

**HERTFORDSHIRE COUNTY COUNCIL
TRADING STANDARDS SERVICE**

**SERVICE PLAN FOR FOOD LAW
ENFORCEMENT**

2001/2002

Introduction

- 0.1 This is the first Service Plan dedicated to the food law enforcement function that is the responsibility of the Trading Standards Service by virtue of the provisions of the Food Safety Act 1990 and the Agriculture Act 1970. Hitherto, activities relating to food law enforcement have formed part of the Service's main Business Plan.
- 0.2 The County Council is responsible for food standards and descriptions together with controls on animal feedingstuffs. District Councils in Hertfordshire deal with food hygiene matters.
- 0.3 This Service plan is a comprehensive document covering the entire food standards enforcement function set out in accordance with the requirements contained within the Framework Agreement on Local Authority Food Law Enforcement, published by the Food Standards Agency.
- 0.4 Food Service Plans are to be submitted to the relevant Member forum for approval to ensure local transparency and accountability. When approved, they are to be published in the public arena.
- 0.5 The establishment of the Food Standards Agency came as a response to widespread concern that on the important issue of food standards, a single Government department, being the Ministry of Agriculture, Fisheries and Food could not easily represent the conflicting legitimate interests of both producers and customers. The accumulation of high profile public issues such as salmonella in eggs, BSE and e-coli outbreaks made Government action and the establishment of the Agency inevitable.
- 0.6 The Food Standards Agency has set out its agenda to make food law enforcement more effective and to be undertaken by the various agencies in a more effective, comprehensive and collaborative manner. This Service Plan sets out to achieve these objectives.

Section 1 Service Aims and Objectives

1.1 Aims and objectives of the Trading Standards Department

- 1.1.1 The overall aim of the Trading Standards Service is to
 - contribute to the economic, physical and mental wellbeing of consumers.
 - contribute to the economic prosperity and competitiveness of Hertfordshire businesses
 - ensure individuals have accurate information on which to base purchasing decisions and to
 - prevent consumers and business suffering loss through unfair trading practices.

It seeks to pursue this through a number of key objectives which include;

- The provision of services to advise and educate consumers of their rights as purchasers of goods and services.
- The provision of advice and home authority services to help businesses comply with their legal obligations.
- The regulation of the marketplace and enforcement of the law, by means of targeted inspections, audits, sampling programmes, complaint investigations and prosecution where necessary and appropriate.

1.1.2 Food law enforcement forms one part of a co-ordinated range of consumer protection and fair-trading measures undertaken by the Trading Standards Service. A separate linked Business Plan addresses the other areas of the Services work, which until now incorporated the plans for the food enforcement work.

1.2 Links to Corporate Objectives and Plans

1.2.1 The Service works to the core values and objectives of the County Council, which are outlined in the Local Performance Plan, and include the five promises made to the people of Hertfordshire:

- To make Hertfordshire a better place to live
- To improve Education and Prosperity
- To help people to help themselves
- To get better in all that we do
- To involve and serve the public.

1.2.2 This Food Service Plan and the Trading Standards Service Plan form part of the wider Community Information Service Plan.

Section 2 Background

2.1 Profile of Hertfordshire

2.1.1 Hertfordshire has a relatively stable population of just over one million people, and provides both busy towns and rural qualities, whilst being in close proximity to London. It is one of the largest County Authorities in terms of population, but among the smallest in land area, with an area of 163,780 hectares.

2.1.2 There is no single centre or focus point in the county, but a complex network of towns and villages. It also has some of the busiest roads in the UK including the A1 and M25.

2.1.3 The nature of the roads, and the proximity to London and the airports of Heathrow, Luton and Stansted means that many companies have relocated into the county. Consequently there are a disproportionately high number of large companies based in Hertfordshire compared to other similar areas. These include Mothercare, the Dixons Group and Comet group of companies. In terms of food, large companies such as Tescos, Cereal Partners (Shredded Wheat) and Novartis (Ovaltine) are all Hertfordshire Based.

