

# Shared Regulatory Services



Food Hygiene  
and Standards

## Food and Feed Law

## Service Plan 2017/18



Shared  
**Regulatory**  
Services

Cyngor Bwrdeistref Sirol



VALE of GLAMORGAN



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# Introduction

Shared Regulatory Services (SRS) is a collaborative service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils on 1<sup>st</sup> May 2015. The new Service delivers a fully integrated service under a single management structure for Trading Standards, Environmental Health and Licensing functions with shared governance arrangements ensuring full elected member involvement.

Local authorities have a duty to enforce the Food Safety Act 1990, the Official Food and Feed Controls (Wales) Regulations 2009 and a vast array of food and feed legislation including the Food Hygiene (Wales) Regulations 2006 and as part of the Food Standards Agency's Framework Agreement are required to produce a Food and Feed Service Plan setting out the arrangements it has in place to discharge this duty. This Food and Feed Law Enforcement Service Plan, is produced in response to that requirement and is designed to inform residents, the business community and the wider audience, of the arrangements Bridgend, Cardiff and the Vale of Glamorgan has in place to regulate food and feed safety. It also shows how these activities contribute to and support others in delivering corporate objectives to the community as a whole.

The Service Plan details how the Food and Feed Service will fulfil the major purpose of ensuring the safety and quality of the food chain to minimise risk to human and animal health. To achieve this, officers from the Shared Regulatory Service will provide advice, education and guidance on what the law requires, conduct a programme of interventions, investigations, sampling and take enforcement action where appropriate. This Plan is therefore designed to both meet the requirements laid down by the Food Standards Agency and to clearly show how through encouragement, regulation and enforcement, food safety will be delivered across the region and identifies the resources available to do this.

**Christina Hill**  
**Operational Manager Commercial Services**

# 1. Service Aims and Objectives

## 1.1 Aims and objectives

The Food and Feed Safety Service is committed to improving the safety and quality of the food chain and to demonstrate this, the Service has adopted the following aims and objectives.

The overall aim of the Service is to:-

***Protect public health by ensuring that food for human or animal consumption is without risk to the health and safety of consumers, and is labelled and described accurately.***

To achieve this, the service has adopted the following 12 key delivery priorities:-

- Meet the 'The Standard' outlined in the Framework Agreement on Local Authority Food Law for enforcement of food hygiene, food standards and/or feed legislation.
- Ensure that all food and feed premises receive an intervention in accordance with relevant statutory codes of practice.
- Investigate food and feed complaints.
- Develop Primary Authority partnerships with businesses and respond to enquiries from other enforcing authorities.
- Provide advice to consumers and business on food and feed matters and respond to all enquiries for service within specified target times.
- Maintain an adequate food and feed inspection and sampling programme.
- Ensure that food and feed imported into the European Union through the Port of Cardiff, Barry and Cardiff International Airport meet legal requirements and are subject to checks.
- Control and investigate sporadic and outbreak cases of food poisoning and food related infectious disease.
- Investigate, initiate and respond to food alerts and incidents.
- Work with other food and feed authorities and professional bodies to ensure consistency of food and feed safety enforcement.
- Promote food and feed safety and standards.
- Take appropriate enforcement action proportionate to the degree of risk to public health and in accordance with the Food Hygiene Rating Scheme.

## 1.2 Links to Corporate Objectives and Strategic Plans

As a regional organisation providing regulatory services across three local authority areas, we place the **corporate priorities** and outcomes of the three councils at the heart of all that we do (Appendix E). In developing our own strategic priorities and outcomes for Shared Regulatory Services, we have considered the priorities of all the three authorities, together with the needs and aspirations of our partners and customers so they translate into priorities that meet local needs.

### Our priorities



### Our outcomes

Improving health and wellbeing	Safeguarding the vulnerable	Protecting the environment
<ul style="list-style-type: none"> <li>• The food chain is safe and free from risks;</li> <li>• Risks in the workplace are managed properly;</li> <li>• Noise and air emissions are controlled;</li> <li>• A safe trading environment is maintained;</li> <li>• Licensed premises operate responsibly;</li> <li>• The quality of private rented property is improved;</li> <li>• Infectious disease is controlled and prevented.</li> </ul>	<ul style="list-style-type: none"> <li>• Children are protected from harmful substances and products;</li> <li>• Older and vulnerable people are protected from rogue traders and scams;</li> <li>• Illegal money lending activities are prevented</li> <li>• Taxi provision is safe and fair.</li> </ul>	<ul style="list-style-type: none"> <li>• The environment is protected from harmful emissions to land, air and water;</li> <li>• People will use energy efficient buildings and products</li> <li>• Communities are protected from nuisance and are safer</li> <li>• Resources are used sustainably.</li> </ul>
	Supporting the local economy	Maximising the use of resources
	<ul style="list-style-type: none"> <li>• A fair trading environment is maintained;</li> <li>• Informed and confident consumers;</li> <li>• Improved business practices and operation;</li> <li>• Accessible services responsive to business needs.</li> </ul>	<ul style="list-style-type: none"> <li>• SRS operates effectively and efficiently across all 3 areas;</li> <li>• Public and stakeholders are able to access our services;</li> <li>• Income generation underpins sustainable service delivery;</li> <li>• Staff are effective in their roles.</li> </ul>

The following strategic priorities are particularly relevant to the delivery of the food and feed controls:-

**Improving health and wellbeing** – Amongst other factors impacting on health, the quality of the food we eat, the standards to which it is produced and the environment in which it is prepared, are central to people’s health.

Food hygiene and food standards enforcement strives to ensure that food and drink is accurately described and labelled, meets the required food standards and is prepared in a safe environment. Food hygiene controls and inspections seek to minimise the risk to consumers of food borne infection.

**Safeguarding the Vulnerable** – The role of the food service plays a vital part in safeguarding the vulnerable, particularly in relation to educational and care homes settings. Good nutrition and safe food are essential to everyone’s short and long term health and wellbeing which is further enhanced in terms of vulnerable adults and children. The enforcement of food regulations ensures that food provided in these settings are safe, therefore protecting our vulnerable residents.

**Supporting the local economy** – The provision of timely advice and guidance on food safety and food standards legislation can benefit the economic viability of businesses. Failure of a food producer to correctly label foods can, for example lead to costly re-labelling of inaccurately described foods and it is essential for producers to be fully acquainted with the legislation that applies to their products and the hygiene standards they need to comply with when producing the food. The equitable enforcement of regulations helps to maintain a level playing field, allowing businesses to compete on equal terms.

Nationally the service also contributes to the **National Enforcement Priorities for Wales** for local regulatory delivery which highlight the positive contribution that regulatory services, together with local and national partners, can make in delivering better outcomes:-

- Protecting individuals from harm and promoting health improvement
- Ensuring the safety and quality of the food chain to minimise risk to human and animal health
- Promoting a fair and just environment for citizens and business
- Improving the local environment to positively influence quality of life and promote sustainability.

### **The Local Public Health Plan 2016/17-2018/19**

Published as part of the Local Public Health Strategic Framework the Local Public Health Plan provides details of how local Public Health teams work in partnership to improve and protect the health and well-being of the local population. The Plan sets out several priority work areas and actions necessary to achieve improvement. Priority areas include:-

- Tobacco
- Obesity
- Sexual health
- Health at work
- Immunisation
- Alcohol
- Falls prevention
- **Health protection**
- Healthcare public health

The Food and Feed Service contribute to the Health Protection priority by working towards a reduction in the incidence and impact of infectious disease and environmental hazards. The relevant section of the Plan can be found in Appendix B.

## 2. Background

### 2.1 Area profile

**Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and serves over 600,000 residents.** Extending from St Mellons in the east of Cardiff to Maesteg in the west, the area encompasses Cardiff, the capital City of Wales with its array of cultural, financial and commercial organisations and the rural areas of Bridgend and the Vale of Glamorgan with their vibrant tourist and agricultural economies.

**Bridgend is situated on the south coast straddling the M4 corridor.** It comprises an area of 28,500 hectares and a population of just over



140,000 residents. To the north of the M4, the area consists of mainly ex-coal mining valley communities with Maesteg as the main centre of population. To the south of the M4, the ex-market town of Bridgend is the largest town, the hub of the economy and its employment base. To the south west on the coast lies Porthcawl, a traditional seaside resort, with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.

**Cardiff is the capital city of Wales and is continuing to grow faster than any other capital city in Europe.** In population terms, it is the largest city in Wales with a population of 360,000.

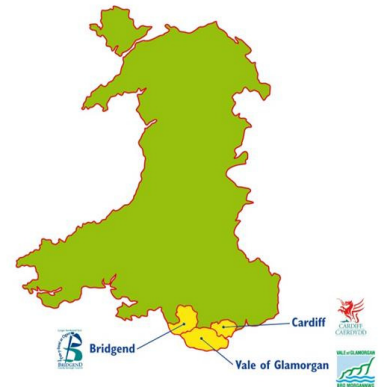
Measures of population however, belies Cardiff's significance as a regional trading and business centre. The population swells by approximately 70,000 daily with commuters and visitors. Cardiff is the seat of government and the commercial, financial and administrative centre of Wales. Cardiff boasts one of the most vibrant city centres in the UK and on a typical weekend, Cardiff's night time economy can attract over 40,000 people and sometimes more than 100,000 when the City's Millennium Stadium hosts international events.



**The Vale of Glamorgan is bounded to the north by the M4 motorway and to the south by the Severn Estuary.** It covers 33,097 hectares with 53 kilometres of coastline, and a population of over



130,000 residents. The area is predominantly rural in character, but contains several urban areas of note such as Barry, Penarth, Dinas Powys and the historic towns of Cowbridge and Llantwit Major. Barry is the largest town, a key employment area and popular seaside resort. The rural parts of the Vale provide a strong agricultural base together with a quality environment, which is a key part of the area's attraction. The area includes Barry Docks area and Cardiff International Airport.

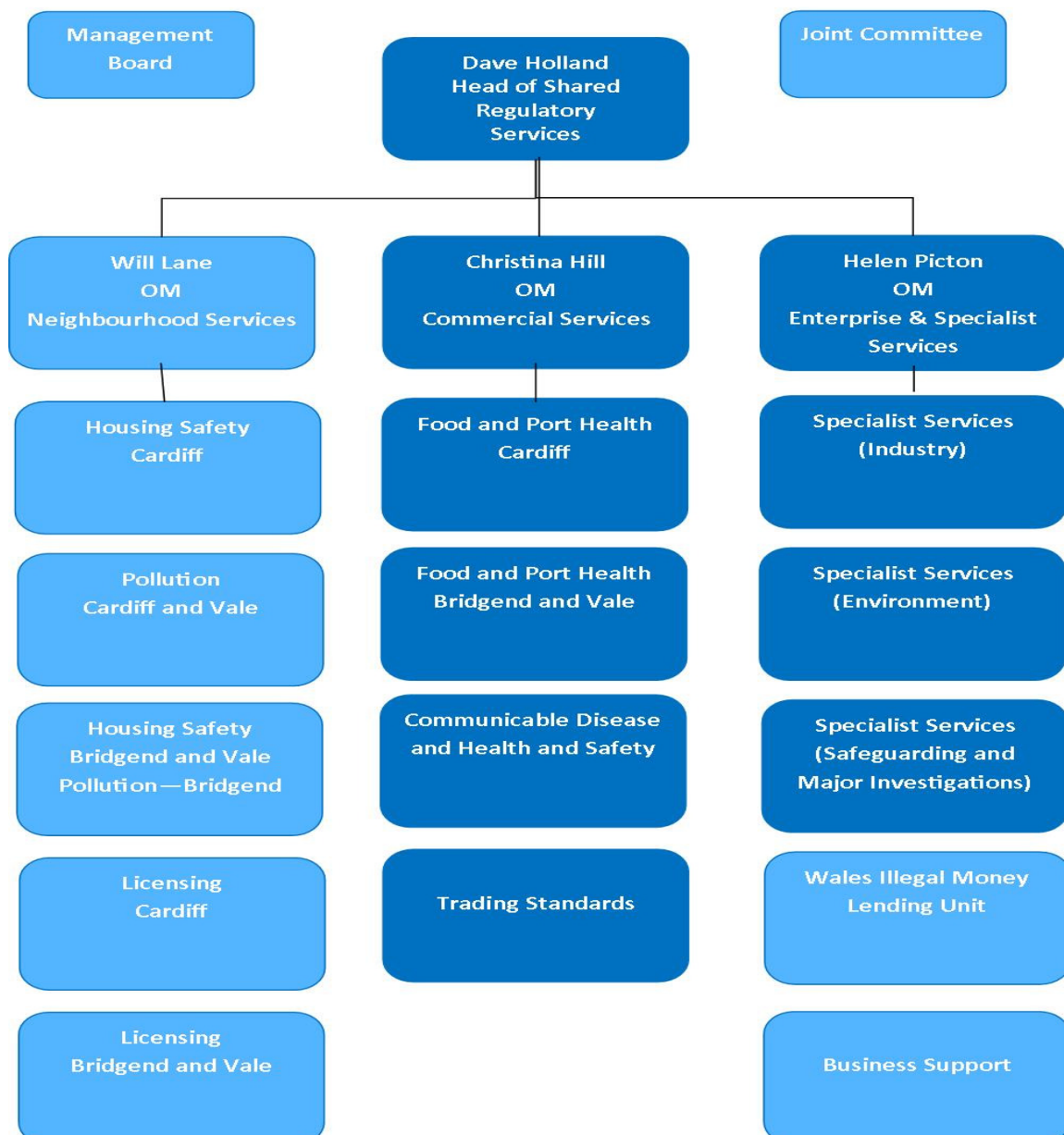


## 2.2 Organisational structure

Food and Feed Services are provided by the Commercial Services and Enterprise and Specialist Services Teams within Shared Regulatory Services. The Teams consist largely of Environmental Health and Trading Standards Officers delivering services across the three areas. The Vale of Glamorgan Council act as the host authority for the Service with functions associated with this Plan delegated to the Shared Service Joint Committee.

Commercial Services deal with food safety, port health, health improvement and communicable disease, feed safety, food standards, food labelling in retail premises, whilst Enterprise and Specialist Services deal with these activities in non-retail premises together with feed safety and feed standards and where they arise, major investigations. Operational functions within the Service are illustrated in the following table with those that have responsibility for food and feed matters are highlighted in darker blue.

**Shared Regulatory Services Organisational Chart**





## 2.3 Scope of the Food and Feed Service

The Food and Feed Service of Shared Regulatory Services is responsible for providing a comprehensive food and feed service combining education, advice and enforcement. The scope of the Food and Feed Service includes:-

- Provision of education, training and advice on food and feed issues;
- Undertaking of food hygiene, food standards, feed and agricultural inspections;
- Investigating complaints;
- Implementing the Food Sampling programme;
- Implementing the FSA Feed Sampling Programme;
- Investigating cases of communicable disease including food poisoning;
- Responding to Food Standards Agency alerts as appropriate;
- Implementing the National Food Hygiene Rating Scheme;
- Port health;
- Approval of product specific establishments and feed businesses.

### Responsibility

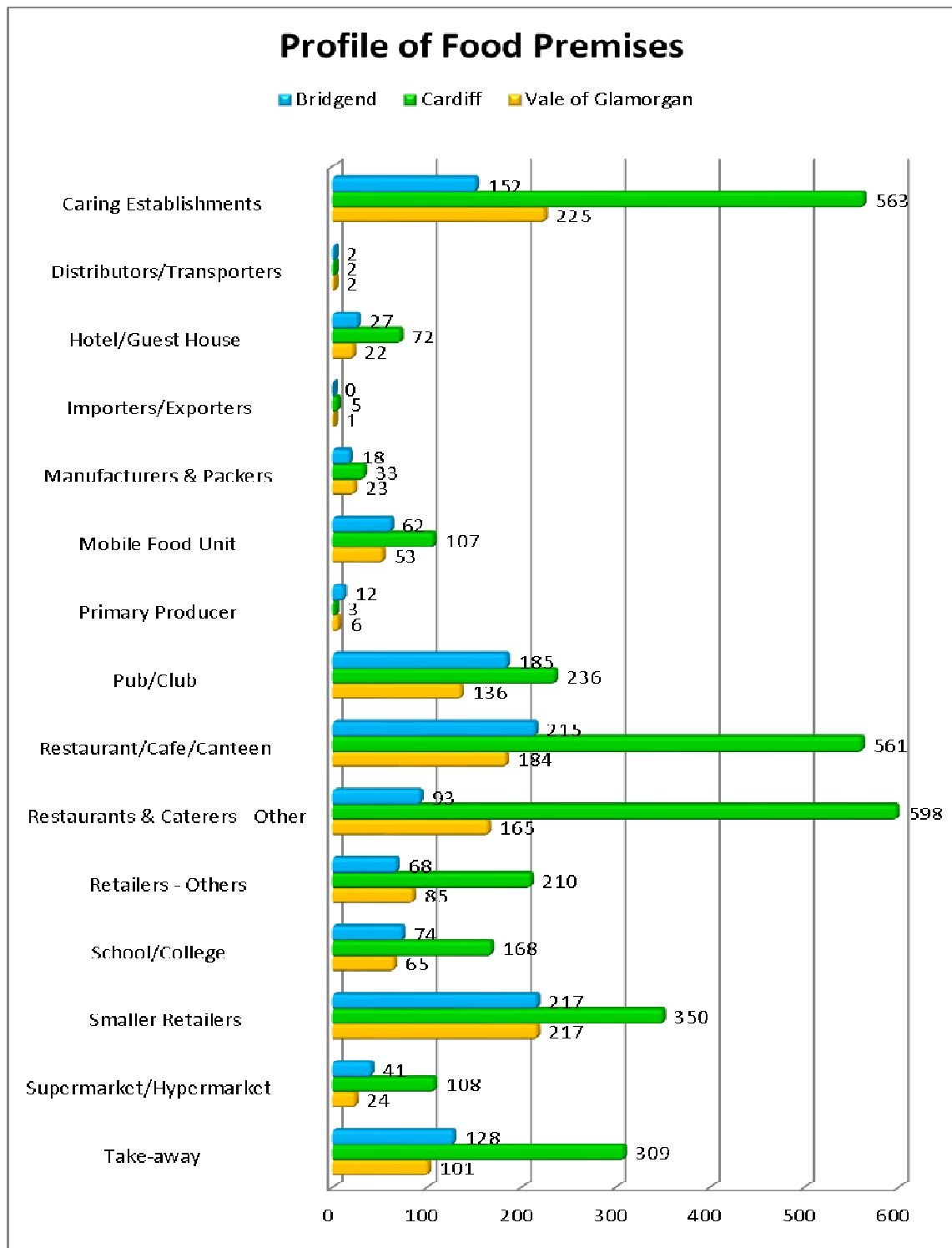
Responsibility for food safety activities is broken down as follows:-

Team	Responsibility
Food and Port Health Teams (Commercial Services)	Food Safety Intervention programme in retail and catering businesses
	Complaints and requests for service for retail and catering businesses
	Food sampling at retail and catering businesses
	Food Safety alerts and incidents
	National Food Hygiene Rating Scheme
	Port Health
	Imported food control
Trading Standards (Commercial Services)	Feed safety and standards at commercial premises
	Food Standards inspection programme in retail premises
	Complaints and requests for service
	Education
	Food and feed sampling at retail premise
	Food and feed safety alerts and incidents
	Responsible for the registration/approval of feed premises.
Communicable Disease Team (Commercial)	Communicable disease
Specialist Services (Enterprise and Specialist Services (Industry))	Food Safety and Standards Intervention programme at manufacturing and packing premises and distributors.:
	Complaints and requests for service
	Approval of product specific establishments
	Fee Paying Advice Visits (Food Standards & Food Safety)
	Feed safety and standards during manufacture
	Food and Feed Sampling at manufacturing premises
	Co-ordination of Events Panel attendance/follow up
	Provision of training courses for businesses
Specialist Services (Enterprise and Specialist (Environment))	Feed safety and standards on farms
	Complaints and requests for service
	Feed Sampling
	Inspection
	Feed safety alerts and incidents
Specialist Services (Major investigations)	Investigation of any large scale investigation involving food or feed

## 2.4 Demands on the Food and Feed Service

### Food Safety

The region has approximately 5928 food premises with Bridgend having approximately 1294 premises, Cardiff approximately 3325 premises and the Vale of Glamorgan 1309. All require a range of interventions. The following tables provide a profile of the food premises within the three areas by type. Food business operators must register their businesses with the food authority except where the establishment requires approval. Of the 5928 identified food businesses 15 are approved (4 Bridgend, 10 Cardiff and 1 Vale).

