

FOOD SERVICE PLAN

2018/19

**Approved by Cabinet Member for Housing and Safer Communities on 17 July
2018**

Safer Communities

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Executive Summary

This Service Plan details the food safety enforcement work for 2018/19. The plan reflects the work required of food authorities by the Food Standards Agency (FSA) in its national Food Law Code of Practice and guidance documents.

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

- A planned programme of food safety interventions in accordance with the FSA code, again targeting in particular those establishments that are not currently 'broadly compliant' with the food safety legislation;
- To address outstanding category D inspections carried over from 2017/18;
- To continue ongoing work with 3 businesses to progress approval of their manufacturing processes and to deal with new applications;
- To inspect the 225 new businesses that register each year;
- To target food safety at the increasing number of events and festivals in response to problems identified over the previous year;
- Continued maintenance of the Food Hygiene Rating Scheme;
- The provision of self-help information and advice on food safety to food businesses and consumers.
- The use of alternative interventions as defined by the FSA code for businesses that are 'broadly compliant';
- Investigation of food and food establishments complaints and outbreaks and incidents of food related illness;
- To continue to support the Harrogate and District Food Group using digital and social media to communicate messages;
- To address any gaps in team competence as identified in the competency framework assessments e.g. imported foods;
- To move to a new software supplier to administer the food safety service;
- To implement a service review in 2018/19

There is a glossary of terms at the back of the Service Plan.

1.0 Introduction

The Council is responsible for the enforcement of food safety in 2065 food establishments within the district (up from 2028 in the previous year). This includes establishments at all stages in the food chain ranging from farm producers of food, food manufacturers and processors through to retail food establishments, restaurants and other establishments 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, co-ordinated work coming out of the national 5x5x5 intelligence database and targeted visits.

The overall aim will be for the local authority to choose the most appropriate action to be taken to drive up levels of compliance by food establishments with food law.

2.0 Service Objectives and Links

2.1 Objectives

To 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 Code of Practice and Guidance;
- Entering into “primary authority” agreements where appropriate and supporting local businesses on fee paying basis;
- Supporting food businesses and consumers with targeted promotional advice and educational initiatives;
- Providing tailored advice to businesses on a fee paying basis;
- Participation in the FSAs “Regulating our Future” review of service delivery and preparing to implement any changes.

2.2 Links to the Corporate Vision, Aims, Values and Priorities

The Food Safety Service has the following links into the Council's ambition, values and priorities:

Our Ambition:

- To build on our heritage and be a progressive and vibrant place to live, work and visit.

Our Values:

- Delivering excellent customer service
- Taking responsibility
- Showing resilience
- Working together
- Leading by example

Our Priorities:

- A strong local economy;
- A sustainable environment;
- Supporting our communities;
- Excellent public services.

