

# **FOOD SERVICE PLAN**

**2009/10**

## **C O N T E N T S**

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## Executive Summary

This Service Plan details the food safety enforcement service for 2009/10. The plan reflects the work required of food authorities by the Food Standard Agency (FSA), in its national "Food Standard" and guidance documents.

The Food Safety Code of Practice, that Harrogate Borough Council must have regard to was reviewed by the FSA last year and a revised code was published in June 2008. The key changes in the revised code are the introduction of the concept of interventions and the redefining of official controls, as well as moving all food establishments into a risk-based inspection regime.

These changes aim to replace an enforcement policy focussed primarily on inspections, with a new policy for a suite of interventions. This will allow local authorities to choose the most appropriate action to be taken to drive up levels of compliance by food establishments with food law. This takes account of the recommendations in 'Reducing Administrative Burdens: effective inspection and enforcement' report by Philip Hampton, published March 2005.

The main focus of work will therefore be in the following areas:

- An annual programme of food hygiene interventions including inspections and enforcement in accordance with statutory requirements, codes of practice and guidance
- An annual microbiological sampling programme in support of the inspection programme and other investigative work
- Investigation of food and food premises complaints, and all outbreaks and incidents of food related illness
- Acting as "home authority" to certain food businesses based in the Harrogate district and to carry out home authority enquiries referred by other agencies
- Supporting the annual inspection programme with targeted promotional advice and educational initiatives together with providing information and advice on food safety to food businesses and consumers, and co-ordinating training

The Harrogate District has an established Food Business Forum, with which it will continue to work in partnership, to improve food safety standards in small to medium sized businesses.

In January 2006 there were considerable changes to the national food safety legislation. The successful implementation of this new legislation has been a key issue for both the Council's enforcement team and the food businesses within the district. In drafting this plan the need for continued consolidation of the progress made in implementing these changes has been taken into account.

The following key areas of service delivery have been identified for 2009/10: -

- Deliver a planned programme of food safety interventions in accordance with the new Food Standards Agency Code of Practice.
- Deliver a coordinated food sampling programme in support of the above

taking full advantage of the increased Health Protection Agency allocation.

- Consolidate the progress made in food businesses following the successful completion of the 'Safer Food Better Business' project.
- Introduce a 'Scores on the Doors' scheme for food premises within the district to link in with the launch of the Food Standards Agency's national scheme.
- Undertake a customer satisfaction survey for relevant food service areas.
- Approve as appropriate all existing and new egg producers within the district.

There is a glossary of terms at the back of the Service Plan, explaining the meaning of those terms/acronyms commonly used in this plan.

## **1.0 Introduction**

The Council is responsible for the enforcement of food safety in approximately 1700 food premises within the District. This includes premises at all stages in the food chain ranging from farm producers of food, food manufacturers and processors through to retail food premises, restaurants and other premises involving catering .

The Food Standards Agency (FSA), as part of its national Food Safety Framework Agreement, requires all local authorities to prepare an annual service plan which reviews the implementation of the previous years plan and details the delivery of their food safety enforcement responsibilities for the following year.

This plan is seen as an important document ensuring that national priorities and standards are addressed and delivered locally. This service plan will also:

- Focus debate on key delivery issues;
- Provide an essential link with financial planning;
- Set objectives for the future, and identify major issues that may cross service boundaries
- Provide a means of managing performance and making performance comparisons

This Food Service plan has been drafted having regard to the FSA "standard" and guidance. The same format has been used as in previous years.

The plan seeks to ensure that all national priorities and standards are delivered locally and provides a balanced approach to local food safety enforcement. This is achieved by not merely directing resources towards a programme of interventions, but also by ensuring that adequate provision is made to address food complaints, food poisoning notifications and other reactive work, advice to businesses, and also the ability to follow-up on intelligence driven areas of work such as sampling and targeted visits.

The Food Safety Code of Practice, that Harrogate Borough Council must have regard to was reviewed by the FSA last year and was published in June 2008. The key changes in the revised code are the introduction of the concept of interventions and the redefining of official controls, as well as moving all food establishments into a risk-based inspection regime.

These changes aim to replace an enforcement policy focussed primarily on inspections, with a new policy for a suite of interventions. This will allow local authorities to choose the most appropriate action to be taken to drive up levels of compliance by food establishments with food law. This takes account of the recommendations in 'Reducing Administrative Burdens: effective inspection and enforcement' report by Philip Hampton, published March 2005.