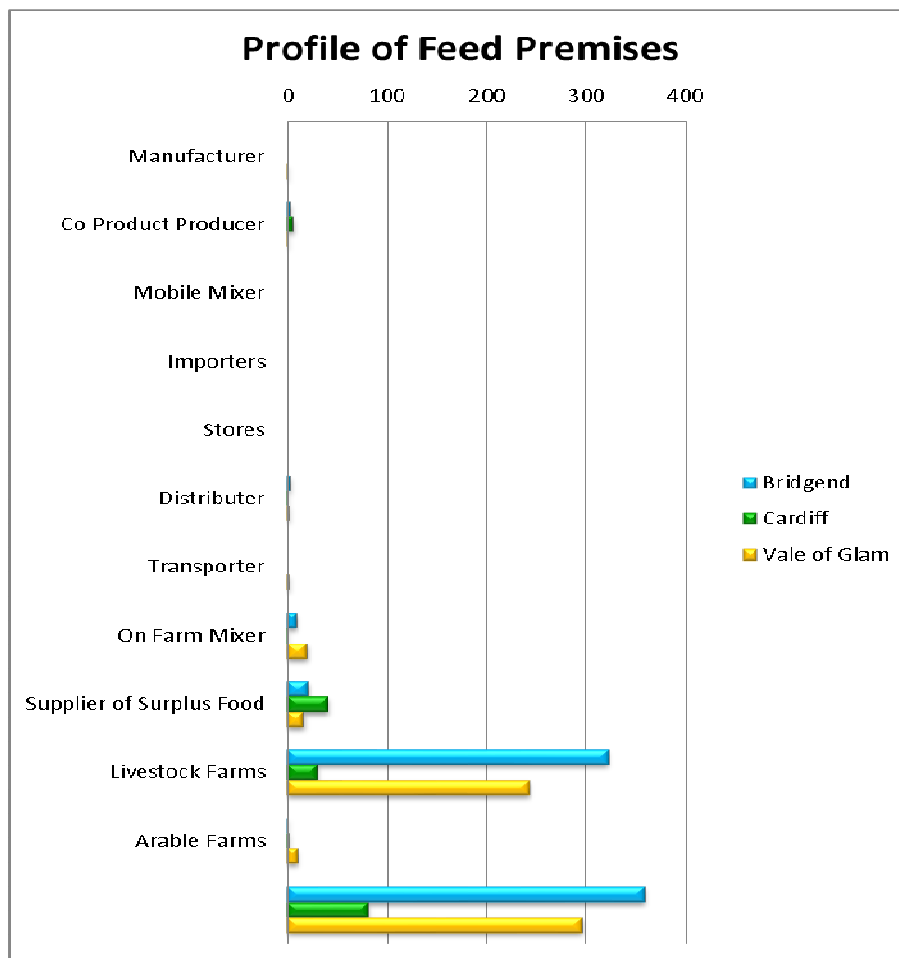


## Feed Safety

Feed safety is a vitally important element of controlling food safety and this service takes a holistic view ensuring compliance from farm to fork; feed that is fed to animals eventually enters the food chain. The legislation requires that premises involved in the feed chain producing, trading in or using animal feed must be registered with local authorities; and those that manufacture complex feeds have to be specifically approved. The businesses described include livestock farms, livestock farms which mix using additives, arable farms that grow, use or sell crops for feed use, fish farms, surplus food suppliers i.e. businesses supplying food e.g. bread suitable for re-entering the feeding stuffs market, co-product producers e.g. a by-product of a manufacturing process such as brewers grains which can be used in animal feed, transporters of feed, manufacturers of feeding stuffs including pet food, stores and distributors such as animal feed merchants.

The Feed Law Code of Practice re-issued in October 2014 requires that inspection of animal feed premises in line with a risk based approach. There are currently 296 premises registered under these Regulations in the Vale of Glamorgan and 81 in Cardiff and 359 in Bridgend.

Bridgend and the Vale of Glamorgan are principally rural areas dominated by livestock farming and these businesses although high in number are primarily low risk feed premises. The high risk feed premises such as manufacturers, distributors and surplus food suppliers are situated within Cardiff and the larger towns of Bridgend and the Vale of Glamorgan. There are 81 registered feed premises in Cardiff with the majority being retail premises supplying surplus food for the production of feed. The profile of these premises can be found below.



## Service delivery points

Food and feed related services are delivered from 3 service delivery points and while the service primarily operates office hours from Mondays to Fridays, weekend and out of business hours duties are carried out as the need arises. Shared Regulatory Services also operates an out of hours duty officer scheme for emergency situations.

Food Related Service Delivery Points		
Locations	Service Area	Office Hours
<b>Civic Offices</b> <b>Angel Street</b> <b>Bridgend</b> <b>CF31 4WB</b>	Food Hygiene & Port Health, Health Improvement including Communicable Diseases, Health & Safety Trading Standards: -Business Services - Commerce & Projects and Consumer Fraud – food standards, food labelling, feed safety, feed standards, primary producers, animal health, consumer advice and education (vulnerable consumers).	Mon - Thurs 08:30 - 17:00 Friday 08:30 - 16:30
<b>Level 1</b> <b>County Hall</b> <b>Atlantic Wharf</b> <b>Cardiff</b>		
<b>Civic Offices</b> <b>Holton Road</b> <b>Barry</b> <b>CF63 4RU</b>		

The Shared Regulatory Services website provides information on the services provided and the website address is [www.srs.wales](http://www.srs.wales).

## External Factors and emerging issues impacting on the Service

**Events** – Cardiff’s Capital City status brings with it extra demands and challenges. The City hosts many outdoor events across a wide range of venues. The time spent planning, organising, monitoring events and inspecting and sampling at food premises during events each year should not be underestimated. The Enterprise & Specialist Services (Industry) team attend the Events Liaison Panel/Safety Advisory Groups in all three authorities and co-ordinates the work and responses for the Shared Service.

**Developing the new Service-** The creation and development of Shared Regulatory Service across three distinct areas, together with the implementation of a new leaner structure and different ways of working has presented many challenges for the Service and its workforce. This change continues as we harmonise processes and implement new technology all of which requires changes in culture, working methods, and staff development in addition to delivering “business as usual”.

Notwithstanding this there has been clear benefits for business, staff and stakeholders as we attempt to reduce burdens on local businesses by reducing the number of visits and improving advice and support services and harmonising regulatory controls between the regulatory functions. We will continue to seek opportunities to enhance and extend the technical capabilities of staff, provide improved access for all partners to new and/or scarce skills and very importantly allow the collaborative authorities to achieve required budget savings.

**Tascomi Database** – The implementation of a shared database across the 3 authorities to replace 4 versions of Civica was crucial to the development of SRS as an integrated shared service. The new Tascomi database was implemented in February 2017 and required considerable work to prepare and migrate data across to the new system. The system is now operational however work continues to ensure the system is fit for purpose and fully embedded within the service .

**Financial** - The overall budget for the Shared Regulatory Service has been provided by the three authorities. The service has realised the full savings anticipated by the business case agreed in 2015.

Income streams already exist within the Service however there will be a need to extend these opportunities to meet the target set for 2017/18. Income generation provides a means to offset some of the likely budget reductions that the service will face over the next three years and will be generated through a number of activities. This includes the development of products and services that can be sold to businesses, offering to provide services to other local authorities and could include expanding the partnership to include new partners.

Income generation is not an answer in itself and cannot be used to generate a profit. Consequently income generation may not be sufficient to prevent reductions in service delivery, but may allow the service to maintain service delivery at existing levels.

Welsh Ministers agreed the sum of £490,000 should be removed from the Revenue Support Grant (RSG) on a recurrent basis from 1 April 2015 in order to fund, the delivery of the feed service across Wales and this is administered by Food Standards Agency (FSA) Wales. In 2016/17 Shared Regulatory Services was allocated £25,020.08 and claimed a total of £20,992.58 to carry out interventions at feed premises.

Shared Regulatory Service has been allocated £20,440 in 2017/18 to carry out interventions at feed premises. This funding is ring-fenced for delivery of the feed service.

**Food Hygiene Rating (Wales) Act 2013** – The introduction of the Food Hygiene Rating (Promotion of Food Hygiene Rating) (Wales) Publicity Regulations 2016 introduced a new requirement for all businesses that supply takeaway food directly to consumers to include a bilingual English and Welsh statement on their takeaway menus. The Food Standards Agency (Wales) have required a graduated approach to its enforcement and in the coming months checks and follow up enforcement action will be completed to ensure a level playing field for all within the area. The service will further promote and enforce these regulations following complaints from consumers or following routine inspections.

Under this Act, the service is also required to deal with a number of appeals from businesses against the food hygiene rating awarded following an inspection by our Officers. This can have a significant impact on resources as they can take many hours to consider and may also require a revisit to the business concerned. The number of appeals by the service currently represents 39% of the total number of appeals received across all 22 local authorities in Wales. During 2016/17 the Service received 276 requests for re-rating (49 Bridgend, 216 Cardiff and 11 Vale of Glamorgan) which must be undertaken within 3 months of the request and 43 appeals (11 Bridgend, 21 Cardiff and 11 Vale of Glamorgan).

**Regulating our future** – The Food Standards Agency (FSA) are currently consulting on changes to the food hygiene and food standards inspection model and regulatory framework. It will be

important that SRS engages with the FSA in relation to these proposals to ensure that we are involved in its design. Furthermore any modifications to the current regime will involve many changes to the way food hygiene and food safety is delivered by SRS and it will be important to prepare for these alterations as they emerge.

**Food with a twist** – As the trend for eating out continues to gain momentum, businesses develop new culinary products to attract customers. Over the years the Service has seen the introduction of less than thoroughly cooked burgers, cooking by sous vide, balut eggs, production of billtong, placenta products, etc. All of these products require the consideration of additional food safety controls and often where these controls are not suitably implemented, appropriate enforcement action must be taken by the service.

**New Food Law Code of Practice** - The introduction of a new code of practice which governs the work of the food service continues to be considered by the FSA. If implemented it is likely to introduce onerous and time consuming requirements on lead food officers around ensuring and maintaining the competence of enforcement officers.

#### **Review and Audit**

The Food Standards Agency are undertaking a review of each local authority in Wales in respect of its implementation and enforcement of the Food Hygiene Rating (Wales Act 2013) over the last 3 years. A number of reports will be required to be prepared for the initial review which will impact on workloads. Following completion of the review half a dozen local authorities will be identified for further audit.

**Food Information Regulations** – These Regulations have a substantial effect on all food businesses. Takeaways for example, now have to declare all applicable allergens in their food. The Regulations also have a significant impact on caterers who hitherto have been exempt from many labelling requirements so there is a considerable resource issue in educating and enforcing the requirements and ensuring that food businesses have incorporated suitable control measures within their food safety management systems to prevent the cross contamination of food with allergens if allergen free claims are made. In order to address this issue, food premises will continue to be targeted with advice and working in partnership with the FSA to increase awareness of the requirements.

**Food Fraud** – Economic decline has resulted in an increase in food fraud with unscrupulous traders endeavouring to save money by placing food on the market that fails to meet food safety requirements and poses a risk to public health. Inspections of food premises in 2016/17 have highlighted a number of issues including substituting smoked ham for parma ham, cheese analogue (synthetic products) on pizzas instead of real cheese and mechanically recovered turkey ham as a substitute for ham.

**Seasonal demand** – Porthcawl is home to the largest caravan park in Europe which attracts a large influx of tourists during the summer months. This results in a number of food premises which operate on a seasonal basis, both at the caravan site, the funfair and within the town. Inspections and other enforcement activity at these premises take place during the restricted trading period.

## 2.5 Enforcement Policy

Fair and effective enforcement is essential to protect the economic, environmental and social interests of the public and business. Decisions about enforcement action and in particular the decision to prosecute, has serious implications for all involved and for this reason, the Shared Regulatory Service has adopted a Compliance and Enforcement Policy.

The Compliance and Enforcement Policy sets out the standards that will be applied by the Service when dealing with issues of non-compliance, and what residents, consumers and businesses can expect. Such a policy helps to promote efficient and effective approaches to regulatory inspection and enforcement, and balances the need for improvement in regulatory outcomes with minimising unnecessary burdens on business.

Traditionally based upon the principles of the Enforcement Concordat and the Regulators Compliance Code, local authority Enforcement Policies must now reflect the Regulators Code of 2014 and the regulatory principles required under the Legislative and Regulatory Reform Act 2006

The Regulators Code is based upon six broad principles:

- Regulators should carry out their activities in a way that supports those they regulate to comply and grow;
- Regulators should provide straightforward ways to engage with those they regulate and hear their views;
- Regulators should base their regulatory activities on risk;
- Regulators should share information about compliance and risk;
- Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply;
- Regulators should ensure that their approach to their regulatory activities is transparent.

## 3. Service Delivery

### 3.1 Interventions at Food and Feeding Stuffs Establishments

It is the policy of the Shared Regulatory Service to ensure that food and feed businesses within its jurisdiction receive interventions e.g. inspections in accordance with the Food Law and Feed Law Codes of Practice and Practice Guidance. This requires local authorities to have a programme of interventions which is adequately resourced and provides sufficient information to show that businesses are complying with food law.

#### Food Hygiene Interventions

The planned programme for food hygiene interventions is shown below. The programme is based on the requirements of the Code of Practice and Practice Guidance. Following inspection all food businesses are risk rated from A (highest risk) to E (lowest risk). A suitable intervention is required in accordance with that risk rating.

Official controls are required at prescribed frequencies for risk categories A-C and category D premises. However, Category D interventions can alternate between an official control, e.g. a full inspection, and a visit by a non Environmental Health Officer.

Low risk food premises (Category E) need not be subject to an official control, however they must be subject to an alternative enforcement strategy not less than once in any 3 year period, this could include a postal questionnaire.

When a full inspection is completed as an intervention on an establishment a risk assessment will be made based on the Officer's findings. This will result in some movement of food businesses between the different risk categories. Food Establishments with improved performance will move to a lower risk category and under-performing businesses will move to high risk categories and receive more frequent interventions.

Since the **Food Law Practice Guidance (Wales)** was revised in February 2012 all new food businesses should receive an inspection within 28 days of opening.

While the Code of Practice allows some lower rated businesses to be subject to interventions other than a full inspection, the introduction of the Food Hygiene Rating Act means that in order to be given a hygiene rating food businesses within scope of the Act need to have received a full inspection.



## **For 2017/18 the chosen interventions will be as follows:-**

### **A – C Rated Food Businesses**

100% of A and B rated food businesses will be subject to a full inspection.

90% of C rated food businesses due an intervention this year are targeted to receive either a full inspection or verification visit. Of the 90% target, food businesses that are not broadly compliant and do not have a food hygiene rating of 5 will be subject to inspection.

An increase in the target number of C rated businesses to receive an intervention has been agreed from 80% to 90% due to the successful qualification of three out of four Technical Officers to become registered with the Environmental Health Registration Board enabling them to inspect food businesses.

### **D rated food businesses**

D rated food establishments can alternate between a full inspection and a non official control e.g. an information gathering visit using a questionnaire. No new risk rating or food hygiene rating score is permitted from a non official control.

For this year interventions to D rated food businesses (who have not received a questionnaire for previous inspection) will receive an information gathering visit questionnaire by Technical Officer employed in the service. The questionnaire will be used to assess whether there has been changes to the food business that would increase the risk posed to the consumer. If at the time of the verification visit there is concern that the level of food safety has deteriorated, or the food operation has changed, then the intervention will be referred to a competent officer for a full inspection. It is anticipated that there will be an additional requirements for inspections as a result of change of ownership and nature of operation.

### **E rated food businesses**

E rated food businesses may be subject to an alternative enforcement strategy only i.e. a postal questionnaire. (No new risk rating or food hygiene rating score is permitted from this type of intervention). The information received will allow assessment of the current level of compliance with food hygiene legislation and highlight any changes to the business. Where changes in management, activities or serious deficiencies are identified an inspection will be undertaken.

For 2017/18 the service will implement the use of an alternative enforcement strategy for E rated food establishments.

### **New Businesses**

Unrated food establishments will be subject to a full inspection. This should be undertaken within 28 days of their opening.