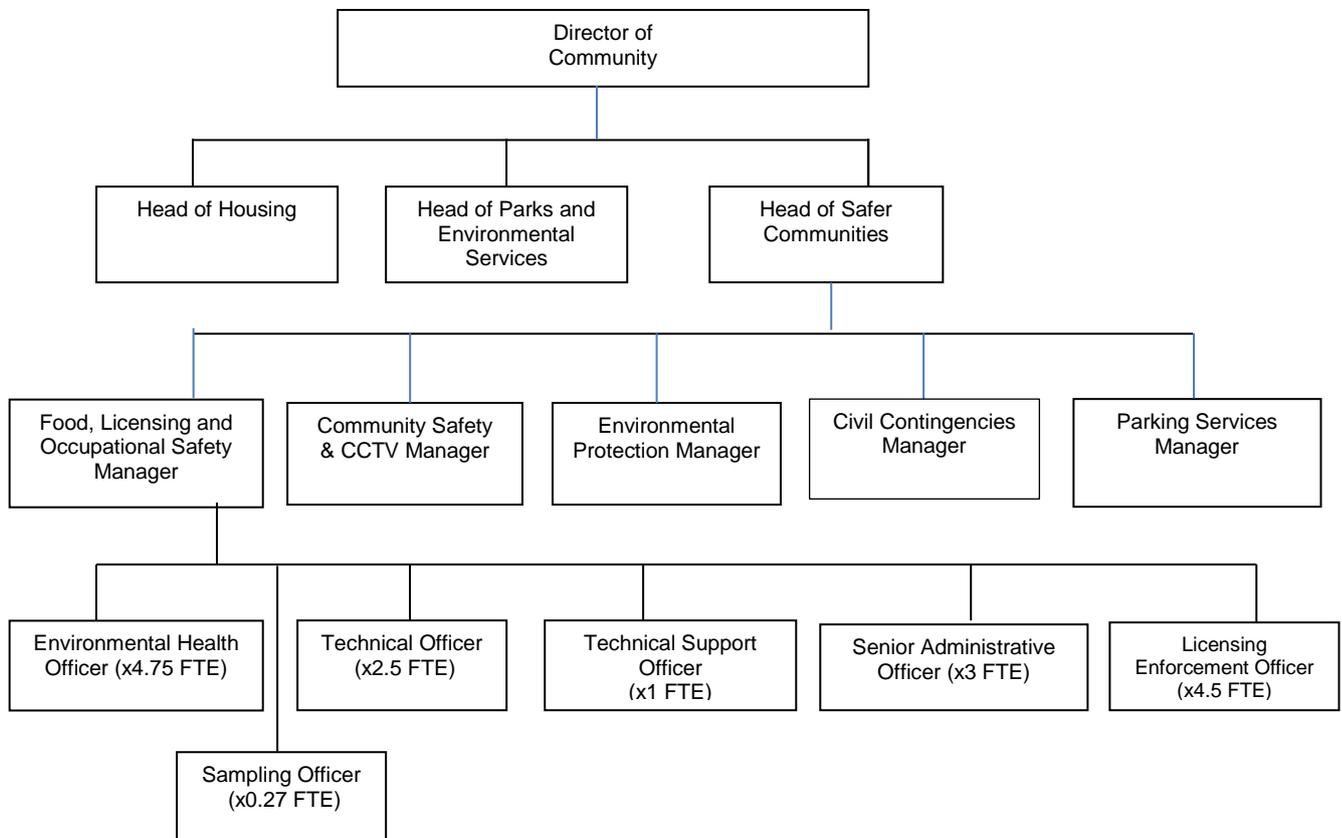
3.0 Background

3.1 Profile of the Local Authority

One of seven District Councils within the area of the North Yorkshire County Council
159,800 Population
131,000 hectares
40 (formerly 54) Local District Councillors
147 Parishes
88 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 Housing and Safer Communities with the exception of Food Registration, which falls to the Licensing Committee. The Food Service Plan is reported to the Cabinet Member for adoption.

3.4 The Scope of the Safer Communities 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 and Safety (England) Regulations 2013 and associated EC Regulations.

Food Standards and Animal Feeding Stuffs are the responsibility of the North Yorkshire County Council Trading Standards. Trading Standards also take a lead on allergen enforcement.

Within the Safer Communities Service the Food, Occupational Safety and Licensing Team also deliver the following service along side food safety

Occupational Health & Safety	Public Drinking Water Quality
Licensing services (Alcohol, entertainment, animal welfare, trading, and hackney carriages)	

3.5 Specialist External Services/Partners

Food Analytical Services	West Yorkshire County Analysts plus specialist service providers as necessary
Food Examiner FW&E Microbiology	Public Health England Microbiological Services, Laboratory, York
Proper Officer	Public Health England – Yorkshire and the Humber Consultant in Communicable Disease Control
Health Protection	North Yorkshire County Council – Director of Public Health

3.6 Service Delivery Points:

Safer Communities Harrogate Borough Council PO Box 787 HARROGATE HG1 9RW	Tel Web Site Email Out-of-Hours: Opening Hours:	01423 500600 Fax 01423 556820 www.harrogate.gov.uk fos@harrogate.gov.uk 01423 556300 08.30 - 17.00 Monday – Thursday 08.30 - 16.30 Friday
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3.7 Demands on the Food and Occupational Safety Service

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

		Estimated Number of establishments (As at 01/04/18)
Establishments	Primary producers	2
	Manufacturers and packers	97
	Importers/Exporters	4
	Distributors/Transporters	45
	Retailers (including large supermarkets and smaller retailers)	396
	Restaurants/caterers/cafes/canteens/hotels/guest houses/pubs/clubs/takeaways/caring establishments/ schools/colleges/mobiles	1521
	Total	2065
Of which:	Establishments Approved	21

Overall establishments numbers have increased over the last year from 2028 to 2065 with 3 new establishments currently progressing to final approval.