This plan embraces the key changes in the new code.

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## **2.0 Service Objectives and Links**

### **2.1 Objectives**

Ensure the safe and hygienic production, storage, distribution and sale of food and drink through the enforcement of legislation, the provision of advice and information to consumers, and the operators of food businesses, and the co-ordination of training to food businesses and other employees by:

- An annual programme of food hygiene interventions including inspections and enforcement in accordance with statutory requirements, codes of practice and guidance
- Supporting the annual interventions programme with an annual microbiological food sampling programme
- Investigating complaints within service standards and to take appropriate action in accordance with Codes of Practice and Guidance
- Acting as “home authority” to certain food businesses based in the Harrogate district and to carry out home authority enquiries referred by other agencies
- Supporting food businesses and consumers with targeted promotional advice and educational initiatives together with providing information and advice on food safety to food businesses and consumers, and co-ordinating training

### **2.2 Links to Corporate & Departmental Objectives and Plans**

The Council annually produces a Corporate Plan. The Plan contains six priorities of which two relate to the Council’s Food & Occupational Safety Service:

- Shaping the Council towards excellence
- Stronger and Safer Communities

The Performance Plan contains key summary service information, and performance information from previous years, and includes key actions and performance indicators for the forthcoming years.

Each year, each service produces a Service Plan that feeds into the Public Protection Division’s Service Improvement Plan. These service plans are key to achieving effective performance management across all services and are used to demonstrate improvement and the achievement of objectives and performance targets. The information also feeds into the Departmental Business Plan, Strategic Plan and Corporate Plan.

The Food Safety Service has links into the Council’s:

- Economic Development Plan in actively seeking to support local Small to Medium sized Enterprises (SME’s);
- Community Sustainability Strategy

Future links to the North Yorkshire Local Area Agreement are being explored.