- 2.1.4 There are also many other smaller food manufacturing premises in Hertfordshire including numerous butchers and bakers, together with a high proportion of salad and vegetable producers in the south of the County along the Lea Valley.
- 2.1.5 The diverse nature of the population throughout the County, along with relative prosperity in a number of areas, gives rise to a very high number of restaurants, public houses and take-away premises spread across the county (in excess of 2,500 premises).

2.2 Organisational Structure

- 2.2.1 Hertfordshire Trading Standards Service is a part of the County Council's Community Information Department. It operates under the direction of the Head and Deputy Head of Trading Standards, who are accountable to the Director of Community Information.
- 2.2.2 The range of regulatory duties undertaken by the Service is extensive, covering a multitude of trade, industry and commerce related activities. A fully developed consumer advice service is provided through the gateway of the County Council's Customer Service Centre.
- 2.2.3 The Service structure and County Council committee structure can be found in Appendix 1 to this plan.
- 2.2.3 All three Service operational teams are 'multi-functional' and between them share the responsibility for the delivery of this Food Service Plan. Each Team Manager is responsible for their own team's work, but the overall co-ordination of the Service's food and feeding stuffs work is the responsibility of the nominated lead food officer for the Department.
- 2.2.4 Specialist analytical services are provided by the appointed Public Analysts (found in Appendix 2 to this plan), along with ancillary services provided on request by other United Kingdom Accreditation Service (UKAS) laboratories, which include that provided by Bedfordshire County Council.

2.3 Scope of the food enforcement service

- 2.3.1 Food standards law is enforced in Hertfordshire through advice to businesses; programmed inspections of risk assessed premises; sampling of food and food ingredients at manufacturers, importers, wholesalers and retailers, and responding to complaints received from any source.
- 2.3.2 Food Inspections are often undertaken at the same time as other duties, typically but not exclusively, those relating to metrology. In this way, there is less duplication of effort, and businesses receive one inspection rather than a number throughout the year.
- 2.3.3 To achieve our targets on food inspections we occasionally engage suitably qualified staff from a specialist agency. In the year 2000/2001 this was the equivalent of 0.30 of a person, and covered the shortfall caused by staff on maternity leave, and leaving partway through the year.

2.4 Demands on the Food Service

- 2.4.1 There are currently in excess of 5000 premises in the County that are liable to food or feeding stuffs inspections. Such inspections involve matters relating to composition, labelling, and description.
- 2.4.2 These are divided approximately in the proportions of 1.5% being of a high inspection risk; 44.5% being of medium inspection risk, and 54% being of a low inspection risk. The risk rating used being that adopted and approved by LACOTS. (Local Authority Co-ordination on Food and Trading Standards).
- 2.4.3 The food service is delivered from a single office base in St Albans via the peripatetic enforcement officer work force.
- 2.4.4 Advice to consumers and businesses on food legislation and related issues is provided between the hours of 0800 to 2000 (weekdays), and 0900 – 1600 (Saturdays) via the County Council's Customer Service Centre. Detailed specialist advice is given by the Department's own officers between the hours of 0900 to 1700 (Monday to Friday).
- 2.4.5 The food service provided is specific to the needs of the County. Consequently a high proportion of time is spent on home authority responsibilities, which include Tesco, the leading food retailer in the country. Additional requirements placed upon the service are the need to provide detailed advice on imported food and highly specific labelling criteria such as QUID (Quantative Ingredient Declaration).

2.5 Enforcement Policy

- 2.5.1 The County Council has adopted the Enforcement Concordat at corporate level. The Trading Standards Service together with other County Council regulators follows the principles of the Concordat at all levels of enforcement action, which in Hertfordshire is given as our 'Business Pledge'. This pledge can be found appended to this report in the form of a leaflet.
- 2.5.2 Enforcement action covers a wide spectrum of activities, all of which may be appropriate given the circumstances of the case. Advice and persuasion is the Department's preferred method of ensuring compliance but it reserves the right to take other measures as the situation demands. Officers of the Department have a degree of flexibility as to how to deal with each case, subject to the following limitations;
- Minor transgressions found during Programmed or other routine inspections may be dealt with at the officer's discretion. Business advice, information, clarification of the law and business information leaflets are all options available to the officer.
 - Verbal warnings may be given where repeat minor transgressions or more serious offences discovered.
 - Officers may give instructions to food businesses to be effected within a specified time limit.
 - On every food visit a written report form is left at the premises giving full details of the inspection carried out together with any actions required.
- 2.5.3 The policy within the business pledge is based on the principles of the Concordat and has regard to the Crown Prosecution guidelines on court action. It has been endorsed by members of the County Council.