External factors impacting on service delivery: -

- New approved establishments applications (3 ongoing during 2017/18);
- Tourist trade and an increasing number of events in the district; e.g. Great Yorkshire Show, village shows, Deershed Festival, Filipino Festival, Nidderdale Show, Ripley Show, Tour de Yorkshire;
- Conference and exhibition trade;
- FSA promotions / initiatives;
- Complex enforcement work e.g. Russell Hume meats and large gastro outbreaks.

3.8 Enforcement Policies

Safer Communities Enforcement Policy. Download a copy - [SaferCommsEnfPol2018](#)

3.9 Food Safety Management System

The Council is a signatory to the North Yorkshire Chief Environmental Health Officers Food Safety 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 management system and in line with the FSA Standard on peer review.

4.0 Service Delivery

4.1 Food Establishments Interventions

It is the Council's policy to carry out programmed interventions in accordance with the minimum frequencies specified in the current Food Law Code of Practice. This Code introduced a policy for a suite of interventions that allows local authorities to choose the most appropriate action to be taken to drive up levels of compliance by food establishments with food law. The Code of Practice is currently being amended. The changes will need to be implemented locally.

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

Premise Profile (Risk Categories A-F)	Estimated Number of Establishments (As at 01/04/18)	Estimated number of interventions required during the year (01/04/18 - 31/03/19)
Category A	4	8
Category B	52	47
Category C	249	151
Category D	766	330
Category E *	642	386
Unrated	171	171
Currently outside the programme	181	181
Outstanding from previous year **	273	273
Total	2,338	1,547

* Alternative enforcement strategies will be considered for the majority of these low risk food establishments in accordance with the Food Safety Act Code of Practice, and the North Yorkshire Chief Environmental Health Officers 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 establishments will be inspected as a matter of course.

Estimated number of revisits	60
Estimated number of additional inspections to new establishments	225

Local Areas of targeted inspection:

- Establishments that are not currently 'broadly compliant' with the food safety legislation;
- Approved establishments (food manufacturers not selling to the final consumer);
- Events, festivals and shows.

Inspection of newly registered businesses:

- 223 food registration forms were received in 2017/18.

Performance Indicators	Target	Achieved 2017/18
High Risk food establishments inspections carried out	99%	95%
Other food establishments inspections carried out	95%	47%
Newly registered business inspected within 60 days	90%	72%

** A significant number inspections, particularly category D, have been carried over from the previous year due to the impact of events, the Russell Hume meat investigation, a large outbreak of gastro illness, 3 brand new approvals and over 200 new business registrations. A strategy has been put in place to recover the position through 2018/19 using a combination of an external contractor and in-house resource.

4.2 Food Information Regulations

The authority has entered into a memorandum of understanding with the North Yorkshire County Council Trading Standards Service. The MoU confirms that Harrogate Borough Council will provide information and signposting to FBO's on allergens during programmed interventions and with refer non-compliance to them.

4.3 Food/Food Establishments Complaints

It is the Council's policy to give a first response within 3 days to all food, and food establishments complaints. The 2018/19 performance target is to respond to 99% of complaints within 24 hours.

Estimated number of food/food establishments complaints	108
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4.4 Primary Authority Principle

The Council is actively involved in the Primary Authority Partnership Scheme administered by the Dept of Business, Energy and Industrial Strategy allowing businesses to reduce regulatory burden. The Council has six Primary Authority Agreements. See the public register for details - primary-authority.beis.gov.uk/par

4.5 Approved establishments

The Council recognises the importance of EC approval and is committed to regular interventions and sampling in all its establishments. One of the biggest cold stores in

Europe is situated in the district providing major employment and a significant throughput of imported food. At the time of drafting this plan 3 additional businesses were progressing towards new approval.

4.6 New businesses

The service has seen an increase in the number of new businesses over the last 10 years which has now reached a steady flow of around 225 new businesses per year. This has a significant impact on the service delivery when added to the routine programmed work. The Harrogate Borough Council Local Plan confirms this additional factor quoting that:

“The district boasts a healthy, entrepreneurial economic environment with a high rate of business start-ups and above average number of enterprises and business units per head of population (estimated 13,500 businesses, 2015). There are high levels of employment with 95,000 jobs in total and (historically) the highest business start-up rates within the Leeds City Region, with the district’s residents some of the most qualified in the north of England.”