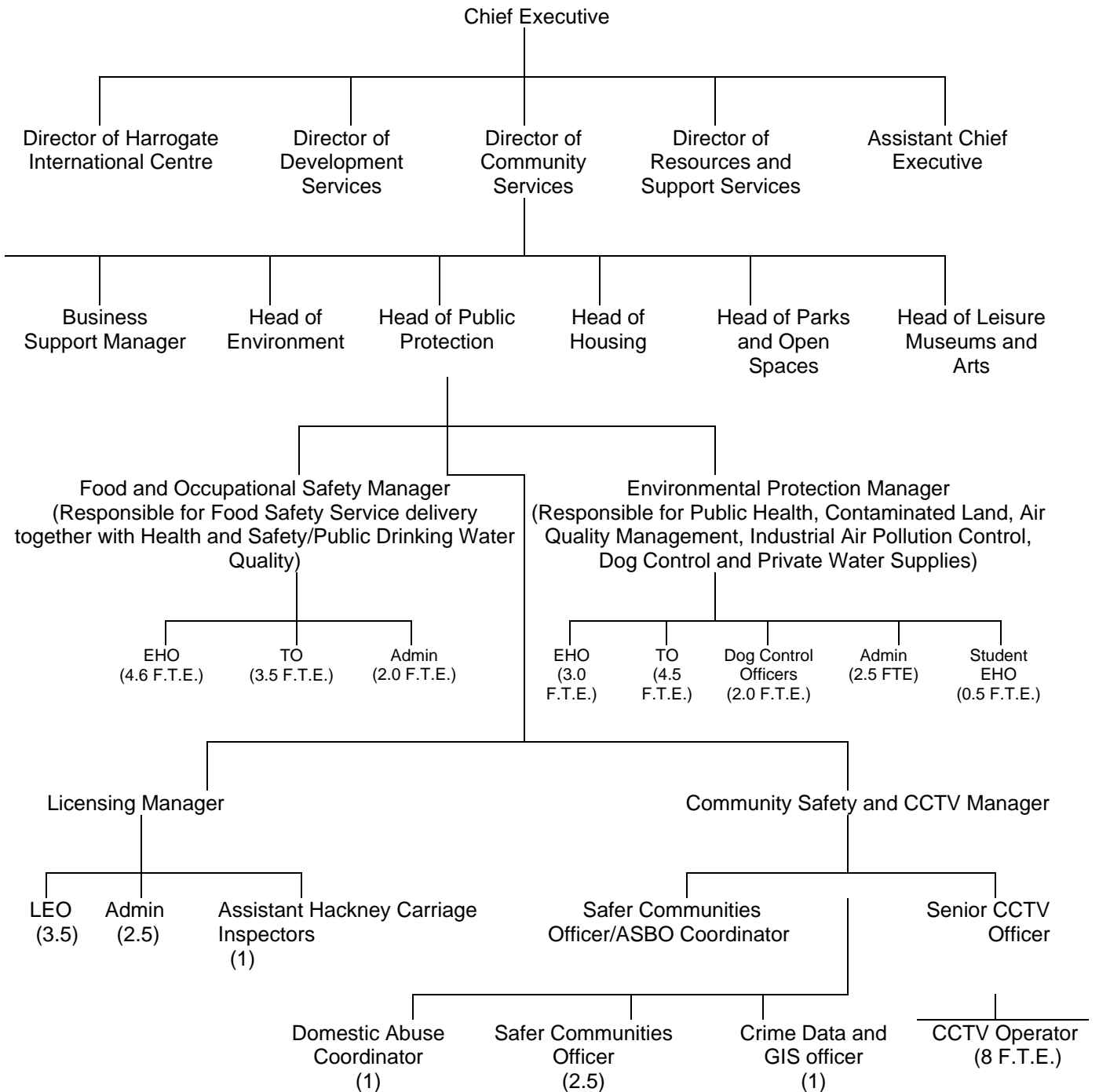
### **3.0 Background**

#### **3.1 Profile of the Local Authority**

One of seven District Councils within the area of the North Yorkshire County Council  
155,349 Population  
131,000 hectares  
54 Local District Councillors  
147 Parishes  
87 Parish Councils (this includes City and Town Councils and Parish meetings)  
3 large towns: Harrogate, Ripon, Knaresborough  
3 smaller towns: Pateley Bridge, Masham, Boroughbridge  
3 Parliamentary Constituencies

Mixed area of urban and rural landscape. Predominant employment from rural/farming, tourism and conference trade together with high level of service support businesses

### 3.2 Organisational Structure and Reporting lines



### 3.3 Political Arrangements

Under the Councils constitution, Food Safety falls under the terms of reference of the Cabinet Member for Public Protection and Rural Affairs with the exception of Food Registration, which falls to the Licensing Committee. The Food Service Delivery Plan is reported to the Cabinet Member for adoption.

### 3.4 The Scope of the Public Protection Division's Food Service

As a District Council the Authority is responsible for the full range of food hygiene duties under the Food Safety Act 1990, Food Hygiene (England) Regulations 2006 and associated EC Regulations.

Food Standards and Animal Feeding Stuffs are the responsibility of the North Yorkshire County Council Trading Standards Division

Within the Public Protection Division the Food and Occupational Safety team also deliver the following service along side food safety

Occupational Health & Safety	Public Protection Service Promotion
Public Drinking Water Quality	

### 3.5 Specialist External Services/Partners

Food Analytical Services	West Yorkshire County Analysts plus specialist service providers as necessary
Food Examiner	Health Protection Agency, Yorkshire and the Humber, Leeds Microbiological Services
Proper Officer	Health Protection Agency – Yorkshire and the Humber Consultant in Communicable Disease Control
Health Protection	North Yorkshire and York Primary Care Trust – Director of Public Health

### 3.6 Service Delivery Points:

Department of Community Services  
Springfield House  
Kings Road  
Harrogate  
HG1 5NX



Fax  
Web Site  
Out-of-Hours:  
Opening Hours:

(01423) 500600  
(01423) 556820  
[www.harrogate.gov.uk](http://www.harrogate.gov.uk)  
08457 089190  
08.30 - 17.00 Monday – Thursday  
08.30 - 16.30 Friday

### 3.7 Demands on the Division's Food and Occupational Safety Service

The area contains a mix of manufacturing, retail and catering premises. Catering and retail are the dominant sectors within this mix. The businesses are predominantly small to medium sized establishments.