The table below illustrates the risk ratings of premises, the intervention frequencies and the total number of interventions to be delivered during 2017/18 together with the % achievement for the previous year. Narrative around the results achieved during 2016/17 can be found on page 44 in Part 6 of this Plan.

Food Safety Intervention Plan											
Risk Category		Target intervention	Number of Interventions due at Start of Year (Including any Backlog)								
			Bridgend			Cardiff			Vale of Glamorgan		
			15/16	16/17	17/18	15/16	16/17	17/18	15/16	16/17	17/18
<b>HIGH RISK</b>	A	6 mths	10	6	6	52	80	60	12	14	5
	B	12 mths	86	73	71	228	234	216	74	66	75
	C	18 mths	404	413	368	753	893	876	348	358	288
	'High Risk' Total		<b>500</b>	<b>492</b>	<b>445</b>	<b>1033</b>	<b>1207</b>	<b>1122</b>	<b>434</b>	<b>438</b>	<b>372</b>
<b>% Achievement</b>		<b>89.94%</b>	<b>87.66%</b>		<b>82.50%</b>	<b>96.30%</b>		<b>88.89%</b>	<b>91.56%</b>		
<b>268 MEDIUM-LOW RISK</b>	D	2 years	73	101	57	473	580	165	105	111	67
	E/A ES*	3 years	117	138	232	263	525	544	83	225	206
	'Medium to low Risk' Total		<b>190</b>	<b>239</b>	<b>289</b>	<b>736</b>	<b>1105</b>	<b>709</b>	<b>188</b>	<b>336</b>	<b>273</b>
	<b>% Achievement</b>		<b>34.74%</b>	<b>83.56%</b>		<b>9.24%</b>	<b>70.36%</b>		<b>50%</b>	<b>83.05%</b>	
<b>NEW BUSINESSES</b>	Unrated (New business identified at 1 April)		29	47	13	43	39	63	16	31	17
	<b>% Achievement</b>		<b>89.7%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	
	Unrated (New business identified during course of year)		Act 138	Act 194	Est 194	Act 374	Act 416	Est 416	Act 160	Act 140	Est 140
	<b>% Achievement</b>		<b>85.51%</b>	<b>93.03%</b>		<b>98.40%</b>	<b>84.86%</b>		<b>94.38%</b>	<b>87.86%</b>	
<b>TOTALS</b>			<b>857</b>	<b>972</b>	<b>941</b>	<b>2186</b>	<b>2767</b>	<b>2310</b>	<b>798</b>	<b>945</b>	<b>802</b>

Source: Planned Inspection Monitoring Programme

## Inspection of New Businesses

Cardiff has a high turnover of business ownership which presents a challenge for the Food and Port Health Team over and above the routine inspection programme. During 2016/17 416 new premises were identified in Cardiff. In Bridgend 194 new premises were identified and 140 in the Vale of Glamorgan.

Issues are encountered across the three areas due to unnecessary resources being spent on visiting new businesses that fail to open for trade on their initial specified date. This has a subsequent adverse effect on the ability to complete the inspection within 28 days of the programmed inspection date.

## Food Hygiene Revisits

Inspection of food businesses often requires follow up visits to ensure compliance with food safety requirements. The intervention and revisit procedure requires that all businesses rated 0 are revisited within 28 days and all those rated 1 or 2 are revisited within 3 months.

## Imported foods

During the inspection of food businesses, officers consider the origin of imported foods. Any indications that food may not have been subject to correct import controls are investigated and, where necessary, the food is removed from the food chain.

## Port Health Functions

As a Port Health Authority, Shared Regulatory Services is responsible for the enforcement of food law and promotion of food safety issues on board all ships and aircraft arriving in Cardiff and the Vale. This includes responsibility for monitoring the safety of imported food and feed at the point of import, the control of infectious disease, undertaking ship inspections, enforcing food safety and hygiene standards and general public health within the Port.

Currently neither the Port of Barry nor Cardiff International Airport are Border Inspection Posts and there is no importation of food products of animal origin or feed. The Port of Cardiff however provides an entry point for food stuffs within and outside the EU and as such the Service carries out a range of health controls enforcing regulations on behalf of central government.

The Service will continue to liaise with Barry Port and Cardiff International Airport to maintain up to date knowledge of the likelihood of food and feed imports in the future. In the meantime however, the Service will continue to monitor food produced for and delivered to aircraft, inspect aircrafts and respond to reports of illness on board in accordance with International Health Regulations, inspect ships at Barry Port either at the request of a shipping agent to issue Ship Sanitation Certificates or as part of a planned inspection.

The Port Health Service Plan outlines the work undertaken in relation to the Authority's Port Health functions including food safety.

## Food Standards

Food Standards is a legislatively complex area covering meat speciation, composition, labelling, claims, allergens, chemical contamination (such as heavy metals and carcinogens such as mycotoxins), compositional standards (such as meat content), additives, food fraud and genetically modified ingredients and foods. It also covers articles that come into contact with food and ensuring that there is no transfer of chemicals including carcinogens.

Primary producers are the initial growers and manufacturers of all food commodities such as meat, grains, eggs, honey etc. and the most common primary producers are farms. As with food and feed businesses, primary producers have to register with the authority and are subject to the same controls as more regular food and feed businesses.

The Service uses the food code of practice as a risk assessment model and the Food Safety Act. Work was undertaken during last financial year to ensure all areas are using the same assessment model ensuring a harmonised approach.

Food Standards inspections for premises are divided into four categories, namely High, Medium, Low and Non Inspectable Risk. Inspection targets are shown in the table below together with % achievement from the previous year. NB. The significant increase in medium and low risk interventions due in Cardiff for 2016/17 results from the identification of previously unrecorded premises. Narrative around the results achieved during 2015/16 can be found on page 44 in Part 6 of the Plan.

**Food Standards Intervention Plan 2017/18 to be confirmed.**

## Feed Hygiene Interventions

The BSE health scare during the last two decades revealed the fundamental link between the feed we give to animals and our own health. This is also borne out by the recent dioxin scare where contaminated oil was fed to chickens and pigs in Germany and affected eggs ended up in a manufacturer based in Cardiff. Consequently feed safety is now considered a fundamental part of food safety and is enforced by the Service.

The controls are similar to those relating to food. A register is maintained of feed businesses, and inspections are completed according to their risk rating. Checks are made during inspections to ensure that feed is stored hygienically and that feed placed on to the market and fed to food-producing animals is safe and labelled correctly to allow for product traceability and recall in the event of a feed incident. The ring fenced funding administered by the FSA has allowed Shared Regulatory Service to review and refine the information held on the register which in turn has enabled the better identification and targeting of feed premises for interventions.

The planned programme for feed hygiene interventions is shown below. The programme is based on the requirements of the Feed Law Code of Practice (Wales), the national feed enforcement priorities identified by the FSA, national enforcement priorities for Wales and regional collaborative local priorities. Following inspection all feed businesses are risk rated on their level of compliance with specified feed law. Feed businesses are risk rated from A (poor compliance) to E (satisfactory and assurance scheme member). An intervention is required in accordance with that risk rating.

The revision of the Feed Law Code of Practice takes into account the principle of earned recognition; this will reduce the number of inspections of feed establishments due. Feed business operators who demonstrably maintain high standards of feed safety by taking appropriate steps to comply with the law, may have these standards recognised when determining the frequency of their official controls and therefore earn recognition. Such recognition of current compliance levels and management controls will be applied to all feed business operators depending on whether a feed business operator is a member of an approved assurance scheme or not.

All feed business operators registered or approved for high risk feed activities such as manufacturers, surplus food suppliers, co-product producers and distributors are required by the Feed Law Code of Practice (Wales) to have interventions undertaken by a qualified, competent and authorised officer. Low risk premises such as livestock farms which may or may not mix with additives, arable farms, official controls at primary production and at points of entry can have interventions undertaken by a competent authorised officer.

### **New Businesses**

Unrated high risk feed businesses and those subject to Annex II of Regulation (EC) 1831/2003 will receive a full inspection within 28 days of opening. New businesses carrying out primary production only will be subject to a full inspection within the calendar quarter of opening.

The numbers of new feed businesses which open each year are very small. The majority of feed businesses falling within the remit of Shared Regulatory Services are well established with little turnover of business ownership.

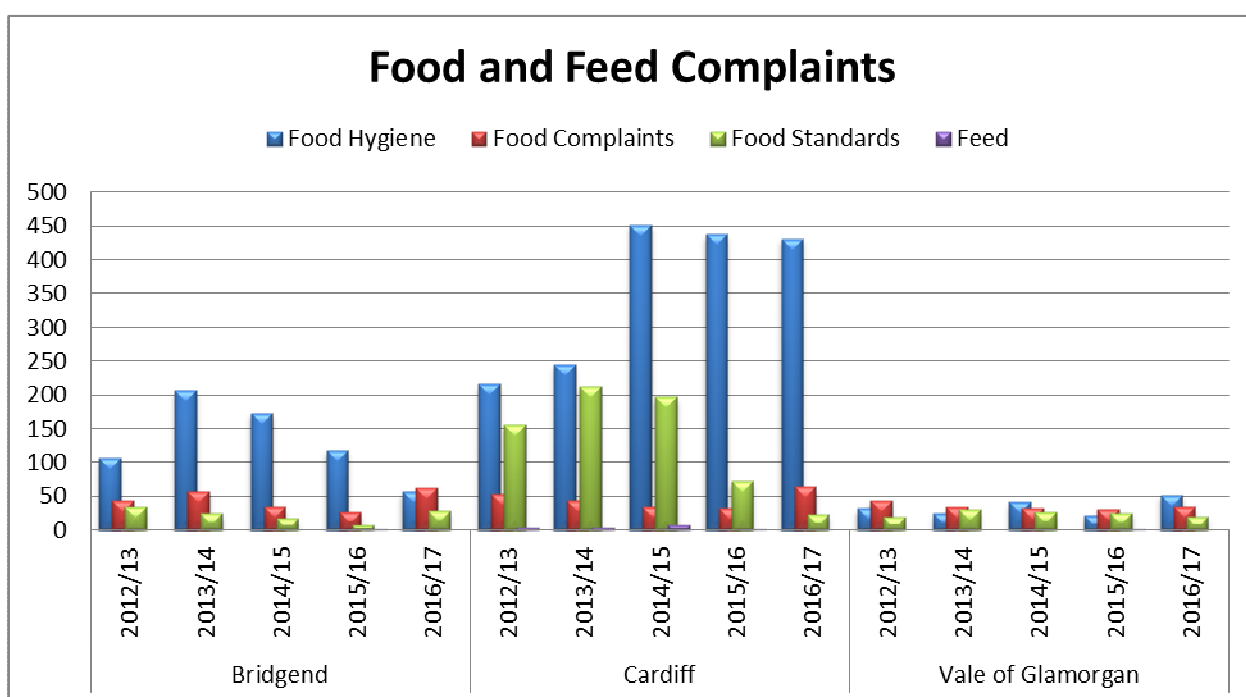
**Feed Safety Intervention Plan 2017/18 – To be confirmed.**

## 3.2 Food and Feed Complaints

There are occasions where unsafe practices or potential risks come to light as a result of a complaint or concern raised by a member of the public or employee and these are treated as complaints. Complaints received vary from foreign bodies, to mould, to compositional standards or to the perception that the food or feed is spoiled. Following a complaint an Officer will carry out an investigation to verify the existence of the problem and where necessary seek to minimise the risk. This will often require the procurement of a sample, which would not form part of the sampling programme.

Support from the Public Analyst and Public Health Wales Laboratory is needed to complete investigations which place a financial implication on service provision.

The following graph illustrates the number of complaints received during the last 5 years.



From these results it is estimated that for the period 2016/17 the following numbers of complaints could be received.

Complaint type	Bridgend	Cardiff	Vale of Glamorgan
Food Hygiene	57	431	52
Food Complaints	62	64	35
Food Standards	28	23	20
Feed Safety	1	1	1

### 3.3 Primary Authority Scheme

The Primary Authority Scheme builds on the foundations created by the Home Authority Partnership Scheme but entails a shift in the nature of the relationship between the regulated and the regulator bringing benefits to both parties. It offers local authorities the opportunity to develop a constructive partnership with a business that can deliver tailored “assured” advice and co-ordinated and consistent enforcement for the business and provides new funding arrangements, allowing local authorities to recover costs from partner businesses. The Primary Authority Scheme is especially beneficial to businesses with outlets in a number of local authority areas. The partnership is a legally recognised agreement that provides assured advice, ensures consistency of regulation between local authorities and reduces duplication of inspections and paperwork. Regulatory Delivery (RD) is promoting the Primary Authority Scheme in Wales.

The assured advice given by a Primary Authority must be adhered to by other local authorities. The primary authority can block enforcement if the enforcing authority has not considered the advice the Primary Authority has given. The Primary Authority may also develop inspection plans which enforcing authorities must follow.

Shared Regulatory Services has a number of Primary Authority agreements in place, of which there are currently 8 partnerships for Food Hygiene and/or Food Standards categories across the region. Within Bridgend there is a partnership with Just Perfect Catering for Food Hygiene and Food Standards and also BBI Healthcare Limited and Bravura Foods for Food Standards. In Cardiff there are partnerships with Cardiff Sports Nutrition Limited, Royal Voluntary Service and Vydex Corporation for both Food Hygiene and Food Standards. In the Vale of Glamorgan there are partnerships with Filco Supermarkets and Sloane Home for both Food Hygiene and Food Standards.

It is however, a major goal of the new service to significantly increase these numbers. The Service will therefore be widely promoting Primary Authority partnerships going forward in order to maximise cost recovery for the new Service.

Conversely, where the Service deals with a business that has a primary authority agreement in place with another Authority, the following guidelines will apply: -

- Where Shared Regulatory Services acting as an enforcing authority has concerns about the compliance of a business that has a primary authority, it will discuss the issue with the primary authority at an early stage.
- If enforcement is envisaged Shared Regulatory Services will notify the primary authority of the proposed enforcement action through the Primary Authority Register.
- Shared Regulatory Services will follow published inspection plans and will only deviate if required to issue a food hygiene rating or events during a visit require this.

The Primary Authority Scheme eligibility is due to expand extensively from October 2017 and will also increase the Service’s need to check and recognise Partnerships as an enforcing authority as well as increasing opportunities as a Primary Authority partner.

### 3.3 Advice to business

Shared Regulatory Services aims to assist businesses wherever possible by providing food and feed safety advice through a variety of channels, such as:-

- Advice provided as part of the inspection process;
- Responding to complaints and requests for service;
- Twice yearly food newsletter.
- Provision of information leaflets; (The provision of chargeable training and seminars;
- Promotion and participation in national events, such as Food Safety Week;
- Participation in working groups, such as Events Liaison Panel;
- Advice through Shared Regulatory Services website;
- Regular Food Business Forums;
- Practical targeted training at business premises;
- Paid for food hygiene advice visits available to all applicable food businesses;
- Food Standards advice provided on inspection and provision of labelling reviews on a chargeable basis.

### 3.5 Food and Feed Sampling

Sampling is important in helping protect public health and safety by testing food and feed to ensure they meet composition, labelling, chemical and microbiological safety standards in accordance with current Codes of Practice and guidance. Proactive sampling is undertaken in the following situations:-

- National, regional and locally co-ordinated surveys/programmes;
- Local food and feed producers;
- Home and originating authority samples;
- Complaints;
- Process monitoring and verification;
- Special investigations;
- Imported foods and feed;
- Inspections;
- Durability;
- Surveillance/screening;
- Water quality monitoring aboard ships, approved premises and food businesses served by private water supply.;
- Foods procured by the authority will be checked for compliance not only with legal standards but the specifications of the contract. This will include meat specification.

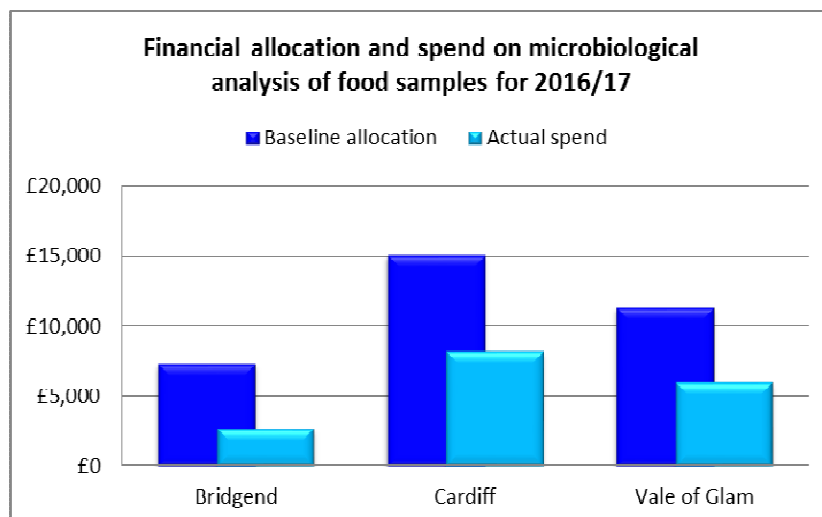
#### Food Hygiene Sampling

Sampling to secure the safety of food involves testing of food and water for microbiological, chemical, physical and/or radiological parameters (refer to attached plan contained in Appendix A).

The policy is largely determined by the Service's participation in proactive schemes co-ordinated through agencies such as the Food Standards Agency (FSA), Public Health Wales, Local Government Regulation (previously LACORS), Welsh Food Microbiological Forum (WFMF) and

Public Health England. End product testing at approved establishments and high risk premises also constitutes an important element of the proactive work undertaken by the Service. Reactive sampling arrangements cover food importation, food poisoning outbreaks and the investigation of water and food complaints.

Each year Shared Regulatory Services receives a budget allocation for microbiological analysis of samples from Public Health Wales. In 2016/17 480 samples were collected and submitted to Public Health Wales for analysis. (134 Bridgend, 178 Cardiff and 168 Vale of Glamorgan).



Unfortunately last year the Service was unable to utilise the available budget for sampling due to the restructure, and vacant posts resulting in the redirection of resources to endeavour to complete interventions. However two sampling officers have been appointed (one for Commercial Services and one for Enterprise and Specialist Services) which will ensure the service utilises the available budget for this work.