Section 3 Service Delivery

3.1 Food and Feedingstuffs Premises Inspection

- 3.1.1 Inspection of food and feeding stuffs premises will be targeted in accordance with risk assessment, complaints received, and local, regional and national food audits.
- 3.1.2 The inspection process adopted is that as laid down in the Food Standards Agency Code of Practice No. 8: Food Standards Inspections.
- 3.1.3 All officers undertaking inspections, detailed business advice and sampling meet the qualifications and experience requirements as detailed by the Food Standards Agency Code of Practice No. 19: Qualifications and Experience of Authorised Officers (Revised October 2000) (see also 5.1.2.).
- 3.1.4 The full premises profile, numbers of inspection programmed (including estimated revisits) and an estimation of the staffing resources required is given in Appendix 3 to this plan.

- 3.1.5 Inspection priorities for the year 2001/2002 will be towards higher and medium risk assessed premises, and food and feedingstuff businesses based or manufacturing in Hertfordshire.
- 3.1.6 There are currently 91 premises registered with the County for the mixing of animal feeds.
- 3.1.7 The total number of premises in the County that are liable to food law enforcement visits is 5,197. These premises are all risk assessed and (at the time of writing) 70 premises were considered to be of a higher risk, 2,304 of a medium risk, and 2,823 of a low risk.
- 3.1.8 The frequency of visiting these premises is determined by the guidelines from the Food Standards Agency and is currently every 12 months for high risk premises; every 24 months for medium risk premises, and every 60 months for low risk premises. For the year 2001/2002 relevant premises will be visited according to the assigned risk.

3.2. Food and Feedingstuffs Complaints

- 3.2.1 Food complaints received by the service are assessed, placed into one of three categories and passed to an operational enforcement team as appropriate.
- 3.2.2 The complaints are categorised into 'Immediate', 'Priority' or 'Routine', in accordance with the Service's documented policies for the advice line, and investigated as specified. This ranges from immediate enforcement action (where for instance health or safety is deemed to be at risk), to routinely monitoring the information for input into future inspection/sampling programmes. For food issues this could range from immediate action where the risk of BSE infected material is suspected of entering the food chain, to routinely advising traders of minor labelling problems.
- 3.2.3 An estimated 1000 food complaints will be received for the year 2000/2001. Based on these an estimated 1100 complaints could be received in the year 2001/2002, requiring an estimated staffing resource of FTE 0.4 officers.

3.3 Home Authority Principle

- 3.3.1 The Service support the LACOTS Home Authority Principle and gives advice to companies on either a Home Authority or Originating Authority basis.
- 3.3.2 It is estimated that this will require FTE's of 2 Officers in relation to the food businesses in the County, which includes responding to other enforcing authority enquires (currently in excess of 500 per year).

3.4 Advice to Business

3.4.1 The Service works with businesses to help them comply with the law and to encourage the use of best practice. This is achieved through a range of activities including:-

- Advice given during the course of inspections and other visits.
- The provision of advice leaflets in paper form or over the County Council's website.
- Through responding to queries.

3.4.2 It is estimated that in excess of 900 food business enquiries will be made to the Authority during the year 2001/2002 which will require (FTE) resources of 1.25 officers.

3.5 Food and Feedingstuffs Inspection and Sampling

3.5.1 The Service will target its food and feedingstuffs sampling towards products/ingredients from companies that manufacture, are based in or import into Hertfordshire, which currently is in excess of 250 premises..

3.5.2 All sampling undertaken by officers will be in accordance and compliance with relevant legislation, and all formal food samples will also be taken in accordance with the Food Standards Agency Code of Practice No.7: Sampling and Analysis.

3.5.3 The Service's sampling programme will also include relevant regional sampling through the ERCOTS (Eastern Region Co-ordination on Food and Trading Standards) group of Authorities.