		<b>Estimated Number of premises (As at 01/04/09)</b>
Premises	Manufacturers/Processors	69
	Importers/Exporters	1
	Distributors/Transporters	57
	Retailers (including large supermarkets and smaller retailers)	317
	Restaurants/caterers/cafes/canteens	1298
<b>Total</b>		<b>1742</b>
Of which:	Premises Approved	21
	Premises where the Division acts as "Home Authority"	1

External factors impacting on service delivery: -

- Tourist Trade and Seasonal Events  
e.g. Great Yorkshire Show, Masham Steam Fair, Nidderdale Show, Ripley Show
- Conference Trade
- FSA Promotions/Initiatives

### 3.8 Enforcement Policies

Corporate adoption of the Enforcement Concordat - March 1999  
Public Protection Division Inspections and Enforcement Policy (June 2008)

### 3.9 Quality Management

The Council is a signatory to the North Yorkshire Chief Environmental Health Officers Food Safety Quality Management System. It is the Council's policy to carry out all areas of food service delivery in accordance with this system and in particular to fulfil the inter and intra authority audit requirements as set out in the quality system. The system received initial accreditation in accordance with ISO 9002:1994 on 13 November 2002 and was updated to the 9001:2000 standard in March 2004. The system was successfully reaccredited in November 2008.

## 4.0 Service Delivery

### 4.1 Food Premises Interventions

It is the Council's policy to carry out programmed interventions in accordance with the minimum frequencies specified in the current Food Safety Act Code of Practice

(revised June 2008).

The key changes in the revised code are the introduction of the concept of interventions and the redefining of official controls, as well as moving all food establishments into a risk-based inspection regime.

These changes aim to replace the current enforcement policy focussed primarily on inspections, with a new policy for a suite of interventions. This allows local authorities to choose the most appropriate action to be taken to drive up levels of compliance by food establishments with food law. This takes account of the recommendations in 'Reducing Administrative Burdens: effective inspection and enforcement' report by Philip Hampton, published March 2005.

This plan embraces the key changes in the new code.

Inspections/audits are all prioritised in accordance with the food safety risks posed by the premises. This is assessed in particular, in relation to the nature of the food handling involved, the level of compliance, and the quality of management.

<b>Premise Profile (Risk Categories A-F)</b>	<b>Estimated Number of Premises (As at 01/04/09)</b>	<b>Estimated number of inspections/audits required during the year (01/04/09 - 31/03/10)</b>
Category A	20	40
Category B	142	142
Category C	798	413
Category D	132	58
Category E*	552	177* of which estimated as needing an inspection/audit
Unrated	95	95
Currently outside the programme	3	3
<b>Total</b>	<b>1742</b>	<b>781</b>

\* Alternative enforcement strategies will be considered for the majority of these low risk food premises in accordance with the new revised Food Safety Act Code of Practice, and the North Yorkshire Chief Environmental Health Officers' Quality Management System procedures. This will involve questionnaire surveys to assess the hazards and risks associated with the businesses. Where risks are perceived as low information packs will be sent out to businesses to assist them with compliance with food safety legislation and good practice. Where intelligence through complaints or routine sampling, for example, suggests that problems may exist, all such premises will be inspected as a matter of course.

Estimated number of revisits	70
Estimated number of additional inspections to new premises	100

Local Areas of targeted inspection:

- Approved premises (food manufacturers not selling to the final consumer)
- Major agricultural shows, in particular the Great Yorkshire Show
  - The Masham Show, Ripley Show, and Nidderdale Show will inspected using a risk based approach

Performance Indicators:	99% High Risk food premises inspections carried out 95% other food premises inspections carried out
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## 4.2 Food Complaints

It is the Council's policy to give a first response within 24 hours to all food, and food premises complaints. The 2009/10 performance target is to respond to 99% of complaints within 24 hours.

Estimated number of food complaints	110
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## 4.3 Home Authority Principal

The Council subscribes to the current Local Authorities Co-ordinators of Regulatory Services (LACORS) Home Authority Principle. The Council has currently entered into a formal agreement with 1 local company, Betty's.

## 4.4 Primary Authority Scheme

Harrogate Borough Council will consider entering into this scheme should such a request be made and will adhere to the requirements of the scheme when undertaking inspection and enforcement work.

## 4.5 Advice to Business

The Council has a policy of offering advice to any business that has trading premises within our area unless the trader has a Home Authority arrangement with another Local Authority.

The Council has established a Harrogate District Food Forum working in partnership to improve food safety standards in small businesses (see 4.8 and 4.9).

The Council is continually developing its website in order to improve, in particular, the access to specialist food safety advice

Estimated number of advice visits:	40
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#### 4.6 Food Sampling and Inspection

The general policy of the Council is to sample food and drink, supplied, produced and sold within the Borough, in accordance with a planned sampling programme to assess its safety and quality and where necessary, in response to food complaints/investigations. The Council will also participate in North Yorkshire-wide, national and European sampling programmes where relevant.

