

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 6 September 2017

Subject: Food Hygiene Inspection Programme

Report of: The Deputy Chief Executive (Growth and Neighbourhoods)

Summary

All Local Authorities must have an up to date documented Food Service Plan, which covers all the areas of food law the authority has a statutory duty to enforce. The plan must be available to the public and set out how the Authority intends to deliver 'Official Controls' within its area and its approach to enforcement.

This report details the Food Hygiene Inspection Programme element of the Food Service Plan.

Recommendations

To consider and comment on the approach to delivering the food programme and improving standards further in the future.

Wards Affected: All

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Manchester Strategy outcomes	Summary of the contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Safe, compliant and successful food businesses contribute to a thriving economy.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Supporting start up food businesses and helping existing food businesses to thrive and grow.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Supporting food businesses through tailored coaching sessions in areas of the City where standards are lower, where businesses have less access to funding and advice and can experience language barriers.
A liveable and low carbon city: a destination of choice to live, visit, work	Improved compliance and better Food Hygiene Rating Scores attract consumers.

Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

- Food Service Plan 2017/18

1.0 Introduction

1.1 The Food, Health & Safety & Airport Team has responsibility for: -

- Programmed Food Hygiene and Food Standards inspections
- Issuing approvals for businesses that export to the EU
- Investigation of complaints relating to Food Hygiene or Standards
- Food sampling activities
- Communicable disease investigations (including food poisoning outbreaks)
- Checking and sampling imported foods at Manchester Airport
- Providing expert regulatory advice through Primary Authority agreements
- Health and Safety accident and fatality investigations
- Investigation of Health & Safety complaints and proactive inspections

1.2 The largest demand on the service is the programmed inspection of food premises. There are currently 4,652 food premises on the Council's database. Over the past five years we have seen a continual increase in the number of food businesses operating across the City, placing greater pressure on the team to ensure a current and accurate premises database and increasing the number of interventions required within the food programme.

1.3 The service also responds to a high volume of complaints regarding food safety and hygiene (1,778 in 16/17) and dealt with the importation of 988 consignments of food via Manchester Airport last year.

2.0 Food Programme 2017/18

2.1 The number of food premises requiring an intervention in 2017/18 is 2,876. An intervention can be in the form of a full inspection, partial inspection, audit, sampling or verification visit.

2.2 On completion of an inspection a premises is allocated a risk category and this determines the frequency of inspection. The risk category is determined by how a premises performs against criteria such as the structure of the premises, food safety practices and confidence in management. Risk also increases where the number of consumers is substantial (e.g. manufacturers). Figure.1 shows the risk profile of the required interventions in 2017/18.

Fig.1 Risk profile of interventions required 2017/18

Category	Intervention Frequency	Number
A	Every 6 months	50
B	Every 12 months	360
C	Every 18 months	726
D	Every 2 years	865

E	Every 3 years	225
Unrated (new premises)	Not yet allocated	650

- 2.3 A premises is also awarded a score ranging from 0 (*urgent improvement necessary*) to 5 (*very good*) under the national Food Hygiene Rating Scheme (FHRS). These scores can be displayed by the premises and are available to the public on the Food Standards Agency website.

The FHRS score is derived from 3 elements of the inspection – food safety practices, structure of the premises and confidence in management. Appendix 1 provides details of the scores allocated to premises in Quarter 1 this year. The majority of premises are in the acceptable range of 3 and above, but the table illustrates the broad spread of scores in premises across the city and helps us to understand which businesses need more support.

- 2.4 Given the range of demands placed on the Food Team detailed service planning, including analysis of available capacity, is required to ensure the successful delivery of the food programme.
- 2.5 To allow flexibility for peaks within the inspection programme, and to ensure resource capacity, a portion of the food programme is delivered by an external resource. External resources must be appropriately qualified and experienced, and are monitored closely to ensure the appropriate standard of inspection is carried out.
- 2.6 Satisfactory progress is being made on delivering this year’s programme. Of the 577 food premises requiring an intervention in Quarter 1, 532 (92%) interventions were completed on time and although slightly behind at that stage of the year, we are on track to deliver the full programme for this year.
- 2.7 In order to help achieve the full inspection programme, and in line with guidance from the Food Standards Agency, the team has implemented a new sampling programme, in some businesses, as an alternative to full food hygiene inspections.

High performing businesses don't necessarily need a full food hygiene inspection to be assured that they are compliant and it can be useful to use alternative interventions. This case study provides an example of where sampling has been used as an alternative intervention.

Alternative Intervention- Sampling Programme

A sampling programme is helpful where business compliance has been consistently good, and helps to verify whether food safety procedures are working. Officers can sample a range of ready to eat products such as sandwich fillings and sauces as well as swabbing work surfaces and sampling items such as cloths.

In Quarter 1 this year, 77 samples were taken at 28 food premises. 11 premises received unsatisfactory sample results indicating a failure in some hygiene practices.