3.5.4 The Service aims to sample at a minimum level of one sample per head of population (approximately 1000 samples) per year. This will include an estimated 25 samples submitted in relation to food related complaints.

3.5.5 The sampling budget for the year 2001/2002 will be approximately £54,000. Staffing resources in relation to this are given in paragraph 4.2.3.

3.5.6 Samples will be analysed and/or examined by the Service's authorised laboratories (see Appendix 2 and 2.2.4) in accordance with the procedures laid down in the Food Safety (Sampling and Qualifications) Regulations 1990 and the Food Standards Agency Code of Practice No.7: Sampling and Analysis.

3.5.7 The Public Analysts appointed by the Authority can be found in Appendix 2.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease.

- 3.6.1 Food poisoning notifications do not usually fall within the responsibility of the County Council or the Trading Standards Service. The Service will, however support the aims of other enforcement or health authorities whenever appropriate, and does so in particular in it's participation in a Food Liaison Group with the Environmental Health Departments from the ten District Councils in Hertfordshire.
- 3.6.2 In cases where the Service receives reports of chemical contamination of food and there is a subsequent threat to human health, it will liaise with the appropriate local Environmental Health Department, with a view to taking over responsibility of the case, or for undertaking a joint investigation, as the situation demands.
- 3.6.3 Should the service become aware of any incident of food poisoning or infectious disease, the facts will be reported to the appropriate authority immediately.

3.7 Food Safety Incidents

- 3.7.1 On receipt of any food hazard warning, the Trading Standards Department will respond as appropriate and in accordance with the relevant statutory Code of Practice issued under the Food Safety Act 1990. A 24 hour, 7 days/week, 365 days per year out of hours contact number and officer call-out facility is operated by the service, which links in with such warnings as appropriate.
- 3.7.2 The Service receives details of food hazard warnings through the liaison arrangements with the Environmental Health Departments of the local District Councils. Additionally, information is also received via an electronic link with the Trading Standards Institute.
- 3.7.3 Food hazard warnings are actioned through the Team Managers managing the three operational teams. It is the responsibility of the Lead Food Officer of the Service to assess the response to any food hazard warning.
- 3.7.4 In most cases, food hazard warnings state that the Environmental Health Departments should respond. Instances where the Trading Standards Service has had to take action are few and have not required much more than an estimated 5 man hours to resolve. It is anticipated that this could change and a greater workload will be placed on the Service in future.

3.8 Liaison with Other Organisations

- 3.8.1 The Service liaises with a wide range of organisations in varying degrees of formality in carrying out its food law enforcement function, and these include, LACOTS, ERCOTS, Hertfordshire County Council's County Supplies & Contract Services, Environmental Health Departments and others.
- 3.8.2 The Department has a strong commitment to ERCOTS, and via quarterly meetings and a regional intranet, aims to ensure that food and feedingstuffs enforcement is consistent with neighbouring authorities.
- 3.8.3 The Department also ensures co-ordination with Environmental Health Departments through a local Food Liaison Group, set up to co ordinate activities as per the Food Standards Agency Code of Practice No 1 : Responsibility for Enforcement of the Food Safety Act 1990.
- 3.8.4 The estimated total resources to be allocated to liaison work during the year are 50 officer days. (FTE of 0.25).

3.9 Food and Feedingstuffs Safety and Standards Promotion.

- 3.9.1 Food safety promotional work for the year will be linked to events attended by the Department, to any relevant prosecutions, to information provided through the County Council's Internet site, and to leaflets/information displayed in libraries and County Hall. Such promotional work will also include regular press releases both locally, regionally and nationally.
- 3.9.2 Attendance at promotional events by the Department will be assessed considering the likely impact of the event, and the client groups and number of potential people who will be subject to the event. Previous events attended include Chambers of Commerce Forums, and the Herts County Show.
- 3.9.3. The estimated total resources to be allocated to promotional work during the year are 10 officer days. (FTE of 0.05 officers)

Section 4 Resources

4.1 Financial Allocation

- 4.1.1 The cost to the Service of providing food law enforcement is spread amongst, and found within the total approved budget for any financial year.
- 4.1.2 Food law enforcement is not an exclusive activity for officers of the department (see 2.3.2.) and consequently a specific budget in terms of staffing, ICT, travelling etc. is not allocated to the area.