Estimated number of routine food samples as part of the sampling programme	350
Estimated number of complaint samples which will be submitted for examination/analysis	2
Estimated number of surrender visits	2

All formal food samples will be submitted to The West Yorkshire County Analyst for analysis or to the Health Protection Agency Laboratory Service, Leeds for examination.

#### 4.7 Control of the Investigation of Outbreaks and Food Related Infectious Disease

The Council investigates all outbreaks and notifications of food related disease in accordance with procedures agreed with its North Yorkshire partners and advice from its Proper Officer. Close working links exist with other the PCT acute Trusts, and other health organisations and groups in the region.

Estimated number of notifications of food related infectious disease	420
Estimated number of outbreaks	2

#### 4.8 Food Safety Incidents

It is the policy of the Council to comply with the Food Standards Agency Code of Practice in relation to the handling of national food safety incidents and alerts. This now includes Allergy Alerts. To improve the communication of incidents and alerts a specific link with the Food Standards Agency website can be accessed on the council website. This also includes details of any local action taken by the Food and Occupational Safety team.

Estimated number of food alerts	70
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#### 4.9 Liaison with other Organisations

The Council participates with the following liaison groups or organisations related to

food safety issues in an endeavour to ensure that the service and/or any enforcement action taken within the Harrogate district is consistent with those of neighbouring local authorities, that service improvements can be identified, and that competence based training can be accessed.

- North Yorkshire Chief Environmental Health Officers Group and Associated Liaison Group
- The Harrogate District Food Safety Forum
- Northgate User Group (Environmental Health IT system)
- Care Quality Commission
- North Yorkshire District Control of Infection Committee (NYDCIC)
- North Yorkshire and York Primary Care Trust Infection Control Committee
- North Yorkshire Health Protection Board
- Yorkshire Zoonoses Group
- Health Protection Agency, Yorkshire and the Humber, Leeds Microbiological Services Sampling Liaison Group
- Yorkshire Water
- North Yorkshire Specialist Health Promotion Service
- Health Protection Agency – Yorkshire and the Humber Team
- OFSTED

#### 4.10 Food Safety Promotion

The Authority will be involved in the following promotional/training activities in relation to food safety:

Meetings of the Harrogate Food Forum	3
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The focus this year will be to continue to assist small businesses with the changes imposed by the food safety regulations, which came into force in January 2006. This, in particular, will be to ensure continued and effective uptake of the “Safer Food Better Business” model or similar documented food safety management systems to ensure an upward move in those premises currently ‘broadly compliant under the food safety legislation.

Food hygiene training through local service providers will continue to be promoted through the Council’s website.

#### 4.11 Food Safety Training for Officers

It is the policy of the Council to comply fully with the requirements of the Food Safety Act Code of Practice in relation to staff training and the qualifications of Authorised

Officers. This requires that appropriately trained and experienced officers must only undertake food safety work. This necessitates access to external training on specialist topics, supplemented by regular in house update training for authorised food safety officers.

It is anticipated that a significant amount of update training will again be necessary this year for all enforcement officers. This will be provided to ensure continued professional development and officer competency.

#### **4.12 Food Safety Formal Action**

All enforcement action will be undertaken having regard to the Public Protection Division Inspection and Enforcement Policy. This may range from informal action, through to the service of formal hygiene improvement or hygiene emergency prohibition notices, or ultimately the issue of simple cautions or recommendations for prosecution. The main aim is to ensure that all food businesses within the district produce food that is safe to eat and that they comply with the requirements of the food safety legislation. This enforcement policy can be accessed through the Council's website.

#### **4.13 Use of External Contractors**

Food safety contractors have been contracted over a number of years to supplement the team's work with regard to the food safety inspection programme. These contractors have developed good experience of the quality and standards required by the Council.

As in previous years resources may be allocated to external contractors to supplement the work of the Food and Occupational Safety Team in order to meet the required level of food premises intervention rates.

#### **4.14 Safer Food Better Business (SFBB)**

To assist proprietors of small businesses in meeting the legal requirements which came into force in January 2006, the Food Standards Agency introduced a simplified food safety management system, "Safer Food Better Business", that they suggest should be promoted to catering businesses that need help.

In 2009/10 we will continue to promote the uptake of this food safety management model within the Harrogate District.