Following a failed sample, officers work closely with a business to improve practices and repeat samples are taken to ensure any issues have been resolved. In one example cloths were found to be unhygienic and the premises now only uses disposable cloths. In another premises officers sampled a tuna mayonnaise sandwich filling, after watching it being made, and advised on hygiene practices such as the proper cleaning of tin openers. All premises referred to above have been revisited and the re - sampling undertaken was satisfactory.

3.0 Enforcement

- 3.1 The service was audited by the Food Standards Agency (FSA) in 2015/16. The audit identified that the service needed to expand the range of enforcement options considered by officers during interventions, and that this should be carried out in line with the Council's enforcement policy. This was particularly relevant to the use of formal enforcement notices.
- 3.2 Internal monitoring procedures have since been developed to ensure that enforcement decisions taken by officers are discussed and verified to ensure they are in line with the enforcement policy. .
- 3.3 The use of Improvement Notices has increased from zero in 2015/16 to nine in 2016/17. Two Prohibition Notices were also served in 2016/ 17.
- 3.4 Prosecution cases have also increased within the team. In 2015/16 two successful prosecutions were taken. In 2016/17 the number of successful prosecutions had increased to three with a further seven currently under investigation or with City Solicitors.

4.0 Support for Food Businesses

- 4.1 The following case studies provide a flavour of the ways in which the Food Team is supporting businesses to improve and grow.
- 4.2 As noted in paragraph 2.3 Food Hygiene Rating Scheme scores are used to identify those businesses that may need additional support to help them improve standards, particularly those businesses scoring between 0 and 2. The following case study demonstrates how that information is then used to support businesses

Helping Businesses to Improve

The Food Team has developed a 3 hour coaching session titled 'How to achieve a level 5 food hygiene rating' targeting businesses with a score of 0-2. The first session was delivered at Longsight Library and attracted 7 businesses. The session was well received with favourable comments such as:

'Good work, keep it up. Achieving a 5 star rating is now easy to understand and looks achievable'.

One business owner who attended the coaching session in Longsight has already increased their Food Hygiene Rating Score from 0 to 4 within two months. This shows that with the right support, businesses can improve compliance and benefit from the increased consumer confidence a higher rating achieves.

Further sessions are planned in other areas with low scoring food businesses. Officers are working closely with local Neighbourhood Teams and business forums to develop and promote these sessions.

- 4.3 The service is also working closely with colleagues in Greater Manchester to deliver the 'Better Business for All programme' which aims to bring together regulators and businesses to help reduce regulatory burden and promote growth. The programme aims to deliver better start up advice through the Growth Hub website and links to Growth Hub advisors, as well as promoting access to expert advice from regulators across Greater Manchester.

Supporting Businesses to Grow

The Team were approached by a business who wanted to import live fish from outside the EU and required advice. An officer met with the business to understand their needs and then produced a simple guidance leaflet for the business to explain the legal requirements.

The company is now successfully importing live fish through Manchester Airport which generates an income for both the company and other third parties who subsequently sell their products. The business has expanded from Chinatown to a new, larger premises in Beswick. Supporting this business in the early stages has ensured a well run compliant business which has saved time and effort for both the business and the Council.

5.0 Conclusion

- 5.1 Following the Food Standards Agency audit in March 2015 the team has worked incredibly hard to clear the backlog of work identified and to adopt new ways of working to ensure public health is protected.

- 5.2 The service fully delivered the food programme last year and is on track to continue to do so in the future. A greater focus is now being placed on working more closely with businesses to support them to improve and grow.

Appendix 1

Food Hygiene Rating Scores issued to businesses in Quarter 1 2017/18 by Ward

CENTRAL

	0	1	2	3	4	5	Total
Ardwick				3	3	15	21
City Centre	1	7	5	17	26	99	155
Gorton North				1	2	11	14
Gorton South		2		2	1	9	14
Hulme		2	1	1	4	9	17
Levenshulme		6	1	2	1	8	18
Longsight		5	2		3	10	20
Moss Side	1	3		1	5	3	13
Rusholme	1	7	2	5	4	5	24

NORTH

	0	1	2	3	4	5	Total
Ancoats and Clayton		1	2	3	10	11	27
Bradford	1	1	1	1	5	9	18
Charlestown		1		3	3	3	10
Crumpsall		1		1	4	6	12
Cheetham	3	6	1	6	2	14	32
Harpurhey		2		2	3	4	11
Higher Blackley		1			2	4	7
MP & NH		1			1	7	9
Moston		4	1	1	2	5	13

SOUTH

	0	1	2	3	4	5	Total
Baguley						8	8
Brooklands					1	5	6
Burnage	1	1	1	5	3	6	17
Chorlton			1	2	3	10	16
Chorlton Park		2	1	2		11	16
Didsbury East		1		1	3	15	20
Didsbury West				1	3	12	16
Fallowfield		2		2	3	10	17
Northenden				1	2	7	10
Old Moat	1	2		1	8	5	17
Sharston						5	5
Woodhouse Park	2	1		2		11	16
Whalley Range		5				4	9
Withington		1		1	1	3	6