4.1.3 In terms of percentage in comparison to the service's total work it is estimated that the relevant officers (see Appendix 4) spend 25% of their time on food law enforcement.

4.1.4 Considering the above, a summary of the financial cost of the food law enforcement element of the budget for the years 1999/2000 to 2001/2002 is produced below (food law enforcement figures given in brackets):

| | 1999/2000 | Projection 2000/2001 | Projection 2001/2002 |
|-----------------------------|---------------------|---------------------------------|---------------------------------|
| Staffing | 1,257,483 (152,155) | 1,320,131 (159,736) | 1,373,297 (239,602) |
| Sampling budget | 54,000 | 54,000 | 54,000 |
| Subsistence | 11,683 (1414) | 6,146 (744) | 5,489 (664) |
| Car Allowances & travelling | 39,292 (4,754) | 36,000 (4,356) | 43,269 (6,236) |

4.1.5 Recent years have seen a budget standstill in real terms, but as can be seen for the projections for 2001/2002, an increase in staffing for food law enforcement is proposed.

4.1.6 For the year 2001/2002 we will continue to examine more efficient ways of sampling, and more cost effective analytical services, which will serve to enhance the sampling budget in real terms.

4.1.7 The Service has embraced modern ICT, and officers have access to mobile phones and laptop computers for database access. It is intended to enhance ICT further in the forthcoming years and this will improve efficiency further within enforcement in general (including food law enforcement). The Service budget provides for this with an annual provision for ICT purchasing and leasing costs.

4.1.8 If legal action before the courts needs to be taken by the Service this is catered for within the overall approved budget. Food law enforcement action is always considered on its merits and the Service's enforcement policy in line with other enforcement action.

4.2 Staffing Allocation

4.2.1 For operational reasons, the department is divided into three enforcement teams plus an Administration team. The three enforcement teams are all multi-functional and officers within each team provide home authority advice, business and civil advice and trading standards law enforcement (including food law enforcement).

4.2.2 The teams carry out targeted inspections at premises supplying goods or services where there is a reference to safety, quality, description or price. The range of duties includes weights and measures, general safety of

consumer products, inspection of registered and licensed explosives stores, animal health matters and other fair trading matters.

4.2.3 When the time taken for the enforcement of other duties is removed, the estimated staffing profile (in full time equivalents) for all these having a direct food law enforcement role is as follows:-

| | | |
|---------------------------------|---|------|
| Authorised Officers – full time | - | 5.0 |
| - part time | - | 0.45 |

| | | |
|---------------|---|------|
| Team Managers | - | 0.15 |
|---------------|---|------|

| | | |
|-------------------------------|---|-----|
| Fair Trading Officer (Advice) | - | 0.1 |
| Officers completing DTS | - | 0.2 |

| | | |
|-------------|--|-------------|
| TOTAL FTE's | | <u>5.90</u> |
|-------------|--|-------------|

4.2.4 The F.T.E. for the department (including 3 current vacancies) is 48.8. Therefore the percentage FTE of Food Law Enforcement staff in terms of the department as a whole is 12.1%.

4.2.5 The competency profile of the authorised Food Law Enforcement Officers within the department is given in Appendix 5. The figures given are in terms of number of officers so authorised (not FTE's).

4.3 Staff Development Plan

4.3.1. It is the intention of the Service that there will be sufficient numbers of suitably qualified officers to undertake all aspects of food law enforcement before the end of the 2001/2 municipal year.

4.3.2 The training structure comprises;

- The employment of Enforcement Officers capable of food law enforcement.
- Formal qualification of other officers via the Diploma of Consumer Affairs (including the Food and Agriculture papers)
- In house documented competency-based training.
- Regular review against the Service's own Performance and Development Scheme operational from April 2001.

Section 5 Quality Assessment

5.1.1 The department's food law enforcement service is subject to the normal monitoring and line management review procedures existing within the structure (see Appendix 1).