The majority of informal food samples taken for surveillance and monitoring purposes will be assessed using the criteria contained in the “Guidelines for Assessing the Microbiological Safety of Ready-to-Eat Foods Placed on the Market”, revised HPA Guidance 2010 and Microbiological Criteria for Foodstuffs (EC Regulation 2073/2005). Most of these samples will be of an informal nature but the provisions of the Food Law Code of Practice will be followed when formal samples are required e.g. where a prosecution could result.

### Food Standards Sampling

Incidents in the food chain are becoming increasingly common and are often as a result of chemical contamination. Some of the most dangerous chemical contaminants belong to the mycotoxin family – specifically aflatoxin B1 which is one of the most carcinogenic substances known. It affects animals as well as humans and has been found in milk from cows that have been fed aflatoxin contaminated feed. In recent years the Service has targeted their food and feed sampling towards mycotoxin sampling.

In recent years priority has been given to sampling meat products from authority procured meat and meat products as well as from food businesses and having them analysed for meat speciation. This work showed evidence of problems in takeaways where kebab samples did not contain the meat they were alleged to contain as the incorporation of mechanically recovered meat introduces meat from a variety of sources.



All food standards and feed samples have their labels and descriptions examined to ensure compliance and the majority are also analysed. Common labelling problems found include foreign labelling, misleading origin claims, particularly “welsh” claims, and a lack of labelling on beef. The Service also samples based on local/national intelligence, an example being an increase in the switching meat in curries to cheaper cuts of meat with particular problems in relation to lamb. From April 2015 the Food Information Regulations implemented an origin marking requirement for unprocessed meat and poultry, although currently, there are no domestic regulations for Wales to implement the requirements. Allergen labelling poses a particular issue for caterers, and the sampling programme will ensure that the food standards team concentrate efforts around allergy information available to the consumer at the point of ordering particularly in relation to persons declaring an allergen.

## **Feed Hygiene Sampling**

Contaminated or unfit feed given to animals can adversely affect animal health and the health of consumers of animal products (milk, meat and eggs). While the frequency of major feed incidents is low, the impact in terms of public health risk, cost and reputational damage can be high.

When incorporated into a programme of official feed controls, risk based sampling will ensure that a robust, targeted and proportionate level of enforcement takes place. The sampling programme is designed to detect/prevent potential threats to feed safety for food producing animals, based on officers’ local knowledge as well as the national enforcement priorities set by the FSA .

## **Sampling Programmes 2017/18**

Sampling programmes for Food Hygiene, Food Standards and Feed can be found as appendices.

Bridgend received an allocation of £7,306 and Vale of Glamorgan £11,359 for microbiological analysis of food and water samples from Public Health Wales for 2016/17. Only 36.5% and 52.4% respectively of the allocation was spent due to the restructure within the Service and the need to redirect resources to complete the intervention programme.

Cardiff received an allocation of £15,092 for microbiological analysis of food and water samples from Public Health Wales for the same period. The specific sampling surveys identified in the Sampling Plan were delivered and 54.1% of the allocation was spent.

The total feed sampling budget for 2016/17 was £2325. However due to an underspend on Feed Inspections, (due to a miscalculation by the FSA) SRS undertook additional sampling (agreed by the FSA), and spent a total of £3245. The 17/18 sampling plan has not yet been provided by the FSA but it is anticipated to be similar to that provided in 16/17.

Samples for microbiological examination are submitted to the Public Health Wales laboratories at Llandough Hospital.

Samples for analysis are submitted to the Public Analyst at Minton, Treharne and Davies at Cardiff and Carmarthen.

## 3.6 Control and investigation of outbreaks and food related infectious disease

All cases of communicable disease are investigated. This includes the investigation of all notified confirmed and suspected cases and outbreaks of food poisoning and food borne disease. These investigations are supported by inspections of food businesses, food, water and environmental sampling of implicated premises and delivering bespoke training where required.

In relation to outbreaks, SRS follow the Wales Outbreak Plan 2014 which lays out the approach for managing all communicable disease outbreaks including food poisoning and is followed by all 22 local authorities in Wales in partnership with Public Health Wales and Food Standards Agency. The Plan is overseen by the Welsh Government and prescribes the manner in which outbreaks are identified, managed and controlled.

The Plan requires designation of a named Lead Officer for Communicable Disease for each local authority. Within SRS these are:

- Bridgend                      Dr Sarah Jones
- Cardiff                        Allyson Jones
- Vale of Glamorgan        Angela Clack

This designation does not imply exclusivity. To ensure a prompt response and a timely investigation any of the 3 Lead Officers together with 2 technical officers respond and investigate suspected and confirmed cases throughout the 3 local authorities.

The investigation of cases and outbreaks of food poisoning routinely includes:-

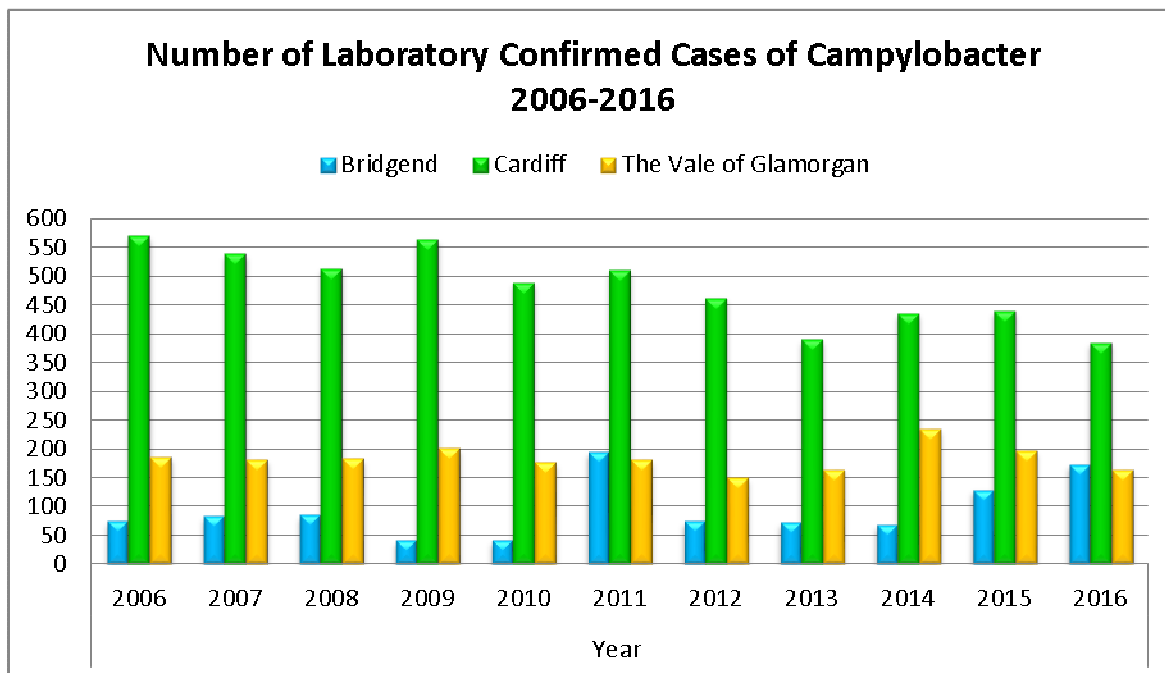
- The receipt and verification of laboratory confirmed isolates from Public Health Wales Microbiological Laboratories (via IBID) and unconfirmed reports of food poisoning from Medical Practitioners, members of the public, cases, employers, other local authorities and rarely masters of vessels visiting the port and their agents;
- Telephone and face to face interviews with cases, close contacts and the provision of infection control advice;
- Managing exclusions of cases and contacts from the workplace, schools and health care settings;
- Liaison with GP surgeries, hospitals, Public Health Wales and other stakeholders during the investigation for the purposes of identifying the source of infection and preventing onward transmission;
- Undertaking site visits and applying control and preventive interventions;
- Managing the collection and submission of faecal samples;
- The collection, analysis and reporting of data relating to food poisoning;
- The investigation, management and control of outbreaks of communicable disease where food or water is, or is thought to be, the vehicle of infection.
- Taking the lead on and contributing to local and national communicable disease initiatives and surveillance programmes, examples including *Campylobacter* Good Practice Statement, Hepatitis E and *E. coli* O157 national surveillance programmes.

For all sporadic cases and small, or medium size outbreaks (up to 50 cases), the staffing resources provided by the Communicable Disease Team are sufficient, however for larger outbreaks, other staff within the Commercial Services Team would be available for interviewing cases and collection of specimens. For certain outbreaks comprising a significantly greater number of cases, or cases of greater severity or longevity, environmental health staff based in other teams would be trained and used in the data gathering and investigation process.

In 2016, SRS was notified of 1,300 cases of food poisoning of which 987 (76%) were laboratory confirmed and 313 (24%) were suspected food poisoning cases. The noticeable increase in figures this year was observed in unconfirmed cases of food poisoning for all 3 local authorities (2015: Cardiff 31, Vale 13 and Bridgend 2). In the main these cases are members of the public who suspect that they have suffered food poisoning, however the majority of these are viral gastro enteritis most likely to have been acquired through person to person transmission or within the environment. The greater proportion of these cases are observed in the winter months when Norovirus is particularly prevalent within the community. The increase in cases in Bridgend and the Vale can be also explained by the change in reporting as these local authorities adopted the same system as Cardiff.

Of the 987 confirmed cases, 568 (57%) occurred in Cardiff, 213 (22%) in the Vale and 206 (21%) in Bridgend. Campylobacter makes up the greatest proportion of confirmed cases; 722 (73%). Of these 385 (53%) in Cardiff, 173 (24%) in Bridgend and 164 (23%) in the Vale (see Graph below).

Graph: Reported cases of Campylobacter from 2006 – 2016



Campylobacter is the most common cause of food poisoning in the UK and many developed countries around the world. Most cases are sporadic and food borne outbreaks are rare. A number of risk factors are known to be associated with Campylobacter infection. The most common risk factor is poultry and in particular, the consumption of undercooked chicken and commercially prepared chicken. Other less common risk factors include dairy and other animal products, consumption of untreated or contaminated water, contact with animals, both domestic

and farm, home sewerage problems and also travel abroad underlying medical problems such as diabetes and reduced gastric acidity also can increase the risk of infection.

All cases notified to the Service are contacted and interviewed primarily by phone and occasionally by face to face interview. Interview questions relate to exposures within the 10 days prior to the onset of illness and include clinical and demographic information, food history and environmental exposures, foreign and domestic travel, and with regard to chicken domestic food preparation and purchasing practices and commercial dining locations.

722 cases of Campylobacter occurred in SRS in 2016 of these 685 were interviewed, a response rate of 95%. The highest rates of infection were observed in age groups: 64+ years, 45 – 54 years and 25-34 years and the highest incidence of Campylobacter in Cardiff occurred in June and July.

539/650 cases (83%) reported residing in the SRS area during their incubation period and therefore contracted their infection within the SRS boundary of Bridgend, Cardiff or Vale of Glamorgan. The remaining 111 (17%) cases had travelled during their incubation period including abroad. The common travel destinations were:

- Europe (80, 72%) (Spain: 26% Portugal: 13% and France: 8%)
- Asia (9, 8%)
- North America (5, 4.5%)
- Africa (4, 3.6%)
- Australia (1, 0.9%)

The most common risk factor associated with Campylobacter infection was the consumption of either home or commercially prepared chicken. Risks of infection associated with recreational water activities, contact with human sewage or animal contact were found to be low.

The level of surveillance adopted by the Communicable Disease Team underlines the importance of thorough investigation of all Campylobacter cases and provides evidence for continued public health interventions relating to the risks associated with the handling, preparation and cooking of chicken within the domestic and commercial setting and identifying those 'at risk' populations which require prioritised action. To further understand the risks associated with Campylobacter infection within the 3 authorities, it is intended that a more detailed analysis of 2017 data will be undertaken. An additional statistical database in EPI INFO for Windows has been developed in readiness for this analysis.

The response rates (the percentage of Campylobacter cases interviewed) in the 3 local authorities from 2016 and 2014 are outlined below:

	<b>2016</b>	<b>2015</b>	<b>2014</b>
<b>Cardiff</b>	94%	96%	91%
<b>Bridgend</b>	97%	77%	75%
<b>The Vale</b>	96%	50%	44%

Response rates are determined by the method of interview and the promptness to respond to notifications. Response rates will be good when cases are interviewed by telephone within a couple of days of notification. Evidence confirms that people are more willing to engage if still

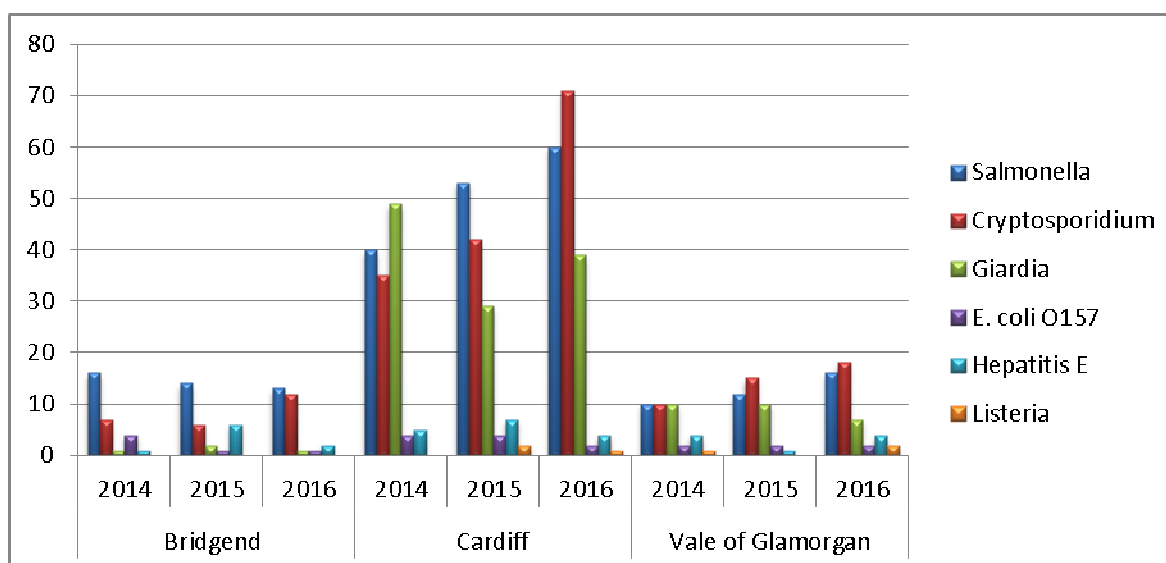
experiencing symptoms or have recently recovered. This approach always assures a better quality interview and facilitates early detection of a cluster or outbreak of cases. Considerable improvements in the response times for cases in Bridgend and the Vale has been achieved in 2016.

The Table below outlines the mean, median, mode and range for the number of days between the date of notification of a Campylobacter case and the interview date in 2016 and compares this with 2015 data. This evidence further endorses the benefit of harmonising procedures to those of Cardiff which reflect the Good Practice Statement for Campylobacter Investigation and Surveillance.

LA	Mean		Median		Mode		Range	
	2016	2015	2016	2015	2016	2015	2016	2015
<b>Bridgend</b>	2.7	6	2	2	2	0	0-17	0-26
<b>Cardiff</b>	2.4	3	2	2	0	2	0-26	0-38
<b>Vale</b>	2.2	14	1	11	0	7	0-24	0-37

The remaining commonly reported confirmed cases of food poisoning are outlined in the graph below.

Graph: Incidence of the common pathogens causing food poisoning in SRS between 2014 – 2016



Investigations of these pathogens vary in complexity and control and preventive measures involve a diverse application of interventions for example identifying high risk activities such as food handlers, health care workers, child care workers, environmental sampling and sampling of close contacts and applying control measures such as exclusion from work, restricting employment and leisure activities, closure of business activities and training. Timely investigation is thus critical to the control and containment of these infections.

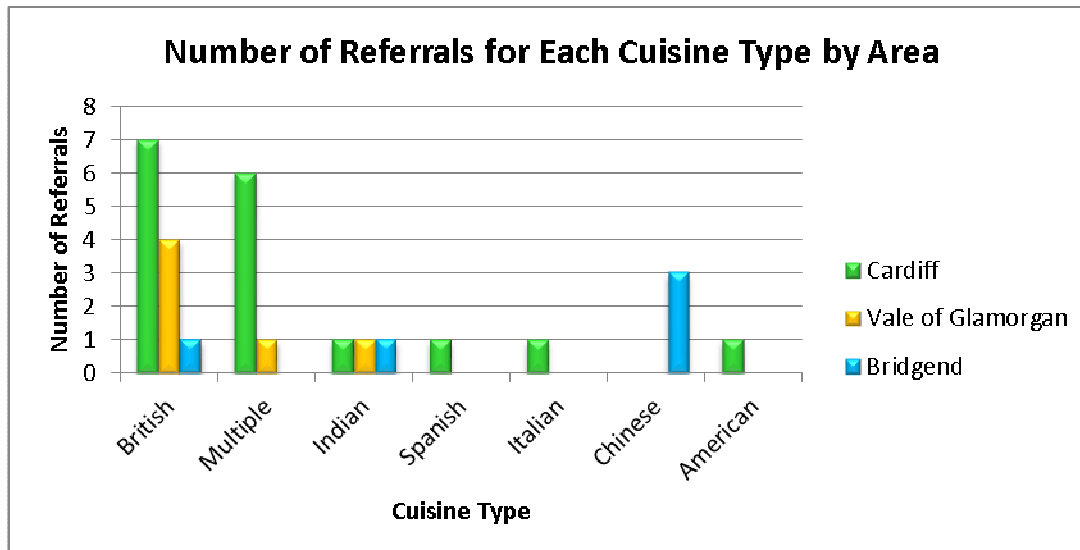
## Enhanced surveillance of cases and clusters of confirmed and suspected food poisoning

As a matter of routine, food business are referred to the food safety team for further investigation when case interviews identify a plausible link between illness and consumption of food products from that business. In 2016, in order to better understand the types of businesses associated with the food poisoning illness and inform future interventions and funding streams a database was set up to collate and review standards within these identified businesses. Information currently being collated includes type of cuisine, catering operation, inspection category, recency of inspection and total risk rating scores. The Risk Rating (Food Hygiene Rating Score) as set out in Annex 5 of the Food Law Code of Practice (Wales) comprises of a score for Food Hygiene & Safety Procedures, Structure/Cleaning issues and Confidence in Management/Control Procedures.