## 5.0 Resources

### 5.1 Financial Allocation

The Food Safety Service financial costs are contained within the "Food and Occupational Safety" cost centre. This cost centre also contains the costs of the Health and Safety Service.

The budget for the cost centre is as follows. These figures also include income and expenditure related to Public Water Quality and Health and Safety Enforcement and Divisional Promotional work.

	<b>Food and Occupational Safety Service</b>
Gross Budget	£610,280
External Income	£1,500
Internal Income	£2,610
Net Budget	£606,170

### 5.2 Staffing Allocation

The Food & Occupational Safety Team is responsible for the delivery of a range of services in addition to food safety i.e. health and safety, health promotion.

The total resource currently available	12 (FTE)
Enforcement Officers	9 (FTE)
Administrative Support	2 (FTE)
Of the above, the estimated in-house resource to deliver the food safety service	8.5 (FTE)

### 5.3 Staff Development Plan

It is proposed that for the year 2009/10, the food safety service will be delivered within existing resources. If, during the course of the year, it becomes apparent that the service may be under resourced, priorities in other areas of work will be reassessed and additional resources will be directed to the food safety services in order to deliver service objectives to the necessary standard.

## **6.0 Review**

### **6.1 Review Against the Service Plan**

The Service Plan will be reviewed at least annually and reported to the Cabinet Member. The review will link into the annual budgetary process and the review of Best Value Performance Plan.

Performance is monitored monthly with a quarterly management review of progress.

### **6.2 Identification of Any Variance from Service Plan 2008/09**

The targets specified in last year's service plan were for the most part met. This year has again been another busy year with the team being involved in a large amount of programmed and reactive food safety work. The pressures on the team have been significant, with heavy officer workloads from the routine inspections and investigations.

It was again been necessary to use contractors to supplement the team's work in relation to the routine inspection of food premises. There was a small shortfall on the inspection of high risk premises with 96% overall of the programmed inspections being completed. This was linked to problems in accessing premises towards the end of the financial year. In particular, premises associated with the licensed trade where the impact of the recession has led to the opening hours being limited by the business operator. The inspection levels of low risk premises was maintained.

Our involvement in work associated with the approval and inspection of manufacturing premises under the product specific legislation, has continued. This work requires a high level of technical skill and is very demanding on resources.

Little progress has been made with the Introduction of a 'Scores on the Doors' scheme for food premises within the district. This is due to the delay, on the part of the Food Standards Agency's in the launch of their national scheme.

### **6.3 Key Service Achievements 2008/09**

In addition to routine work significant progress has been made in relation to overall service improvements as identified in last years improvement plan. Key service achievements over the period of the plan include: -

- Delivery of a planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice;
- Further consolidation of the sound progress in our food sampling programme has been achieved making full use of the HPA's increased sampling allocation for the local authority;
- Consolidation of the progress made in food businesses following the successful completion of the 'Safer Food Better Business' project in 2007/08;
- Completion of a customer satisfaction survey for relevant food service areas;

- Positive outcome for the inter-authority audit of the service as part of the Food Safety Quality Management System, that revealed no non-conformities.
- Preparatory work completed in preparation for the approval as appropriate of all existing and new egg producers within the district

#### **6.4 Customer Satisfaction Survey**

The customer satisfaction survey planned for relevant areas of the food service during 2008/09 was completed satisfactorily with satisfaction levels of :

- Food Complaints – 87%
- Food Premises Inspections - 96%

This survey will be repeated in 2009/10.

#### **6.5 Key Issues for 2009/10**

The following areas of service development have been identified for 2009/10: -

- Deliver a planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice, targeting in particular those premises that are not currently 'broadly compliant' with the food safety legislation;
- Deliver a coordinated food sampling programme in support of the above making full use of the increased Health Protection Agency allocation;
- Consolidate the progress made in food businesses following the successful completion of the 'Safer Food Better Business' project;
- Review the Public Protection Division Inspections and Enforcement Policy
- Introduce a 'Scores on the Doors' scheme for food premises within the district to link in with the launch of the Food Standards Agency's national scheme.
- Undertake a customer satisfaction survey for relevant food service areas.
- Approve as appropriate all existing and new egg producers within the district.

## **7.0 Glossary Of Terms**

### **Approved Premises**

Premises that require specific approval from the local authority under EC Regulation 853/2004. These are primarily premises that manufacture food for sale not to the final consumer.