5.1.2 In addition to the above the competency of each authorised food law enforcement officer is regularly assessed and reviewed within accordance

with the Food Standards Agency Code of Practice No.19: Qualifications and Experience of Authorised Officers (Revised October 2000).

- 5.1.3 It is intended for the year 2001/2002 to further improve and document the procedures required within the Food Standards Agency's Framework Agreement on Local Authority Food Law Enforcement (Chapter 2), and to participate in peer reviews within the ERCOTS region to assess each authority's activities against the standard.
- 5.1.4 The department will also be working towards the Investors in People (IIP) award during the year which is likely to result in both internal self assessment and external accreditation of certain areas of the food law enforcement work.
- 5.1.5 The Department also fall within the wider County Council Best Value Review Process, and is programmed to be reviewed in the year 2004/2005.

Section 6 Review

6.1 Review against the Service Plan

- 6.1.1 The number of food visits made, and samples taken are indicators contained in the County Councils Local Performance Plan, which is subject to quarterly review both by the Cabinet and the authorities senior management board.
- 6.1.2 At the end of the period covered by this Service Plan, the Department will undertake a full Annual Review of all activities and operations carried out under the food law enforcement responsibilities given to the authority.
- 6.1.3 An Annual Review shall be carried out with the Head of Service in conjunction with the relevant managers and officers as necessary having responsibility for the implementation of this Service Plan. It will be carried out by the end of May following the end of the Year in question.
- 6.1.4 The Annual Review shall take into account all aspects of the Service Plan in a methodical way. A review agenda shall be drawn up to facilitate the process.

6.2 Identification of any variation from the Service Plan.

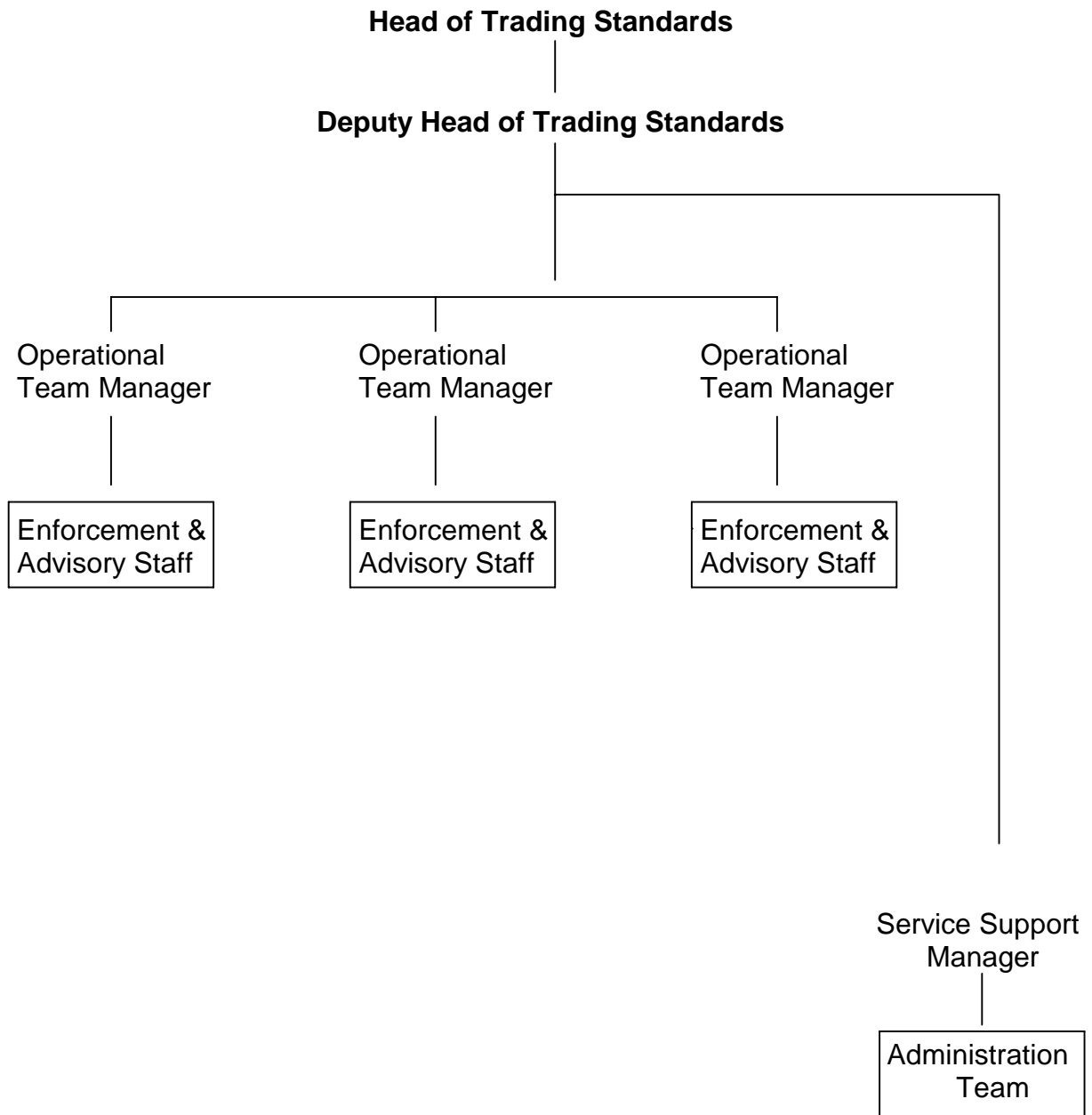
- 6.2.1 The annual Review will look for areas where there has been variation in performance other than that laid out in the Service Plan. If the variation has been significant, a report will be made giving reasons for the variation, and recommendations made for further or remedial action. Reviews in accordance with 6.1.1 will also be taken into account.
- 6.2.2 If it can be shown that any additional activities other than direct enforcement action have taken place achieving the same objective as enforcement action, these will be identified and taken into account during the Annual Review.