In 2016, 28 referrals were made to the Food Safety Team, this proactive initiative will therefore be extended for a further year to assure a more robust dataset. In the interim, the following basic information is presented. Of the 28 referrals:

- 5 in Bridgend,
- 6 in the Vale of Glamorgan and
- 17 in Cardiff.

Of these referrals 43% (n=12) were identified as British cuisine, 25% (n=7) multiple cuisine, 11% (n=3) for Indian and Chinese cuisines and 4% (n=1) for Spanish, Italian and American. The graph below shows the distribution of cuisines by authority.



Suspected food poisoning cases accounted for 50% of the referrals, meaning for these cases there was no confirmed causative agent and the remaining 50% were confirmed cases of Campylobacter (28%), E-Coli O157 (14%), Listeria (4%) and Salmonella (4%).

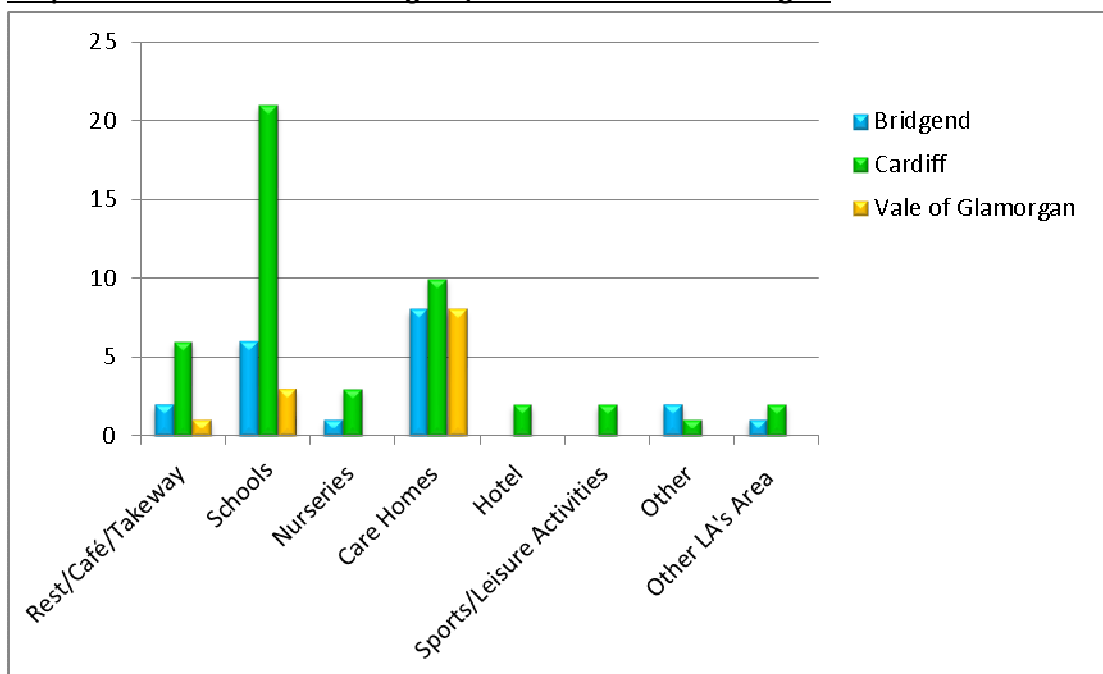
## Outbreaks

In addition to the ongoing investigation of sporadic cases of food poisoning in 2016, a total of 79 outbreaks were identified and investigated by the Communicable Disease Team, of which:

- 20 outbreaks occurred in Bridgend,
- 47 in Cardiff and
- 12 in the Vale of Glamorgan.

An outbreak is defined as illness affecting two or more people who share a common exposure factor linked by time, place or person. The outbreaks are commonly caused by suspected Norovirus and the most common mode of transmission associated with these is either person to person or environmental contamination rather than foodborne transmission. The graph below outlines the outbreaks that occurred in Bridgend, Cardiff and the Vale of Glamorgan. Schools make up 38% and care homes account for 33% of all outbreaks, these outbreaks were associated with confirmed or suspected Norovirus infections. Considerable work is undertaken to support educational and care home settings, particularly during the winter months to minimise the disruption caused by these viral infections. Norovirus infections are difficult to prevent in semi enclosed settings but their longevity and level of disruption can be greatly reduced with early intervention and application of effective public health measures.

**Graph: Outbreaks in 2016 in Bridgend, Cardiff & Vale of Glamorgan.**



As predicted in the CD Business Plan 2016/17 the incidence of outbreaks in Bridgend and the Vale of Glamorgan increased significantly as improvements were made to the recording and notification procedures in these two local authorities. In 2015 6 outbreaks were reported in Bridgend and 1 outbreak reported in the Vale (there were 35 outbreaks reported in Cardiff).

## Notable outbreaks

### **A Confirmed Norovirus outbreak associated with a food business operating in Cardiff**

In late October 2016, SRS were notified by a food business operating in Cardiff, that 7 of their food handlers were unwell with symptoms of vomiting and diarrhoea.

The restaurant is part of a national chain, which has been operating in Cardiff since November 2014. Similar issues of staff illness had been reported at other branches of the same restaurant

chain in the UK. The business suspected that the illness was caused by Norovirus and were focussed on the food supply chain as they could not readily identify any other links between sites such as a staff meeting or training event and no auditors had visited multiple sites.

The Cardiff restaurant closed voluntarily and a deep clean was arranged. The business was given advice regarding the disposing of any open foods at the premises, the use of cleaning chemicals that would be capable of removing viruses, strict observance of the 48 hour symptom free rule and thorough handwashing.

Nationwide investigations were undertaken by multiple agencies on different aspects of the outbreak to establish the cause of the illness. In Cardiff, information was obtained for all ingredients and preparation methods and investigations also included a comprehensive examination of the supplier lists, floor plans and recipe specification cards in order to try and establish if a particular ingredient could be identified that could have come via a central distributor that supplied all the affected restaurant sites.

A full analysis of the menu ingredients concluded that the business should investigate their supply chain for cooked shredded chicken and chipotle chilli products to determine how and where possible contamination incidents might have occurred and to review the microbiological risk procedures with respect to food items used uncooked within the menu.

In Cardiff a total of 11 members of staff and 15 customers were identified as having reported illness and of which 5 (3 staff members and 2 customers) were microbiologically confirmed as having *Norovirus* genotype II.

### **Suspected Norovirus outbreak associated with a conference at a hotel operating in Cardiff**

In October 2016, 80 people out of 203 delegates (attack rate: 39%) had become ill with symptoms of vomiting, diarrhoea, abdominal pain, fever and nausea following attendance at a conference. As symptoms were short lived no samples were submitted for microbiological testing and no cases were hospitalised.

A visit was made to the hotel and the matter was discussed with hotel management and the Assistant Head Chef. The source of the foods and the preparation of the conference food were discussed in detail. The kitchen and storage facilities were inspected and found to be satisfactory. The food safety management system and associated records were examined and found to be in good order. There were no issues of concern identified in relation to the food preparations during this visit. Although Hotel Management were not aware of any staff being unwell in the period leading up to the event the hotel's Housekeeping Team reported cleaning up the male toilets that serviced the main conference event following a vomiting incident on the morning of the conference. Organisers had reported that one of their delegates had seen and reported a vomit incident to Reception.

The investigation concluded that the illness was likely to have been viral in origin which would be consistent with the sudden onset of illness and recovery from illness within 48 hours. Viral illness e.g. Norovirus can be transmitted through contaminated food, but can also be transmitted by environmental exposure, for example from touching contaminated surfaces or objects and also by person to person spread particularly through a group of people in a closed environment such as a conference event.



## 3.7 Feed/Food Safety Incidents

The Service will on receipt of any food alert respond in accordance with the Food Safety Act Food Law Code of Practice and Practice Guidance .

A Product Withdrawal Information Notice or a Product Recall Information Notice is issued where a solution to the problem has been put in place – the product has been, or is being, withdrawn from sale or recalled from consumers, for example. A Food Alert for Action is issued where intervention by enforcement authorities is required.

Alerts requiring substantial reactive action will occur occasionally and irregularly. Sufficient resources will be allocated to deal with each warning as it arises, although this may require diversion from the planned programme of inspection.

In 2016/17, four food alert notifications requiring action were received from the Food Standards Agency.

If the Service becomes aware of a feed hazard we will take action to protect public and animal health at the earliest opportunity and in any event by the next working day. An assessment will be carried out to determine the likely scale, extent and severity of the risk, involving other agencies as appropriate. Enforcement options include, if necessary, detaining or seizing the feed concerned. The Service will on receipt of any feed alert respond in accordance with the Feed Law Code of Practice and the Food Standards Agency.

Dealing with feed safety incidents includes the effective response to Feed Alerts issued by the FSA and ensuring that any action specified by the FSA is undertaken promptly and with sufficient resources.

One feed alert requiring action was received from the Food Standards Agency in 2016/17.

## 3.8 Liaison with other organisations

Liaison is an appropriate mechanism for ensuring consistency between enforcers, for sharing good practice, for sharing information and for informing other enforcers of potential difficult situations.

The main liaison arrangements in place and regularly used are as follows:-

- Food Standards Agency
- Directors of Public Protection Wales Food Safety Expert Panel; Communicable Disease Expert Panel; Wales Heads of Trading Standards Food Panel; Food and Agriculture Panel
- Directors of Public Protection Wales Regional Liaison Group, the Glamorgan Group Food Panel, the all Wales Feed Group; Food and Agriculture Group; South West Wales and South East Wales Food Safety Task Groups, South West Wales Communicable Disease Task Group, Welsh Food Microbiological Forum, Wales Food Hygiene Rating Scheme Implementation Group.

- Liaison with professional bodies such as the Chartered Institute of Environmental Health, the Royal Society of Health, the Royal Institute of Public Health and Hygiene, the Chartered Institute of Trading Standards; Public Health Wales, Care Standards Inspectorate for Wales.
- Regulatory Delivery (RD)
- Advisory groups, e.g. Food Hygiene Focus Group.
- Liaison with other Council services such as Business Rates, Planning and Building Control to inspect and review applications, Procurement and Schools Service;
- Liaison with the PH Wales Environment Sub Group and the Infection Control Committee and the Cardiff Health Alliance;
- Maritime and Coastguard Agency and stakeholders at the port including port operators;
- Directors of Public Protection Wales Port Health Expert Panel;
- Association of Port Health Authorities and the Ports Liaison Network;
- Welsh Government;
- Local Government Data Unit
- Cardiff International Airport and stakeholders at the airport including UK Border Force, airline operators, baggage handlers
- Public Health Wales including Consultants in Communicable Disease Control, microbiologists, laboratories at Llandough, Princess of Wales, Singleton and the Heath Hospitals
- Local Health Boards
- Animal and Plant Health Agency
- Centre for Radiation and Chemical & Environmental Hazards
- Crown and Magistrates Courts
- Public analyst laboratories, Minton Treharne and Davies, Cross Hands and Cardiff

### 3.9 Food and Feed Safety Promotion

Shared Regulatory Services is committed to promoting a positive food safety culture through a variety of channels. Promotion of food and feed safety will generally involve:-

- Provision of advice and information to businesses and members of the public through inspections, complaints and notifications;
- Provision of Food Hygiene training courses at both Level 2 and 3;
- Delivery of Food Safety Management and Safer Food Better Business training ;
- Provision of training courses in other languages based on local need;
- Leaflets covering food and feed issues;
- Participation in national events such as Food Safety Week;
- Promotion of Food Hygiene Rating Scheme;
- Key partner on the Food and Health Steering Group developing the Cardiff Food and Health Strategy;
- Guidance to assist businesses;
- Advice through Shared Regulatory Services website and other social media;
- Targeted education, advice and seminars.
- Where possible interventions and promotional activities are evaluated to learn how they can be improved for next time.
- Healthy Options Awards

## 4. Resources

### 4.1.1 Financial allocation

The estimated financial expenditure on food and feed safety for 2017/18 is demonstrated in the following table. Legal charges are part of a central recharge and cannot be separately calculated. Investment in and renewal of information technology assets is funded centrally following a bid process based on the development of a business case.

	Budget 2016/17				Budget 2017/18			
	Bridgend	Cardiff	Vale of Glamorgan	Bridgend Cardiff Vale of Glamorgan	Bridgend	Cardiff	Vale of Glamorgan	Bridgend Cardiff Vale of Glamorgan
<b>Staffing</b>		1,073,003	354,000	<b>3,111,493</b>	697,312	1,748,639	657,279	<b>3,103,230</b>
<b>Travel / Subsistence</b>		30,740	12,000	<b>44,040</b>	14,584	35,507	13,619	<b>63,710</b>
<b>Sampling</b>		88,310	20,000	<b>142,970</b>	21,749	44,231	21,070	<b>87,050</b>
<b>Supplies and services</b>		45,620	110,000	<b>221,939</b>	40,231	139,673	36,966	<b>216,870</b>
<b>TOTALS</b>	551,470	1,237,673	496,000	<b>3,520,442</b> This figure relates to the entirety of the teams involved in food. This figure does not reflect the allocation to food only.	773,876	1,968,050	728,934	<b>3,470,860</b> This figure relates to the entirety of the teams involved in food. This figure does not reflect the allocation to food only.

### 4.2 Staffing allocation

The table below indicates the actual number of staff working on Food and Feed safety and related matters (in terms of full time equivalents FTE). The total across Food and Feed Standards is 42.295 FTE. Levels of qualification are expressed with reference to the appropriate Food Safety Act Food Law Code of Practice and Practice Guidance and Feed Law Code of Practice, including support staff.

Food Safety					
Position	Function	Qualification	FTE		
			Bridgend	Cardiff	Vale
Head of Shared Regulatory Services	Management of Environmental Health, Trading Standards and	Trading Standards Officer	0.02	0.06	0.02

	Licensing functions				
OM Commercial Services	Includes management of public protection functions - food hygiene, port health and food poisoning and Trading Standards	Diploma in Trading Standards (DTS)	0.075	0.15	0.075
OM Enterprise & Specialist Services	Includes management of Industry Team which includes Food Hygiene, Food Standards and Feed Hygiene functions; and also the Environment Team (Feed Hygiene)	Diploma in Trading Standards (DTS), Lead Auditor Qualification	0.02	0.04	0.02
Team Manager (Food and port health)	Food safety management and liaison.	Environmental Health Officer (EHORB registered, competent to inspect all categories)	0.46	1.00	0.46
Team Manager (Health & Safety and Communicable Disease Team)	Community Health including food poisoning and liaison	Environmental Health Officer(EHORB registered)	0.05	0.1	0.05
Team Manager (Industry)	Management of Industry Team which includes Food Hygiene and Food Standards functions at Manufacturing Premises	Diploma in Trading Standards (DTS), Lead Auditor Qualification	0.1	0.2	0.1
Commercial Services Officers (Food and Port Health)	Food safety inc. 2 FTE for Port Health	Environmental Health Officer	3.1	7.3	3.1
Commercial Services Officers (CD)	Community health (food poisoning and infection control )	Degrees in in Environmental Health or equivalent science	0.1	0.50	0.2
Commercial Services Officer ( Industry)	Food Safety & Food Standards at Manufacturing/Industrial Premises including EH Approvals	Environmental Health Officers & Trading Standards Officers	0.75	1.5	0.75
Sampling Officer (Food)	Sampling	Advanced Certificate in Food Hygiene	0.25	0.5	0.25
Technical Officer (Food and Port Health)	Food safety and port health	( 1 requires to be EHRB registered)	1.9	6.8	1.9
Technical Officer (CD)	Community health including food poisoning	Degrees in in Environmental Health or equivalent science	0.1	0.80	0.2
Technical Officer (Industry)	Food Safety & Food Standards at Manufacturing/Industrial Premises	Ordinary & Higher Certificates in Food Premises inspection, Higher Certificate in Food Control	0.25	0.5	0.25
		<b>Totals</b>	<b>7.27</b>	<b>19.45</b>	<b>7.37</b>
		<b>Overall Total (FTEs)</b>	<b>34.09</b>		

Food Standards					
Position	Function	Qualification	FTE		
			Bridgend	Cardiff	Vale
OM Commercial Services	Includes management of public protection functions - food hygiene, port health and food poisoning and Trading Standards	Diploma in Trading Standards (DTS),	0.05	0.1	0.05
OM Enterprise & Specialist Services	Includes management of Industry Team which includes Food Hygiene, Food Standards and Feed Hygiene functions; and also the Environment Team (Feed Hygiene)	Diploma in Trading Standards (DTS), Lead Auditor Qualification	0.02	0.04	0.02
Team Manager (Trading Standards)	Management of Commercial Services Trading Standards Team includes Food Standards and Feed Hygiene functions.	Diploma in Consumer and Trading Standards	0.05	0.2	0.05
Team Manager (Industry)	Management of Industry Team which includes Food Hygiene and Food Standards functions at Manufacturing Premises	Diploma in Trading Standards (DTS), Lead Auditor Qualification	0.1	0.1	0.1
Commercial Services Officers (Trading Standards)	Food standards and feed hygiene functions.	Diploma in Trading Standards (DTS) or Diploma in Consumer and Trading Standards (DCATS).		1.6	0.8
Commercial Services Officer ( Industry)	Food Safety & Food Standards at Manufacturing/Industrial Premises including EH Approvals	Environmental Health Officers & Trading Standards Officers	0.25	0.5	0.25
Technical Officer ( Trading Standards)	Food standards and feed hygiene functions	DCATS Food and Agriculture module or equivalent.	0.8	0.8	
		Totals	1.27	3.34	1.27
		<b>Overall Total (FTEs)</b>	<b>5.88</b>		

Feed Hygiene					
Position	Function	Qualification	FTE		
			Bridgend	Cardiff	Vale
OM Enterprise & Specialist Services	Includes management of Industry Team which includes Food Hygiene,	Diploma in Trading Standards (DTS), Lead Auditor Qualification	0.01	0.02	0.01

	Food Standards and Feed Hygiene functions; and also the Environment Team (Feed Hygiene)				
Team Manager (Trading Standards)	Management of Commercial Services Trading Standards Team includes Food Standards and Feed Hygiene functions.	Diploma in Consumer and Trading Standards	0.0025	0.015	0.0025
Team Manager (Industry)	Management of Industry Team which includes Food Hygiene and Food Standards functions at Manufacturing Premises	Diploma in Trading Standards (DTS), Lead Auditor Qualification	0.01	0.01	0.01
Commercial Services Officers (Trading Standards)	Food standards and feed hygiene functions.	Diploma in Trading Standards (DTS) or Diploma in Consumer and Trading Standards (DCATS).	0.025	0.05	0.025
Team Manager (Environment)	Management of Animal Health and Welfare Team	BSc,	0.05	0.05	0.05
Commercial Services Officer (Industry)	Food Safety & Food Standards at Manufacturing/Industrial Premises including EH Approvals	Environmental Health Officers & Trading Standards Officers	0.05	0.05	0.05
Sampling Officer (Food)	Sampling	Advanced Certificate in Food Hygiene	0	0	0
Technical Officer (Trading Standards)	Food standards and feed hygiene functions	DCATS Food and Agriculture module or equivalent.	0	0	0
Animal Health & Welfare Officer	Feed hygiene on farm including sampling	Competency achieved through training, monitoring and assessment (officer to complete CoC in Agriculture 2017).	0.05	0.10	0.05
Animal Health & Welfare Officers	Feed hygiene on farm including sampling	Competency achieved through training, monitoring and assessment	0.10	0.025	0.10
		Totals	0.2975	0.32	0.2975
		<b>Overall Total (FTEs)</b>	<b>0.915</b>		

Successful delivery of the service plan is dependent on adequate staffing resources being maintained during the plan period. To deliver the full programme in accordance with the FSA requirements would require additional resource over the existing budget.

