The Authority shall:</p> <p>Set up, maintain and implement documented internal monitoring procedures in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance</p> <p>[The Standard – 19.1]</p> <p>3.4.4 The Authority shall:</p> <p>Verify its conformance against The Standard, relevant legislation, the Food Law Code of Practice (Wales), relevant centrally issued guidance and the Authority's own documented policies and procedures</p> <p>[The Standard – 19.2]</p> <p>3.4.5 The Authority shall:</p> <p>Record all internal monitoring activity and keep all records for a minimum of 2 years</p> <p>[The Standard – 19.3]</p>	

ANNEX B

Audit Approach/Methodology

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

(1) File reviews

The following Local Authority file records were reviewed during the audit:

- Training files & Qualifications of officers
- Food Premises Inspections and Inspection Reports
- Hygiene Improvement Notices
- Files relating to Prosecutions

(2) Officer interviews

The following Officers were interviewed:

- Audit Liaison Officer
- Authorised Officer carrying out interventions in premises subject to Regulation (EC) No 852/2004

Opinions and views raised during officer interviews remain confidential and are not referred to directly within the report

(3) On-site verification check:

Verification visits were made with the Authority's Officers to 4 local food businesses. The purpose of the visits was to verify the outcome of the last inspection carried out by the Local Authority and to assess the extent to which enforcement activities and decisions met the requirements of relevant legislation, the Food Law Code of Practice (Wales) and other official guidance, having particular specific regard to Local Authority checks on FBO compliance with HACCP based food safety management systems.

ANNEX C

Glossary

Article 5	Article 5 of Regulation (EC) No 852/2004 requires food business operators to put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles The HACCP principles include the identification of hazards, identifying critical control points, establishing critical limits, implementing effective monitoring procedures, establishing corrective actions and establishing procedures to verify the measures identified in the HACCP principles
Audit	means a systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives
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
Food Law Code of Practice (Wales)	Government Codes of Practice issued under Section 40 of the Food Safety Act 1990, Regulation 24 of the Food Hygiene (Wales) Regulations 2006 and Regulation 6 of the Official Feed and Food Controls (Wales) Regulations 2009, as guidance to Local Authorities on the enforcement of food legislation
Food Hygiene	The legal requirements covering the safety and wholesomeness of food
Food Standards Agency	<p>The Food Standards Agency is an independent Government department set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food</p> <p>Everything we do reflects our vision of Safe food and healthy eating for all</p>
Framework Agreement	<p>The Framework Agreement consists of:</p> <ul style="list-style-type: none">• Chapter One Service Planning Guidance• Chapter Two The Standard• Chapter Three Monitoring of Local Authorities• Chapter Four Audit Scheme for Local Authorities

The **Standard** sets out the Agency's expectations on the planning and delivery of food law enforcement

The **Monitoring Scheme** requires Local Authorities to submit an annual return to the Agency on their food enforcement activities ie 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 / FSMS	Hazard Analysis and Critical Control Point – a food safety management system (FSMS) 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
LAEMS	Local Authority Enforcement Monitoring System is an electronic system used by local authorities to report their food law enforcement activities to the Food Standards Agency
Member forum	A local authority forum at which Council Members discuss and make decisions on food law enforcement services
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
Regulation 852/2004	This regulation lays down general rules for food business operators on the hygiene of foodstuffs With particular reference to this audit programme it contains the provisions of Article 5 on HACCP principles
Regulation 853/2004	This regulation lays down specific rules on the hygiene of foodstuffs, in addition to those in regulation 852/2004 The Regulation applies to food of animal origin, both unprocessed and processed All such premises require approval prior to operating

Service Plan

A document produced by a Local Authority setting out their plans on providing and delivering a food service to the local community