4.7 Food Safety Advice, Training and Charging for Services

Aside from Primary Authority advice the service implemented a pay for advice service in 2017/18. This is under review for 2018/19.

The giving of advice has traditionally been seen as an important part of the work of the food safety service. It may be during interventions or as a result of telephone or personal enquiries.

During 2017/18 food hygiene training was introduced by the service on a fee paying basis to compliment a number of local trainers who run courses on a regular basis. One-off or special courses are run on demand according to resources.

The Council has a well-established Food Group working in partnership to improve food safety in small businesses.

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

4.8 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 resources permit.

All formal food samples will be submitted to The West Yorkshire County Analyst for analysis or to the Public Health England Laboratory Service, York for examination.

4.9 The National Food Hygiene Rating Scheme

On the 1 October 2010, the Food Standards Agency launched the 'Food Hygiene Rating Scheme' (FHRS). The FHRS has been designed to provide consumers with an indication of the food hygiene standards within establishments included in the scheme. The aim of the scheme is to give consumers an informed choice about hygiene standards when choosing where to eat or buy food.

Harrogate Borough Council launched the scheme in 2011. The promotion of the FHRS and the Brand Standard has been seen as a priority for the service since that date.

Appeals and requests for revisits to establishments are carried out in accordance with the FHRS Brand Standard and must be requested on the standard form available on the website. During 2017/18 a charge was introduced for revisits to reassess the FHRS score.

In 2018 87% (85% last year) of food establishments were in the FHRS top "very good" category compared with the national average of 68% (66% last year).

4.10 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 the Public Health England, local commissioning bodies and other health organisations and groups in the region.

A significant outbreak was investigated in April 2017 relating to a wake at a establishments with over 100 people reporting illness. Working with Public Health England (PHE) it was identified with a high degree of confidence that the illness was caused by Norovirus passed through the food. Hygiene Improvement Notices were served as a consequence of the investigation.

Estimated number of notifications of food related infectious disease <small>*Routine notification of Campylobacter ceased in 2013</small>	68
Estimated number of outbreaks	2

4.11 Food Safety Incidents

It is the policy of the Council to comply with the Food Law Code of Practice in relation to the handling of national food safety incidents and alerts, which 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 for action	10
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4.12 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 Food Group
- Northgate User Group (Environmental Health IT system)
- Care Quality Commission
- North Yorkshire District Control of Infection Committee (NYDCIC)
- Yorkshire and Humber Infection Control Committee
- North Yorkshire Theft and Illegal Slaughter Group
- Public Health England
- Local GP commissioning bodies
- Yorkshire Zoonoses Group
- Public Health England Microbiological Services Sampling Liaison Group
- Yorkshire Water
- North Yorkshire Specialist Health Promotion Service
- OFSTED

4.13 Food Safety Promotion

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

Digital communications with the Harrogate Food Group	3
Participation in FSA digital media campaigns – Christmas, Valentines etc.	3

In 2017 the Council registered with Highfield Training to deliver a range of food safety training through its charging for services initiative.

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

4.14 Food Safety Training for Officers

It is the policy of the Council to comply fully with the requirements of the Food Law 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.

Officer training is reviewed annually during the staff appraisal and through the new competency framework assessments. Imported foods has again been identified as a key development area for 2018/19.

4.15 Food Safety Formal Action

All enforcement action will be undertaken having regard to the Safer Communities 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.

4.16 Use of External Contractors

A food safety contractor is being used to supplement the food safety inspection programme as detailed in section 4.1 above alongside local authority officers who have agreed to offer additional hours where they are not currently working full-time.

5.0 Resources

5.1 Financial Allocation

The Food Service financial costs are contained within the “Food and Occupational Safety” cost centre.

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 Service Promotional work.

	Food and Occupational Safety Service
Gross Budget	£392.0k
External Income	£8.2k
Transfer to/from (-) reserves	0
Net Budget	£383.8k

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.

Food enforcement officers (EHO's, TO's and Sampling Officer)	5.02 (FTE)
Food administrative support	1.0 (FTE)
Food promotional work (support for the Food Group)	0.1 (FTE)
Overall resource to deliver the food safety service	6.03 (FTE)

5.3 Staff Development Plan

It is proposed that for the year 2018/19, the food safety service will largely be delivered within existing resources with additional support of approx. £5,000 from wider service resources for external support as detailed in 4.1. 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.