## 4.3 Staff Development Plan

The creation and development of the new Shared Regulatory Service across three distinct areas, together with the implementation of a new structure and new ways of working presents many challenges for the new Service and its workforce. This will involve considerable change in culture, working methods and staff development all of which will impact on the workforce. Shared Regulatory Service's approach to managing this is through the production of a Workforce Development Plan that provides a plan for developing the workforce to ensure the workforce has and maintains the right mix of experience, knowledge and skills required to fulfil our goals.

The Workforce Development Plan, will provide a framework that addresses wide ranging issues and bring together the following areas:-

- Developing organisational culture
- Leadership and management development
- Skills development
- Recruitment, retention and progression
- Communication and employee engagement
- Employee performance management

Continuing Professional Development (CPD) is actively encouraged and officers attend a wide range of training courses, seminars, meetings and briefings to help maintain competency and improve technical, legal and administrative knowledge. The Food Law Code of Practice requires a minimum of 10 hours CPD to be completed by all authorised officers. The Chartered Institute of Environmental Health and the Chartered Trading Standards Institute have mechanisms in place to monitor CPD of its members requiring 20 hours a year to be met for normal membership and 30 hours a year for chartered membership.

Regular food safety and standards training is carried out in house. At least one internal training session will take place each year.

All officers receive training in respect of new food and feed legislation and how it relates to establishments involved in the supply of products of animal and non animal origin. This is an ongoing process and officers will receive further training and guidance as required.

The Service also recognises the need for full technical support to be available to all Food and Feed Officers and this is achieved through a variety of ways, including internet subscription and library.

## 5. Quality Assessment

Shared Regulatory Services recognises the need to measure the effectiveness of its food and feed safety duties and strongly supports the ethos of continuous improvement. The Service therefore participates and undertakes a number of activities to ensure that work is of a high standard and opportunities to identify and implement improvements are taken.

### **Documented procedures**

To ensure the quality and consistency of our activities, processes, procedures and work instructions for Food and Feed enforcement activities are documented within each local authority area. To ensure the quality and consistency of our activities and in accordance with the Food Standards Agency Framework Agreement, consistent procedures have been developed to harmonise the processes, and work across Shared Regulatory Services and are available to all Shared Regulatory Services staff.

Documented procedures identify responsibility for the work carried out and ensure that all changes identified through audit are carried out in accordance with improvement procedures. .

### **Assessment and audits**

The monitoring of the quality of our policies and procedures is assessed in a number of ways, namely:-

- Internal audit of documented procedures and work instructions via internal audit;
- Audits undertaken by the Food Standards Agency.
- Customer consultation and feedback;
- Review of corporate complaints and compliments about the service.

Shared Regulatory Services is committed to continuous improvement using various management tools for identifying opportunities for improvement and has used 'lean management' techniques to review processes and procedures which require the mapping out and examination of processes to identify more efficient and effective working practices.

In March 2017 an Audit was completed by the Food Standards Agency Wales of the delivery of official food controls in Shared Regulatory Services. This identified recommendations for incorporation into the Service to ensure best practise. An Action Plan will be drafted with set timescales to ensure that these improvements are made. Shared Regulatory Services are in discussions with the FSA in relation to this action plan and once agreed this will be included into this Service Plan.

### **Customer consultation and feedback**

We are committed to involving customers in the continuous improvement of services and recognise the need to have structured methods of obtaining service users views and perception of the service. During 2016/17 this included a questionnaire sent to food business operators in Cardiff following each planned food hygiene inspection visit asking a series of questions to gauge the business's satisfaction with the enforcement services. Results for 2016/17 show that 89% of respondents said that the food hygiene inspection helped them to improve food hygiene standards and 93% were very satisfied or satisfied with the overall level of service they received.



# 6. Review

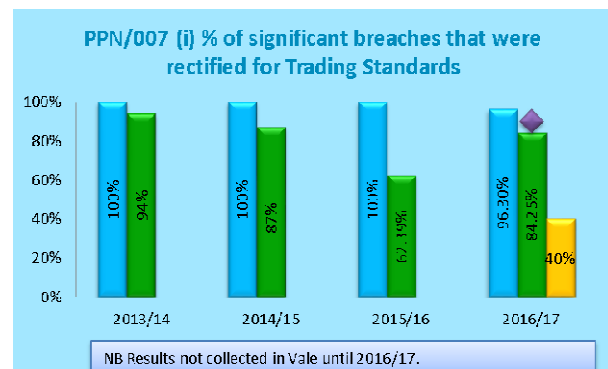
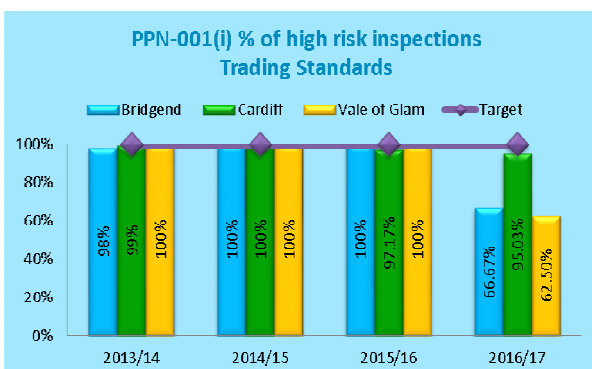
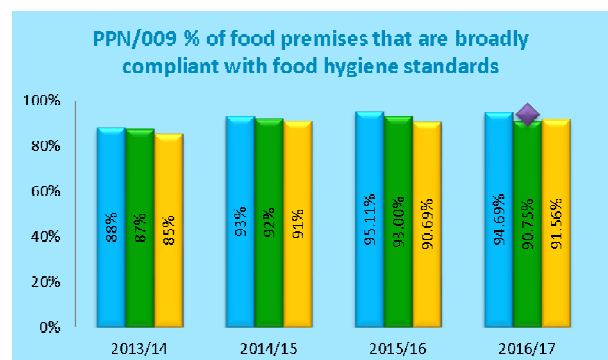
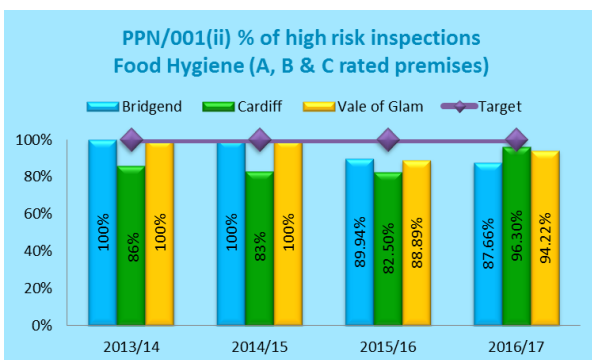
## 6.1 Review against the Service Plan

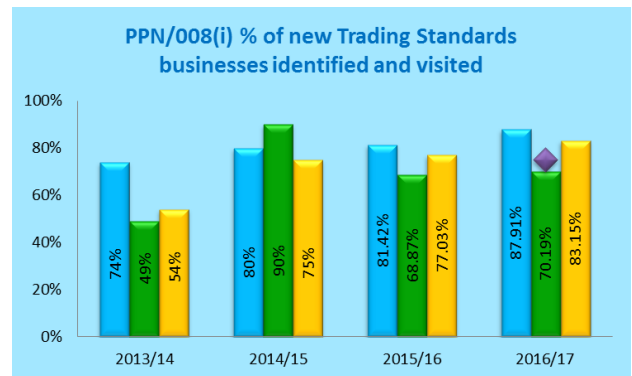
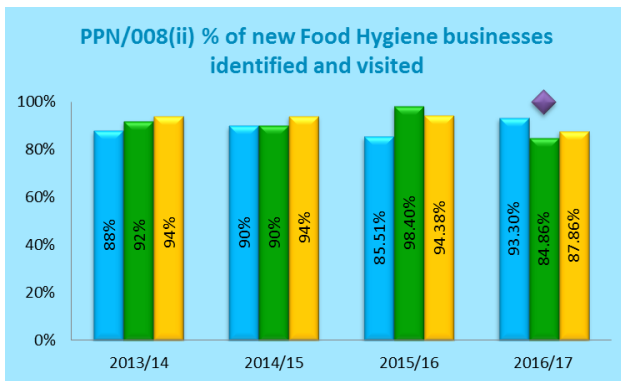
In order to ensure continuous improvement it is essential that performance is regularly monitored. Shared Regulatory Services has an effective performance management infrastructure in place for developing, delivering, monitoring and reviewing interventions which is undertaken through the following mechanisms:-

- The Joint Committee for the Shared Regulatory Service will approve this Service Plan setting out the work programme for the service and reviewing performance against the previous year's programme.
- Performance of the service is considered at team and divisional meetings on a monthly basis. Performance against strategic and local Performance Indicators is reviewed through a framework of management review meetings.
- Section and Divisional meetings allow for the effective management of work and are also one of the routes of communication that allow individual and team involvement in the development and delivery of interventions.
- Performance of individuals is managed through the #itsaboutme Scheme detailed in Section 4.
- Procedures and work instructions will be managed through a Shared Regulatory Service document control system.

### Performance measures

The only current Public Accountability Measure relevant to Food Safety is PPN/009, however other performance indicators such as service improvement data are collected. The following graphs show the results for the last 4 years.





The target for interventions to be completed at high risk businesses for food safety in 2016/17 were A- 100%, B100% and C 80%. All these targets were met for food safety across Bridgend, Cardiff and the Vale of Glamorgan and the final performance as pictured was as a result of the lower number of interventions being completed at C rated businesses. Whilst the Service endeavoured to complete 100% of the C rated businesses in accordance with the Food Law Code of practice unfortunately this was not achieved due to 4 members of staff having training needs and contractors not fulfilling their contract.

The broadly compliant figure indicates the number of businesses within each area who has managed to achieve a food hygiene rating of 3 or above. Whilst the Service endeavours to improve compliance with food law through advice and guidance or enforcement, ultimately the achievement of a score of 3 depends on the willingness of the food business operator to make and maintain improvements. There is a noticeable reduction in the broadly compliant figure for Cardiff which maybe attributed to the fact that a large number of businesses in the D rated category were inspected which had not received an intervention for some time. This indicates the importance of regular interventions from food safety officers to ensure compliance with food law requirements is maintained.

70% of high risk feed inspections were also achieved across Bridgend, Cardiff and the Vale in 2015/16. The shortfall represented 4 inspections outstanding at the end of the year.

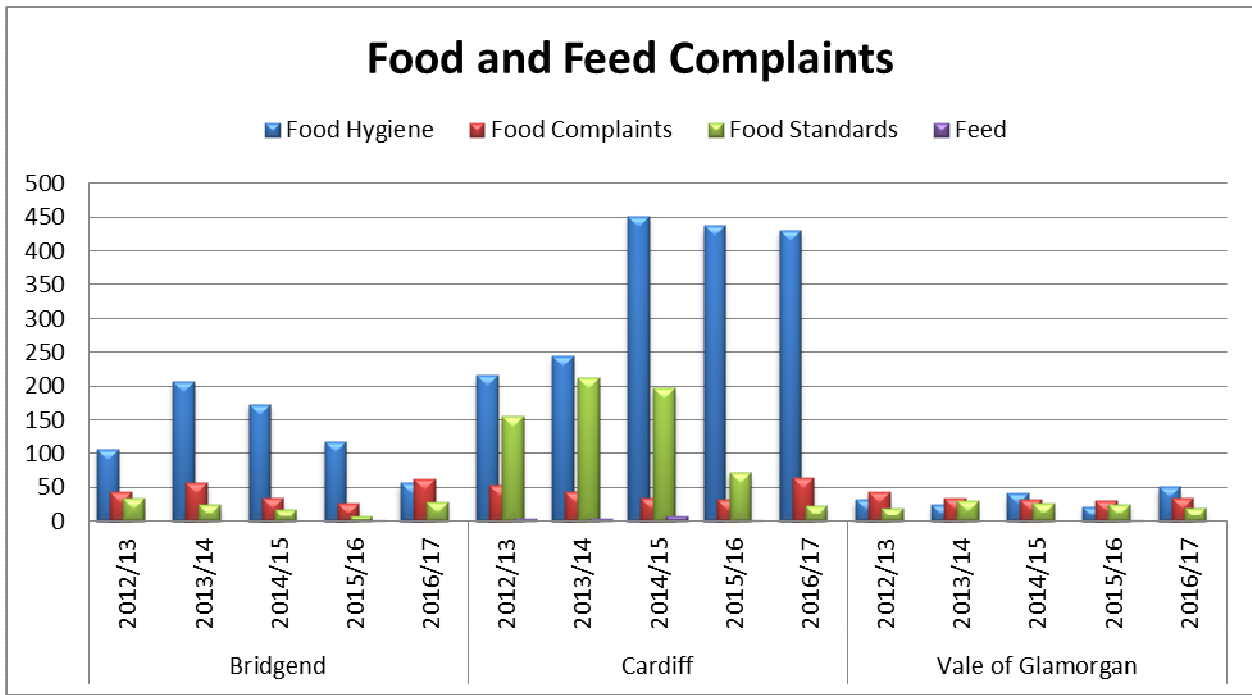
There are currently 5928 food premises across the region that are subject to local authority enforcement. During 2016/17 enforcement measures taken included 2686 warning letters (1721 in Cardiff, 516 Bridgend and 449 Vale).

A total number of 47 Hygiene Improvement Notices were issued (15 Bridgend, 19 Cardiff and 13 Vale).

There are currently 736 registered feed premises across the region that are subject to local authority enforcement.

Enforcement	2015/16									2016/17								
	Bridgend			Cardiff			Vale			Bridgend			Cardiff			Vale		
	Food Hyg	Food Stds	Feed Safety	Food Hyg	Food Stds	Feed Safety	Food Hyg	Food Stds	Feed Safety	Food Hyg	Food Stds	Feed Safety	Food Hyg	Food Stds	Feed Safety	Food Hyg	Food Stds	Feed Safety
Voluntary closure	2	0		20	0		2	0		2	0		30	0		2	0	
Seizure, detention and surrender of food	2	0		10	0		0	0		2	0		18	0		0	0	
Suspension/revocation of approval or licence	0	0		0	0		0	0		0	0		0	0		0	0	
Emergency Prohibition Notice (Formal)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prohibition Order	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Simple caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(Hygiene )Improvement notice	19	0	0	19	0	0	9	0	0	15	0	0	19	0	0	13	0	0
Written Warnings	561	1	0	1204	1	6	547	79	29	514	2	0	1712	9	0	447	2	0
Prosecutions concluded	3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Remedial Action Notices	2	0	0	19	0	0	0	0	0	1	0	0	10	0	0	11	0	0

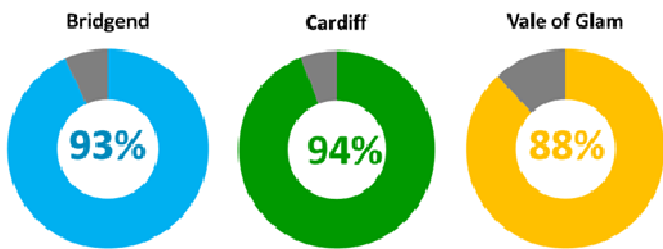
773 service requests were received in 2016/17 (complaints) 147 Bridgend, 518 Cardiff and 108 Vale of Glamorgan were received in total and all were investigated. The table below shows a breakdown of the type of complaint received.



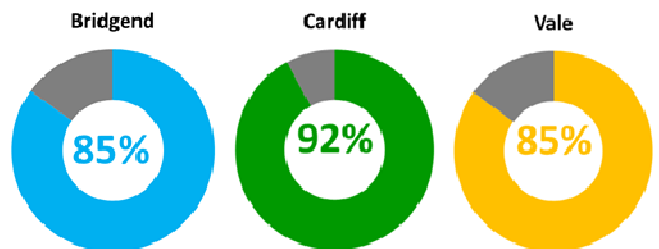
The graph shows a dramatic increase in the number of Food Hygiene complaints received in Cardiff since 2014/15. This is believed to be largely due to more accurate recording of information together with greater awareness of food safety issues following the introduction of the Food Hygiene Rating Scheme.

During 2016/17 questionnaires were sent to food business customers following an inspection to gauge their views on the inspection process across the 3 areas. This was a new process for Bridgend and Vale of Glamorgan. Results were very positive with a high percentage of businesses feeling that the food safety inspection helped them improve standards in their business and high satisfaction with the service provided across all three areas.

**% of food businesses satisfied with overall level of service**



**Businesses who felt food safety inspection helped them improve food hygiene standards in their business**



Source – Respondents to customer satisfaction questionnaire

## Achievements

### Bids for Funding

SRS has been awarded a total of £8,131.50 by the FSA in 2017-18 to complete the following:-

**Bid 1:** The updating, rebranding and printing of guidance booklets, leaflets and hand-outs for distribution to targeted food business in the SRS region.

**Bid 2:** Provide Safer Food Better Business seminars and Food Safety Management training to approximately 40 businesses within the SRS region that have a poor confidence in management score.