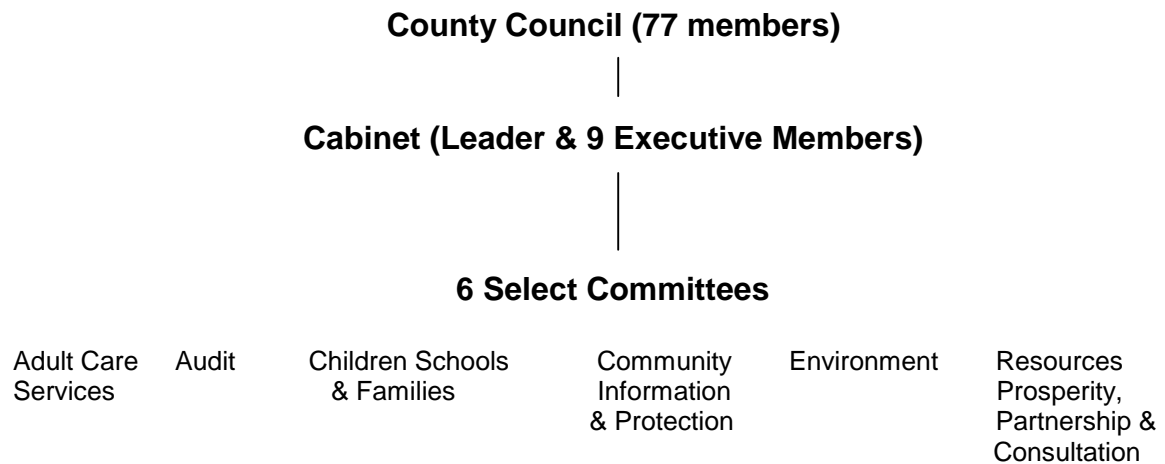
6.3 Areas of Improvement

6.3.1 Although advancements in the delivery of food law enforcement have been made in the recent past, particularly in the field of the ERCOTS co-ordinated sampling programme and the officer-training programme, there are a number of areas identified where improvements can be made. These include:

- Documented procedures and guidelines in areas where they do not exist or can be bettered.
- Increasing the number of staff involved with food law enforcement to facilitate higher inspection levels.
- Improved reporting and dissemination mechanisms, particularly the use of technology to give officers, consumers and food businesses up to date, accurate and timely information.