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

6.2 Identification of Any Variance from Service Plan 2017/18

There were shortfalls in the targets specified in last years' service plan. 94% of high risk establishments inspections (cat A to C) were achieved against a target of 99%. 47% of lower risk establishments inspections (cat D to E) were achieved against a target of 95%. The shortfall was due to the impact of events, the Russell Hume meat investigation, a large outbreak of gastro illness, 3 brand new approvals and over 200 new business registrations. A strategy has been put in place to recover the position through 2018/19 using a combination of an external contractor and in-house resource.

Our involvement in work associated with the approval and inspection of manufacturing establishments under the product specific legislation has continued with 3 brand new approvals being progressed through 2017/18. This work requires a high level of technical skill and is very demanding on resources.

As identified last year, significant and continued increasing work is being put into events which are in increasing in number and complexity every year. These include large cycling events e.g. the Tour de Yorkshire, Deershed Festival, the Knaresborough Bed Race, the Filipino Festival, the Great Yorkshire Show, Fake Festival, Happygate, StrEAT Fest etc. Events are attracting traders from out of district with a huge variance in compliance. An internal group has been set up to co-ordinate and prioritise this work.

6.3 Key Service Achievements 2017/18

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

- A planned programme of food safety interventions in accordance with the FSA code but with some variance from targets as detailed in 6.2;
- Through the newly established internal events group co-ordinated and prioritised food safety intervention at the increasing number of events and festivals in response to problems identified over in previous years;
- Continued maintenance of the Food Hygiene Rating Scheme;
- Increased the number of Primary Authority agreements in place;

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- Increased our income from charged advisory and non-statutory services to £10,000;
 - Introduced charging for FHRS revisits;
 - The provision of self-help information and advice on food safety to food businesses and consumers.
 - The use of alternative interventions as defined by the FSA code for businesses that are 'broadly compliant';
 - A coordinated food sampling programme in support of the above making full use of the Public Health England laboratory allocation;
 - Investigation of food and food establishments complaints and all outbreaks and incidents of food related illness;
 - Use of digital and social media for communications with the Harrogate and District Food Group;
 - Addressed gaps in team competence as identified in the competency framework assessments;
 - Moved to new offices coupled with a move to near paperless working;
 - Continued to implement the recommendations of a service review carried out in 2016;

6.4 Customer Satisfaction Survey

The customer satisfaction surveys for 2017/18 again demonstrated continued high levels of satisfaction scoring an overall standardised score of 91% (although a slight drop from 94% last year) using the former NI 182 indicator.

6.5 Key Issues for 2018/19

The following areas of service development have been identified for 2018/19:

- A planned programme of food safety interventions in accordance with the FSA code, again targeting in particular those establishments that are not currently 'broadly compliant' with the food safety legislation;
- To address outstanding category D inspections carried over from 2017/18;
- To continue ongoing work with 3 businesses to progress approval of their manufacturing processes and to deal with new applications;
- To inspect the 225 new businesses that register each year;
- To target food safety at the increasing number of events and festivals in response to problems identified over the previous year;

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- Continued maintenance of the Food Hygiene Rating Scheme;
 - The provision of self-help information and advice on food safety to food businesses and consumers.
 - The use of alternative interventions as defined by the FSA code for businesses that are 'broadly compliant';
 - Investigation of food and food establishments complaints and outbreaks and incidents of food related illness;
 - To continue to support the Harrogate and District Food Group using digital and social media to communicate messages;
 - To address any gaps in team competence as identified in the competency framework assessments e.g. imported foods;
 - To move to a new software supplier to administer the food safety service;
 - To implement a service review in 2018/19.

7.0 Glossary Of Terms

Approved Establishments

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

‘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

Service Enforcement File

A manual, produced in consultation with the Council’s Legal Services, 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 an Authorised Officer of the Safer Communities Service of Harrogate Borough Council where there is an imminent risk to health because of a serious and acute hygiene problem.

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 Safer Communities Service of Harrogate Borough Council to secure a necessary improvement within a given time period.

LGR

Stands for 'Local Government Regulation'. 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

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.

Food Hygiene Rating Scheme

The Food Hygiene Rating Scheme is a public information service where you can find the official local authority hygiene ratings for food businesses. It is a tool to help improve levels of compliance with food safety legislation in a cost effective and efficient manner. It is a national scheme which can be accessed at the following web address:

<http://ratings.food.gov.uk/>

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.