**Bid 3:** The updating and rebranding of the Cardiff Safer Food Better Business Toolkit to enable it to be used by food businesses throughout the region, to assist with raising staff awareness and training.

### Support for food businesses

**Food and Safety News** – The Service’s commitment to advising and supporting food businesses to achieve legal compliance and the highest possible standards resulted in the development of a twice yearly newsletter aimed at food businesses to inform, educate and advise on responsible food safety and health and safety across Bridgend, Cardiff and the Vale of Glamorgan. The first edition offered advice on how to keep customers and staff safe, provided guidance on food allergens, less than thoroughly cooked burgers and how to achieve a high food hygiene rating.

In order to improve standards in new food businesses every new business that registered with SRS received a letter detailing the food hygiene rating scheme and the matters to be addressed in order to achieve a food hygiene rating.

**Advice visits and training** - Shared Regulatory Services has introduced a paid for advice service and training service to facilitate savings and increase the range and availability of what is available. A fee of £102 +VAT is charged for a 2 hours on site advice visit tailored to the businesses needs with a follow up written report. Courses currently offered include Level 2 and 3 Food Safety Training Courses with a HACCP course currently being developed.

**Website** - In addition development of the Shared Regulatory service website is aimed to assist local businesses in sourcing relevant information for their successful operation.

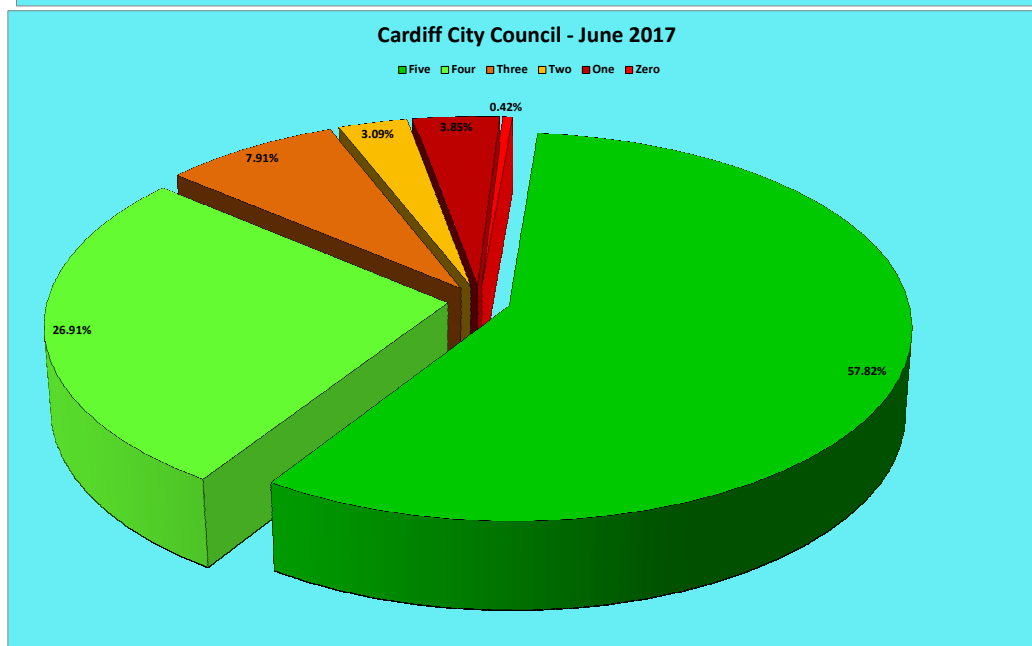
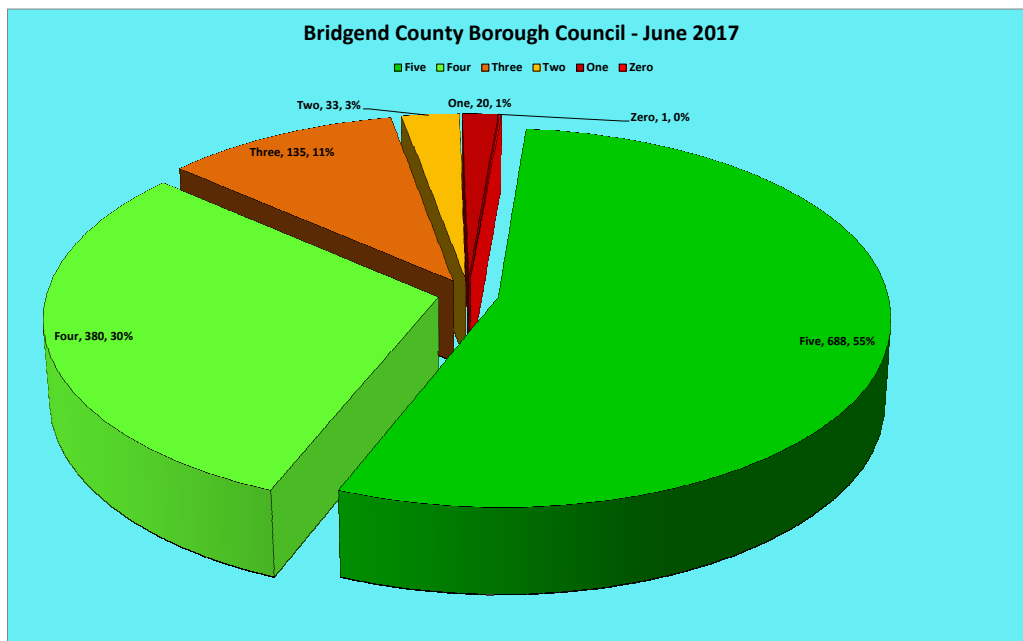
**Breakfast Forum** – SRS hosted a breakfast forum for food businesses at a packed ‘Principality Stadium’ in February to give businesses advice on how best to meet standards. The forum gave food businesses across Bridgend, Cardiff and the Vale of Glamorgan an insight into the advice and support services available in areas such as food hygiene, health and safety, allergens and food labelling. Attended by more than 100 businesses from coffee shops to restaurants, hotels, nurseries and caterers, delegates received tips on scoring a high food hygiene rating, the importance of understanding allergens and how to keep staff and the public safe in a food

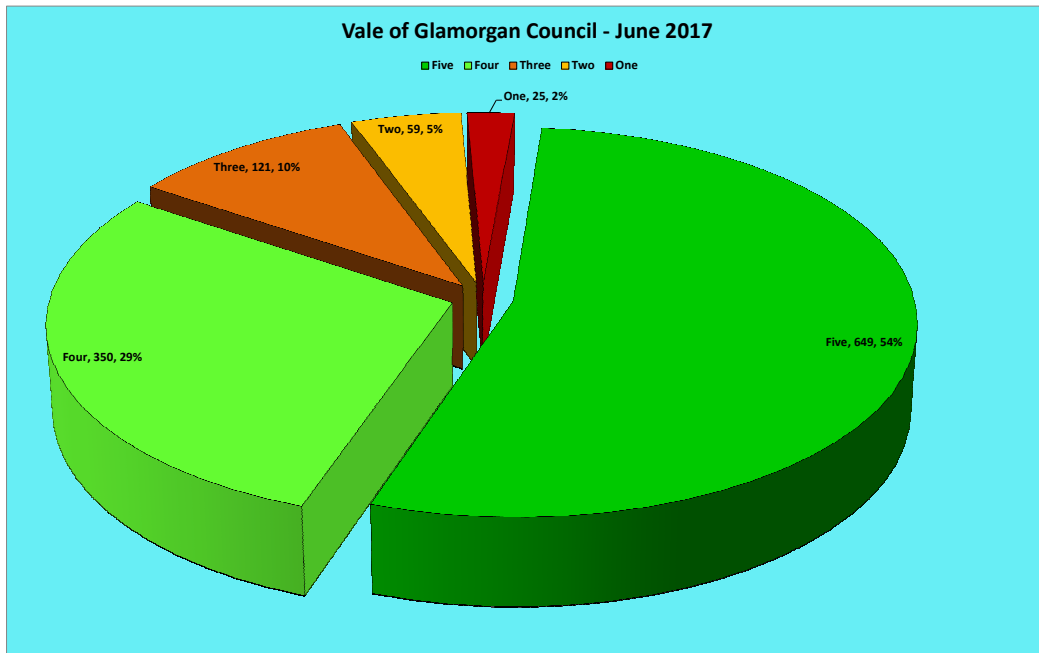
establishment. The Services also highlighted the tailored advice services available via a consultancy basis or Primary Authority Partnership which can include staff training, auditing of terms, conditions, policies and procedures and mock food hygiene inspections to better prepare businesses for the real thing. Feedback from the event was very positive with 95% of attendees who responded to the survey believing that the event would help them improve standards of compliance in their business.

### Food Hygiene Rating Scheme (FHRS)

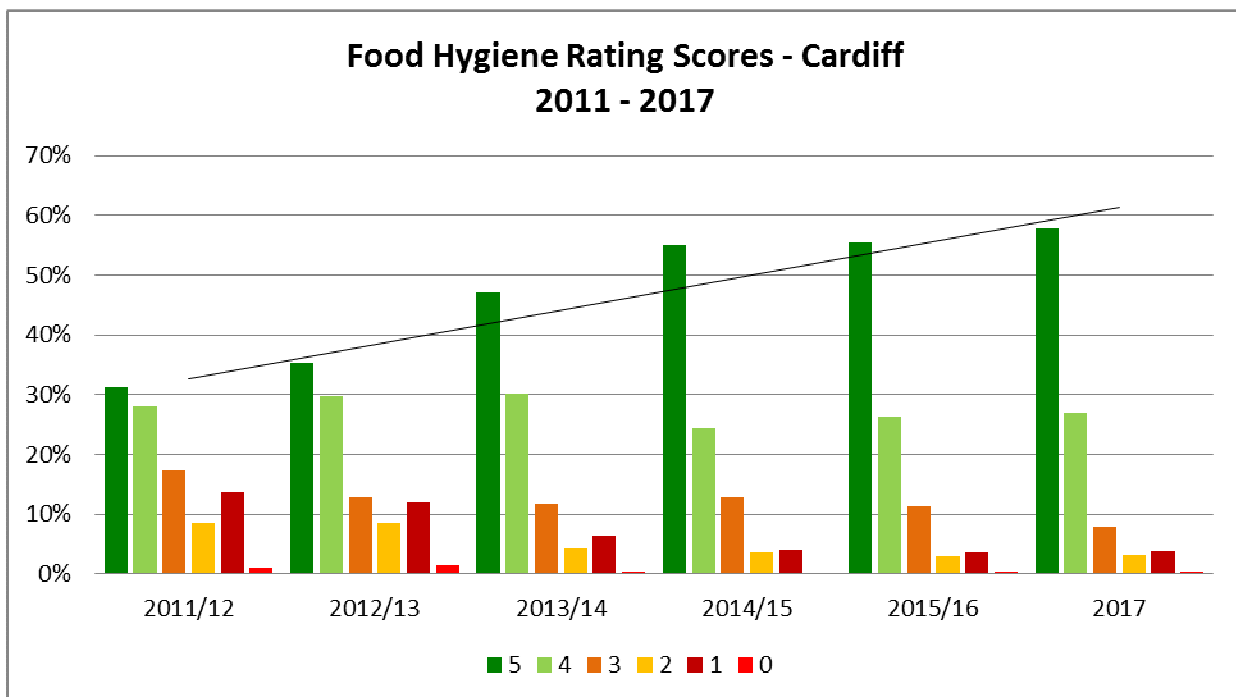
On 1<sup>st</sup> October 2010 the FHRS was introduced. As premises have been inspected they have received a hygiene rating. In November 2013 a statutory scheme was introduced throughout Wales.

The following charts highlight the number of premises inspected across the region together with their rating. A breakdown of the scores across Bridgend, Cardiff and Vale of Glamorgan can be found below.





The Scheme has had a positive impact in improving standards in food businesses and the following graph demonstrates how over a 6 year period the percentage of Cardiff businesses that have been granted a '5' rating, the highest rating that can be achieved, has increased. Similarly the number of low scoring businesses has dropped.



## **Managing E.coli risk within the Council**

The partner councils all have a role in procuring and providing food to a range of establishments. Over the last three years, significant progress has been made to address the E.coli risk at Cardiff Council. In 2013/14 Cardiff Council adopted a Corporate Food Safety Management System, supported by an E-learning module. A corporate Action Plan is in place and the E-learning module has been significant in allowing a greater numbers of relevant employees to be trained and this has been reflected positively in the Action Plan. The Shared Regulatory Service recognises the need to maintain this momentum to implement and develop these corporate procedures and as such will continue to support this regime in 2016/17. The impact upon the overall compliance of the Council establishments at Cardiff has been significant and in 2016/17 the Shared Service will discuss extending this regime to the other partner councils. Supporting these “in-house” regimes is not a core function of the Shared Service and any work undertaken will need funding from the partner Councils.

## **Food Hygiene Intervention Programme**

### **Planned High Risk Food Hygiene Inspections (Risk Category A-C)**

The Service faced a number of challenges during 2016/17 yet despite this an overall high risk inspection rate of 87.66% Bridgend, 96.30% Cardiff and 94.22% in the Vale of Glamorgan was attained against a target of 100% and show significant improvement, particularly in relation to Cardiff and the Vale of Glamorgan from the previous year.

The service completed all Category A and B premises visits to schedule. Resources, limited during this period, were prioritised to ensure these premises were visited as required. The shortfall against target consists of premises in Category C.

The term high risk premises includes those businesses rated as:-

- category A (those premises requiring a visit every six months)
- category B (those premises requiring an annual visit)
- category C (those premises requiring a visit every 18 months)

Meeting this performance indicator has proved problematic, particularly for Cardiff Council in recent years. The figures illustrate that the new operating model, when fully resourced, is capable of delivering the required performance for high risk premises while delivering the savings sought by the Councils.

### **Other Planned Food Hygiene Interventions (Risk Category D-E)**

An overall intervention rate of 83.56% in Bridgend, 70.36% in Cardiff and 83.05% in the Vale of Glamorgan was achieved for category D and E premises. These figures are much improved from last financial year (34.75% Bridgend, 9.24% Cardiff and 50% Vale). This was achieved through utilising unqualified Technical Officers to conduct alternative enforcement inspections to category D and E premises.



## **Unrated Premises**

As many as one in three UK businesses fail in the first three years. Establishing contact with new businesses in their first year of trading is an important part of the SRS strategy to promote and support the local economy. Early engagement with a business helps us to protect the public health and allows the SRS to work with food businesses and provide them with the opportunity to understand often complex legal requirements.

During 2016/17 100% of premises in Bridgend, Cardiff and the Vale that were unrated on the 1 April 2016 were inspected during the year. The requirement to inspect new businesses within 28 days has however not been achieved with 93.30% Bridgend, 84.86% Cardiff and 87.86% of new businesses identified during the course of the year being inspected. The new business performance indicator will always be challenging for the food service. Food businesses often register however will not be ready for trade within 28 days.

## **Broadly Compliant Premises**

The percentage of food premises which were deemed to be broadly compliant with food hygiene law i.e. rated a 3 or above, continued to stay at a high level for all 3 areas with 94.69% in Bridgend, 90.75% in Cardiff and 91.56% in the Vale of Glamorgan. This is in part the positive impact of the implementation of the Food Hygiene Rating Scheme which encourages many businesses to strive for a better rating. Once improvements are made, businesses request a revisit to be rescored.

## **Successful prosecutions**

The Service had a number of successful prosecutions during 2016/17. These included the following:-

A Penarth bakery was fined more than £10,000 after committing 36 hygiene offences and its owner banned from managing a food business for 10 years, following interventions by officers. A number of visits made to the food manufacturer supplying other outlets as well as its own retail shop revealed serious breaches of hygiene regulations that resulted in 11 improvement notices being served in the interest of public health. Breaches included poor personal hygiene, filthy premises in poor condition, failure to protect food from contamination, rodents and insects not controlled at the premises, and placing unfit food on the market.

A Cardiff wholesaler who had a food hygiene rating of one, was prosecuted and fined £120,000 for delivering 'high risk' food to a business in a vehicle that wasn't refrigerated following an investigation by the service. The issue first came to the attention of officers in 2014 when following the receipt of a complaint that food such as ham and cheese were being transported in vehicles that were not refrigerated, an investigation resulted in a Remedial Action Notice being served on the company. A follow up inspection that took place within 14 days found the company to be complying with the measures imposed on them. Unfortunately, some time later, the company was found to have breached the 'Remedial Action Notice' when an Environmental Health Officer visiting another premises as part of a routine inspection, noticed a van from the company delivering food and checked the van. The van was not refrigerated and found to contain both cooked and uncooked meat with no temperature control equipment in the vehicle. The fine was reduced on appeal to £80,000.

## 6.2 Identification of any variation from the Service Plan

The mechanisms in place to review performance enable remedial action to be put in place should any shortfalls against targets or plans occur during the year. Consideration will be given to the various factors that may contribute to any shortfalls and whether additional resources, re-allocation of staff resources or re-prioritisation of workload is required to resolve any problems. Any issues that may not have been resolved at the end of the year will be included in the Service Plan for the following year.

The performance against the food safety intervention plan for 2016/17 has been outlined in detail above. It was recognised at the time of plan adoption that resources were insufficient to deliver the full requirements of the Food Law Code of Practice. Therefore, in light of the reduced resource available, decisions were made regarding priorities which included inspection of all A, B, non-broadly compliant C premises and new businesses. These premises were the focus of priority throughout the year. As it became clear during the year that performance would be poor for high risk business inspection, contractors were employed to inspect approximately 600 C rated premises in Cardiff. Any high risk premises due for inspection but not inspected as part of the programme for 2016/17 have been included in the programme for 2017/18.

Cardiff Council received an allocation of £15,092 for microbiological analysis of food and water samples from Public Health Wales during 2016/17. The specific sampling surveys identified in the Sampling Plan were delivered and 54.1% of the allocation was spent.

Bridgend received an allocation of £7,306 and Vale of Glamorgan £11,359 for microbiological analysis of food and water samples from Public Health Wales for 2016/17. Only 36.5% and 52.4% respectively of the allocation was spent due to the restructure within the Service and the need to redirect resources to complete the intervention programme.

## 6.3 Areas for improvement

As part of the annual review process, any areas for improvement will be identified and included in the Plan and/or the Service Area Business Plan with such improvement encompassing areas such as :-

- Improvements to working practices;
- New projects or initiatives;
- Greater partnership working;
- Improvements in efficiency and effectiveness;
- Promotion of food issues;
- Greater focus on outcomes.