### **Best Value**

A statutory process required of Local Authorities whereby they carry out an audit of their services to assess levels of efficiency, effectiveness and customer satisfaction and also develop an action plan to demonstrate continuous improvement.

### **'Broadly Compliant'**

"Broadly compliant", in respect of food hygiene, is defined as a food business that has an intervention rating score of not more than 10 points under each of the following three parts of Annex 5 of the Food Standards Agency Code of Practice:

- Level of (Current) Compliance – Hygiene;
- Level of (Current) Compliance – Structure; and
- Confidence in Management

### **Continuous Performance Assessment (CPA)**

A statutory process through which the Government attempts to demonstrate to the public how well each local authority is performing. Following an inspection each council is awarded a rating – poor, weak, fair, good or excellent - depending on how it has been scored against a wide range of criteria.

Unlike Best Value Reviews of individual services or themes, CPA looks at the whole authority and includes a mix of self-assessment and external challenge. It looks to see how a Council prioritises services to meet the needs of its community.

### **Departmental Enforcement File**

A manual, produced in consultation with the Council's Legal Services Division, to provide legal guidance to Officers, particularly with respect to the Police and Criminal Evidence Act. The guidance is practical in nature and includes standard forms and procedures.

### **Duty Holder**

The individual or corporate body with the primary responsibility for meeting the legal requirements in the area under consideration.

## **Hygiene Emergency Prohibition Notice**

See also 'Hygiene Improvement Notice'. Notice served by appropriate Officer of the Public Protection Division of Harrogate Borough Council where there is an imminent risk to health because of a serious and acute hygiene problem. (See section 8)

## **Enforcement Concordat**

This is an initiative instigated by the 'Better Regulation Unit' within the Cabinet Office of Central Government to improve the standard of enforcement by Statutory Bodies such as Local Authorities and the Police.

## **Food Hygiene Interventions**

Food hygiene interventions are activities which are designed to monitor, support and increase Food Law compliance within a food establishment.

These include 'official controls' such as monitoring, surveillance, verification, audit, inspection, and sampling. In addition, there are other interventions which are not classed as 'official controls' which should assist in supporting food businesses achieve compliance with Food Law. These include the provision of targeted educational and advisory visits that take place at food establishments, and also information and intelligence gathering.

## **Home Authority**

The Authority chosen by agreement between a business with multiple outlets in two or more Local Authority districts, and the authority for those districts. The Home Authority will usually be the Local Authority in whose area the principal administrative base is located. The arrangement involves the Home Authority co-ordinating food safety related approaches to the business from other Local Authorities by providing assistance and information arising out of routine inspection and complaints.

## **Interventions**

These are activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to, monitoring, surveillance, verification, audit, inspection, and sampling and analysis.

In addition, interventions may also include other activities that are effective in supporting food businesses to achieve compliance with food law, such as the provision of targeted education and advice that takes place at food establishments, or information and intelligence gathering.

## **Hygiene Improvement Notice**

See also 'Emergency Prohibition Notice'. Notice served by an Authorised Officer of the Public Protection Division of Harrogate Borough Council to secure a necessary improvement within a given time period.

## **LACORS**

Stands for 'Local Authorities Co-ordinators of Regulatory Services. A central Government agency, that has the responsibility of raising standards and promoting consistency amongst food safety enforcement bodies.

## **North Yorkshire Chief Environmental Health Officers (NYCEHO) Food Safety Quality Management System**

A quality system developed through the Chief Environmental Health Officers within North Yorkshire to raise standards and consistency of food safety enforcement within the region.

## **Portfolio Holder**

Elected Councillor with specific responsibility for food safety matters.

## **Primary Authority Scheme (PAS)**

A scheme introduced under the Legislative and Regulatory Reform Act 2006 to ensure consistency of enforcement against National Companies. Requires an LA/business entering into a contractual agreement.

## **"Safer Food Better Business"**

A food safety model which has been adopted by the FSA in England, to assist small businesses with the implementation of suitable management arrangements to control food safety within their business.

## **Simple Caution**

A documented acceptance of guilt by the offender as an alternative to an outright prosecution, where the latter could be seen as harsh (in terms of adverse publicity or the likely fine) for a variety of reasons.

## **Stakeholder**

A person or body, both within the community or the organisation in question, who either uses, or is affected by, or has some interest in, the service in question.