Departmental Structure





Select Committees:

- scrutinise proposed policies and decisions put to them by Cabinet, and comment on them.
- consider matters referred from County Council and make recommendations on them.
- scrutinise and make recommendations to Council, Cabinet or Chief Officers on any particular area of policy or service they have chosen to investigate

The Community Information and Protection Select Committee (10 members) includes Trading Standards and Consumer Protection within its remit and will scrutinise and comment on the Food Service Plan after its consideration by Cabinet.

Public Analysts appointed by the Department

Eurofins Scientific Limited

J.F.Salter M. ChemA, C.Chem, FRSC *

D.K.Arthur M.ChemA. C.Chem, FRSC, MIFST **

M.Barnett McChemA, C.Chem, FRSC, FIFST **

J.Wootten M.A., M.ChemA, C.Chem. FRSC **

* Denotes Agriculture Analyst for the County of Hertfordshire.

** Denotes Deputy Agriculture Analyst for the County of Hertfordshire.

Kent Scientific Services

I.J.Hampton BSc (Hons), MChemA, CChem, FRSC

P.G.T.Maynard MChemA, CChem, MRSC

Hampshire Scientific Services

P.R.Berryman BSc (Hons), MSc, MChemA, MBA, MIFST, MIBiol, CChem,
FRSC

S.G.J.Dyer MChemA, CChem, MRSC, DMS

Food Premises Profile

| | |
|--|-------|
| Total number of premises with a Quality Standards (food or feedingstuffs) risk assessment. | 5,197 |
| Total number of above with a higher risk | 70 |
| Total number of above with a medium risk | 2,304 |
| Total number of above with a low risk | 2,823 |

Inspections programmed for the year 2001/2002

| | |
|----------------------|------|
| Higher risk premises | 70 |
| Medium risk premises | 1413 |
| Low risk premises | 593 |

**Estimated staffing resources require the for
Law Enforcement programme 2001/2002**

| | | |
|-----------------------------------|----------------------|------------------------------------|
| Programmed inspections | - Higher risk visits | 70 days |
| | - medium risk visits | 778 days |
| | - low risk visits | 153 days |
| | | <hr/> |
| | | 1001 days (FTE of 5.0 officers) |
| Food and Feedingstuffs Samples | - | 50 days (FTE of 0.25 officers) |
| Home authority enquiries | - | 400 days (FTE of 2.0 officers) |
| Food and Feedingstuffs complaints | - | 80 days (FTE of 0.4 officers) |
| Business enquiries | - | 250 days (FTE of 1.25 officers) |
| Liaison arrangements | - | 50 days (FTE of 0.25 officers) |

The above figures indicate an overall estimated staffing resource of 9.15 FTE Officers required by the service to perform its Food Law Enforcement Function for the year 2001/2002.

Officer Competency Profile

Key to authorised duties

| <u>Code</u> | <u>Authorised Duties</u> |
|-------------|--|
| 1 | Inspection of High Risk Manufacture/Processing premises |
| 2 | Inspection of Non High Risk Manufacture/Processing premises |
| 3 | Inspection of Importers/Head Offices |
| 4 | Inspection of Warehouses/Cold Stores |
| 5 | Inspection of Retailers |
| 6 | Inspection of Catering Establishments |
| 7 | Inspection of Farms/Small Holdings/P.Y.O's |
| 8 | Taking of formal samples |
| 9 | Taking of informal samples |
| 10 | Dealing with food complaints – Routine advisory action |
| 11 | Dealing with food complaints – Investigations (with potential for legal proceedings) |

Number of Officers authorised for each duty

| <u>Duty</u> | <u>Number of Officers</u> |
|--------------------|----------------------------------|
| 1 | 16 |
| 2 | 23 |
| 3 | 24 |
| 4 | 25 |
| 5 | 26 |
| 6 | 26 |
| 7 | 26 |
| 8 | 25 |
| 9 | 28 |
| 10 | 28 |
| 11 | 26 |

The above figures reflect a total of 29 Authorised Food Officers in the Department, which gives the Food Law Enforcement function flexibility around the actual estimated 5.9 FTE's (see 4.2.3.) employed on such duties.