As a result of a review of the service, the following opportunities for development are identified for 2017/18.

## **Food Safety**

- Continue to review and harmonise policies and procedures across Shared Regulatory Services.
- Continue to implement and enforce the statutory Food Hygiene Rating System at all visits carried out by the Food and Port Health Teams and initiate projects to ensure appropriate display of ratings.
- Promote the new requirements of the Food Hygiene Rating (Promotion of food hygiene rating)(Wales) Publicity Regulations 2016 introduced in November 2016.
- Continue to prioritise new businesses and A and B rated businesses for inspection.
- Address the shortfall of interventions carried out at C, D and E rated businesses.
- Bid for any grant funding that maybe available in order to improve standards in poorly performing businesses.
- Establish arrangements for engaging with business and communicating food safety messages.
- Maximise the use of the available funding for sampling by developing and implementing a suitable sampling programme.
- Promote the uptake of paid for advice and training by businesses to improve their hygiene ratings.
- In light of the impact of the Shared Regulatory Service on Cardiff Council arrangements for Corporate E.coli management, continue to input into the Council's compliance with E. Coli Action Plan to ensure that the Council maintains working group meetings, HACCP (Hazard Analysis and Critical Control Point) implementation, roll out of online training and corporate training and focus on educational establishments.
- Engage with local businesses to promote and secure additional Primary Authority relationships.
- Develop and implement a workforce development plan to ensure ability to meet goals and secure resilience of service.
- Implement changes required by FSA Audit.
- Check and ensure accuracy of data on new database.

## **Food Standards**

- Continue to ensure that unrated and low rated food premises are assessed via a combination of self assessment questionnaires and inspection.
- Ensure all food qualified officers are kept up to date with changes in legislation via a combination of internal and external training courses and workshops.
- Review the food incident procedure to ensure that co-products, which are products derived from food manufacture including waste food that enter the feed chain, are included.
- Address the shortfall of interventions undertaken at medium and low risk businesses.
- Continue the process of registering feed businesses and share intelligence with other authorities about the types of businesses supplying the feed chain especially those supplying co-products.
- Increase the number of competent level one feed officers within the service to help deal with the increasing number of feed businesses.
- Encourage officers to become food and/or feed qualified

## Feed Hygiene

- Work with the Wales Feed Group to standardise policies and procedures.
- Ensure all feed officers are kept up to date with changes in legislation through training courses and monitoring.
- Prioritise newly registered feed businesses for inspection.
- Increase the number of qualified and/or competent feed officers through training and monitoring to ensure resilience within the Service.
- To identify new feed businesses through self-assessment questionnaires and intelligence sharing.
- To review and update as necessary the register of feed businesses.

## Communicable Disease

- Harmonisation of response and investigation procedures for suspected and confirmed cases of food poisoning, including the application of the Good Practice Statement for the investigation and surveillance of Campylobacter Infection.

## Appendices

- A. [Food Safety Sampling Plan](#)
- B. [Local Public Health Strategic Framework \(relevant sections\)](#)
- C. [Food Standards Sampling Plan](#)
- D. Wales Feed Standards Sampling Plan – To be confirmed.
- E. Corporate Priorities of partner authorities

# Appendix A - Food Safety Sampling Plan

Food Safety Sampling Plan 2016/17							
Microbiological (M) Chemical (C) Physical (P) Radiological (R)							
Product	Type	Analysis	Analyst	Duration	Sampling Rate	Approx samples/premises	Estimated samples/year
SURVEILLANCE MONITORING							
End Product Testing High Risk Premises	M	Aerobic Colony Counts & Food Pathogens	PH Wales	Ongoing	Annually	Variable	80
Food Poisoning Outbreaks	M	"	PH Wales	Ongoing	As required	Variable	100
Premise Specific Sampling (Surveillance)	M	"	PH Wales	Ongoing	As required	Variable	100
Imported Foods (Port & Inland)	M	"	PH Wales	Ongoing	As required	Variable	60
	C	Various Contaminants & Pesticides	CSS	Ongoing	As required	Variable	40
SPECIFIC SURVEYS							
Welsh Food Microbiological Forum Cooked Chicken Survey	M	Aerobic Colony Counts, listeria & enterobacteriaceae&	PH Wales	April to Sept	As per protocols	Variable	30
Welsh Food Microbiological Forum Ice Used in Coffee Shops	M	Aerobic Colony Counts, E coli, coliforms and faecal streptococci	PH Wales	July to October	As per protocols	Variable	50
Welsh Food Microbiological Forum Examination of meals in Welsh primary and secondary schools	M	Aerobic Colony Counts, E coli Enterobacteriaceae, listeria, bacillus, clostridium perfringens, salmonella, S. aureus&	PH Wales	Oct to March	As per protocols	8	350
Welsh Food Microbiological	M	Aerobic Colony Counts &	PH Wales		As per	Variable	40

**Food Safety Sampling Plan 2016/17**  
**Microbiological (M) Chemical (C) Physical (P) Radiological (R)**

Product	Type	Analysis	Analyst	Duration	Sampling Rate	Approx samples/premises	Estimated samples/year
Shopping basket 14		Food Pathogens		April to March	protocols		
PRODUCT SPECIFIC PREMISES (Vertically Approved)							
Meat Products (4)	M	pathogens & ACC	PH Wales	Ongoing	Bi Annually July 15 & Jan 16	Variable	20
Fishery Products (3)	M	"	PH Wales	Ongoing	Bi Annually July 15 & Jan 16	Variable	15
Meat Preparations (1)	M	"	PH Wales	Ongoing	Bi Annually July 15 & Jan 16	Variable	5
Approved Premises - (13 – 4 Bridgend, 8 Cardiff, 1 Vale)	M	"	PH Wales	Ongoing	Bi Annually July 15 & Jan 16	Variable	5 per premises approx. 65
WATER MONITORING							
Product Specific Premises (13)	M	Total Coliforms & E.coli	PH Wales	Ongoing	Annual	Variable	13
Special Events Waters	M	Total Coliforms & E.coli	PH Wales	Ongoing	Variable	Variable	20
Pool Waters	M	Total Coliforms & E.coli	PH Wales	Ongoing	Variable	Variable	70

# Appendix B – Local Public Health Strategic Framework



Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board



Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales

<p><b>LOCAL PUBLIC HEALTH PLAN 2016/17-2018/19</b> <i>Second order priority</i></p> <p><b>Health protection</b></p> <p>Lead officers: Dr Sian Griffiths, Fiona Kinghorn, Dr Tom Porter, Dr Suzanne Wood (tel: 029 2033 6201)</p> <p>Partnership leads: Dr Gwen Lowe (Health protection, Public Health Wales), Dave Holland (City of Cardiff Council &amp; Vale of Glamorgan Council), Huw Brunt (Environmental health protection, Public Health Wales)</p>	<p><b>HEADLINE PERFORMANCE INDICATORS OR TARGETS</b></p> <ul style="list-style-type: none"> <li>No circulating measles in Cardiff and the Vale</li> <li>All declared outbreaks evaluated against World Health Organisation (WHO) evaluation template at their conclusion for outbreaks and environmental incidents</li> <li>Achieve national target of 85% TB treatment completion rate</li> <li>3,000 teenagers swabbed for meningococcal carriage study</li> <li>Ensure flu vaccination offered to all children in risk groups in special schools</li> <li>85% uptake of TB screening invitations in higher education</li> </ul>																																
<p><b>WHAT ARE WE TRYING TO ACHIEVE?</b> A reduction in the incidence and impact of infectious diseases and environmental hazards in Cardiff and Vale</p>																																	
<p><b>STORY BEHIND THE PRIORITY AREA</b></p> <ul style="list-style-type: none"> <li>Infectious disease emergencies cause mortality, morbidity and great anxiety to the public. Preventative evidence-based activities are key in reducing the risk</li> <li>Food borne infections continue to present a serious risk to health. The Pennington Inquiry, following the South East Wales <i>E. coli</i> 0157 outbreak, highlighted local government weaknesses in food procurement, food safety management systems and food hygiene enforcement services. Action plans remain in place to deliver improvements. The Shared Regulatory Service will apply some of the successful action plans established at Cardiff into the Vale of Glamorgan processes to identify and deliver any appropriate improvements</li> <li>Tuberculosis (TB) remains an important cause of morbidity in Cardiff. Control depends on early detection, the completion of effective supervised treatment and the identification and screening of all close contacts and new entrants from high prevalence countries.</li> <li>It is estimated that 14% of the burden of disease in the UK is attributable to environmental stressors and impacts are believed to disproportionately affect the more vulnerable and deprived, therefore actions to address the most common public health impacts associated with exposures play a key role in protecting and improving health. In addition to responding to acute incidents, proactive research is needed to understand relationships between environmental hazards, health outcomes and other factors so effective action can be taken to reduce associated health burdens</li> <li>There is a health protection on-call rota out of hours covering Wales which is staffed by Specialty Registrars and Consultants, including those from the Cardiff and Vale local Public Health team, in addition to specialist support from Public Health Wales health protection leads. The team also contributes to co-ordinating any LHB actions which may be required as a result of an outbreak or event during work hours</li> </ul>																																	
<p><b>ACTIONS FOR 2016/17-2018/19</b></p> <ul style="list-style-type: none"> <li>Deliver the National Food Hygiene Rating Scheme and implement alternative strategies for securing improvements in the food safety performance of local businesses</li> <li>Lead the development and delivery of the Cardiff and Vale of Glamorgan Food Law enforcement service plans 2016/17</li> <li>Ensure that multiagency preparedness plans are in place to mitigate risk from imported Ebola Virus Disease infection</li> <li>Swab 3,000 teenagers for the meningococcal carriage study to contribute to the evidence base for prevention of meningococcal disease</li> <li>Facilitate preventative activities in vulnerable group settings including infection prevention and control interventions in care homes, and improving flu vaccination uptake in special schools</li> <li>Offer mass TB screening sessions to those at risk in higher education establishments</li> <li>Audit measles control activities to ensure that cases are not missed</li> <li>Provide appropriate and timely responses to infectious disease notifications, identify any linked cases/outbreaks and audit/evaluate this response</li> <li>Deliver enhanced surveillance for <i>Campylobacter</i> to identify clusters of illness associated with food</li> </ul>	<p><b>ADDRESSING INEQUALITIES</b></p> <ul style="list-style-type: none"> <li>Tuberculosis is more prevalent among more deprived communities in Cardiff and Vale so targeting this will help reduce inequalities</li> <li>Environmental stressors and impacts disproportionately affect more vulnerable and deprived communities (see above)</li> </ul> <table border="1" data-bbox="1120 1101 1948 1220"> <thead> <tr> <th colspan="2">Equality impact assessment (EqIA)</th> <th colspan="2">Key: Impact on inequalities + Positive, - Negative, 0 None</th> </tr> </thead> <tbody> <tr> <td>Age</td> <td>0</td> <td>Caring responsibilities</td> <td>0</td> </tr> <tr> <td>Gender reassignment</td> <td>0</td> <td>Married or civil partnership</td> <td>0</td> </tr> <tr> <td>Race</td> <td>0</td> <td>Religion, belief or non-belief</td> <td>0</td> </tr> <tr> <td>Sexual orientation</td> <td>0</td> <td>Welsh language</td> <td>0</td> </tr> <tr> <td colspan="4">Disability</td> </tr> <tr> <td colspan="4">Pregnant or recent birth</td> </tr> <tr> <td colspan="4">Gender</td> </tr> </tbody> </table> <p>Comments and mitigation actions (where required)</p>	Equality impact assessment (EqIA)		Key: Impact on inequalities + Positive, - Negative, 0 None		Age	0	Caring responsibilities	0	Gender reassignment	0	Married or civil partnership	0	Race	0	Religion, belief or non-belief	0	Sexual orientation	0	Welsh language	0	Disability				Pregnant or recent birth				Gender			
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Sexual orientation	0	Welsh language	0																														
Disability																																	
Pregnant or recent birth																																	
Gender																																	

<p>businesses in accordance with the best practice guide endorsed by the Directors of Public Protection in Wales</p> <ul style="list-style-type: none"> <li>• Maintain the capacity of the TB unit to deliver screening and control activities and facilitate TB screening of asylum seekers through the Cardiff Health Access Practice.</li> <li>• Provide appropriate and timely responses to environmental incidents, identify any associated exposed populations and health impacts and audit/evaluate the response</li> <li>• Deliver the Environmental Public Health Team work plan for 2014/15 to 2016/17</li> <li>• Participate in the delivery of a National Infection Prevention and Control Project for Childcare settings (0-5years)</li> <li>• Participate in the health protection on-call rota</li> </ul>	<p><b>PARTNERSHIP LINKS</b></p> <ul style="list-style-type: none"> <li>• Communicable disease <ul style="list-style-type: none"> <li>○ City of Cardiff and Vale of Glamorgan Councils</li> <li>○ NHS including GPs, Public Health Wales</li> <li>○ Third and private sectors</li> <li>○ Local communities</li> <li>○ Offender health including Prisons</li> <li>○ Education</li> </ul> </li> <li>• Environment <ul style="list-style-type: none"> <li>○ Public Health Wales</li> <li>○ Local Authorities</li> <li>○ Natural Resources Wales</li> <li>○ Food Standards Agency</li> </ul> </li> </ul>
<p><b>PERFORMANCE TRAJECTORY FOR 2016/17-2018/19</b></p> <ul style="list-style-type: none"> <li>• Please contact relevant lead for specific trajectories</li> </ul>	<p><b>RESOURCE RISKS AND REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Internal (UHB) <ul style="list-style-type: none"> <li>○ Maintain capacity within TB unit</li> </ul> </li> <li>• Partners / Welsh Government <ul style="list-style-type: none"> <li>○ Maintain resource in local authorities for delivery of communicable disease response in appropriate and timely manner; and resource for food safety function</li> <li>○ Provide ongoing support for the Environmental Public Health network in Wales</li> </ul> </li> </ul>



## Appendix C - Food Standards Sampling Plan 2017/18

The Shared Regulatory Services Commercial Services Trading Standards Food Sampling Programme for 2017-18 will be made up of planned samples, samples taken in response to food incidents or alerts, samples taken of products from Bridgend, Cardiff and Vale of Glamorgan retailers, samples taken as part of surveys funded by the Food Standards Agency and samples taken as part of combined surveys with other Local Authorities within the 'Glamorgan Group' and Welsh Heads of Trading Standards (WHOTS).

The second element is sampling surveys which the Service is not committed to, however they are surveys that are either, potential areas of concern or will supplement work of existing survey strands. This is intended to be flexible and it means not all surveys may be undertaken and the number of samples taken as part of the surveys may be adjusted to prioritise appropriately during the year. A set budget is available for this work.

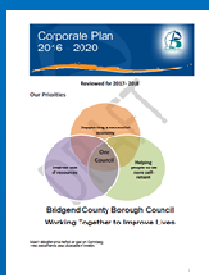
Q	Food Matrix	Analysis	Comments	Target Number	Cost per Sample £	Total Cost	Safety, Fraud, Quality
1	Sausages and burgers (GG)	Meat Content %	Retail – independent butchers	20	81	1620	Quality/ Fraud
	Goat meat	Speciation		6	220	1320	
	Formal sampling Special fried rice	Presence of egg (allergen)	Chinese takeaways – previously failed samples	9	79	711	Safety
	Gluten Free Cakes	Presence of Gluten (allergen)	Retailers – previously failed samples	3	79	237	Safety
2	Foreign Labelled foods (GG)	Analysis of label for allergens	Retailers of foreign food	20	50	1000	Safety

Q	Food Matrix	Analysis	Comments	Target Number	Cost per Sample £	Total Cost	Safety, Fraud, Quality
	Obscure Canned Vegetables/ Obscure fresh fruit	Heavy Metals (Pd/Cd/Hg/As)	Retailers	10	80	800	Safety
	Dented/ old canned fruit	Inorganic tin - 200mg/kg limit	Retailers	10	50	500	Safety
	Single fruit	Pesticide residue	Pick your own	6	175	1050	Safety
3	Craft Ales	Alcohol content	Local micro breweries	12	87	1044	Quality/ Fraud
		Sulphur dioxide					
		Gluten		12	83	996	Safety
	Turkeys	Previously frozen	Local suppliers – methodology TBC	6	108	648	Fraud
	Olive oil/ Extra Virgin Oils	Compositional Standard	Local suppliers/Delis	6	180	1080	Quality/ Fraud

Q	Food Matrix	Analysis	Comments	Target Number	Cost per Sample £	Total Cost	Safety, Fraud, Quality
4	Food Supplement (GG)	Labelling	Local Gyms and Health clubs	15	50	750	Safety
	Joint exercise – MIST Food supplements	High Protein claims banned substances	On line sellers	6	TBC		Safety
						11756	

# Appendix E

## Bridgend County Borough Council



### Corporate priorities

- Supporting a successful economy;
- Helping people to become more self reliant;
- Smarter use of resources.

### Outcomes

- A successful , sustainable and inclusive economy that will be supported by a skilful, ambitious workforce.
- Individuals and families that will be more independent and less reliant on traditional Council services.
- A Council that has lean, robust processes and a skilful workforce. A Supported third/community sector with the opportunity to take on services that meet citizens' needs.

## City of Cardiff Council



### Corporate priorities

- Better education and skills for all;
- Supporting vulnerable people;
- An economy that benefits all our citizens;
- Working together to transform services.

### Outcomes

- People in Cardiff are safe and feel safe;
- People achieve their full potential;
- Cardiff has a prosperous economy;
- Cardiff is fair, just and inclusive;
- People in Cardiff are healthy;
- Cardiff is clean and sustainable;
- Cardiff is a great place to live, work and play.

## Vale of Glamorgan Council



### Corporate priorities

- Reducing poverty and social inclusion;
- Providing decent homes and safe communities;
- Promoting regeneration, economic growth and employment;
- Promoting sustainable development and protecting our environment;
- Raising overall standards of achievement;
- Valuing culture and diversity;
- Encouraging and promoting active and healthy lifestyles;
- Safeguarding those that are vulnerable and promoting independent living.

### Outcomes

- An inclusive and safe Vale;
- An environmentally responsible and prosperous Vale;
- An aspirational and culturally vibrant Vale;
- An active and healthy Vale.

