

AGENDA MANAGEMENT SHEET

Name of Committee	County Council		
Date of Committee	21 July 2005		
Report Title	Food Law Enforcement Plan 2005/2006		
Summary	The Plan is presented for agreement. It details the work that will be undertaken by the Trading Standards Service to protect consumers from misdescribed or poor quality food during 2005/2006 including procedures to react to food alerts. The Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement recommends the Service to submit the Plan to the relevant member forum for approval to ensure local transparency and accountability. The plan is part of the Council's policy framework.		
For further information please contact:	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> Noel Hunter Director of Libraries, Heritage and Trading Standards Tel: 01926 412429 noelhunter@warwickshire.gov.uk </td> <td style="vertical-align: top;"> Adrian Levett Head of Trading Standards Tel: 01926 414059 adrianlevett@warwickshire.gov.uk </td> </tr> </table>	Noel Hunter Director of Libraries, Heritage and Trading Standards Tel: 01926 412429 noelhunter@warwickshire.gov.uk	Adrian Levett Head of Trading Standards Tel: 01926 414059 adrianlevett@warwickshire.gov.uk
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Would the recommended decision be contrary to the Budget and Policy Framework?	No		
Background papers	"FSA Framework Agreement on Local Authority Food Law Enforcement" available at www.foodstandards.gov.uk/enforcement/frameagree/		

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees	<input checked="" type="checkbox"/> Crime & Safety Overview & Scrutiny Committee – 5 April 2005 Cabinet – 28 April, 2005
Local Member(s)	<input checked="" type="checkbox"/> Not applicable
Other Elected Members	<input checked="" type="checkbox"/> Councillor R Hobbs
Cabinet Member (<i>former</i>)	<input checked="" type="checkbox"/> Councillor J Haynes – "I support the recommendation."
Chief Executive	<input type="checkbox"/>

- | | | |
|--------------------------|-------------------------------------|--|
| Legal | <input checked="" type="checkbox"/> | Ian Marriott – comments incorporated |
| Finance | <input checked="" type="checkbox"/> | Paul Walsh, Financial Services Manager |
| Other Chief Officers | <input type="checkbox"/> | |
| District Councils | <input type="checkbox"/> | |
| Health Authority | <input type="checkbox"/> | |
| Police | <input type="checkbox"/> | |
| Other Bodies/Individuals | <input type="checkbox"/> | |

FINAL DECISION NO

SUGGESTED NEXT STEPS:

Details to be specified

- | | | |
|---|-------------------------------------|---------------|
| Further consideration by this Committee | <input type="checkbox"/> | |
| To Council | <input checked="" type="checkbox"/> | 21 July, 2005 |
| To Cabinet | <input type="checkbox"/> | |
| To an O & S Committee | <input type="checkbox"/> | |
| To an Area Committee | <input type="checkbox"/> | |
| Further Consultation | <input type="checkbox"/> | |

County Council – 21 July 2005

Trading Standards Food Law Enforcement Plan 2005/2006

**Report of the Director of Libraries, Heritage
& Trading Standards**

Recommendation from the Cabinet

That the Council adopt the Food Law Enforcement Plan for the year 2005/2006 as part of the policy framework for the Council.

- 1.1 The Food Law Enforcement Plan prepared as recommended by the Food Standards Agency (FSA) is attached as Appendix 1. It forms part of the Council's policy framework.
- 1.2 The plan details the proposed work of the Trading Standards Service for 2005/2006 on food quality and safety.
- 1.3 The FSA target for visiting high-risk premises is 100%. This is being achieved.
- 1.4 Last year the target was set at 35% for visiting medium risk food premises. This has not been achieved. The FSA code of practice recommends 50%. The target is not mandatory but an indicator of performance. The reason for the low target and equally low performance relates to the resources available.
- 1.5 Food officers require a particular qualification and must meet continuing competence requirements. No more resources for inspections have been made available in this budget round although every effort is being made to improve performance. Reduced inspection is leading to increased non-compliance which in turn is making inspections take longer.
- 1.6 The authority is subject to inspection by the FSA who may comment on our performance. Alternative options to improve our position will continue to be explored.
- 1.7 There is considerable quantity of detail about the planned operations and I will be pleased to provide further information to any Member who requires clarification.

- 1.8 The former Crime and Safety Overview and Scrutiny Committee considered the Plan and recommended Cabinet support it subject to the inclusion of a reference to planned work on imported foods, including checks on imported meat. The Cabinet subsequently endorsed this.
- 1.9 The amended Plan is now submitted to the Council for approval.

NOEL HUNTER
Director of Libraries, Heritage & Trading Standards

Shire Hall
Warwick

July 2005

Food Law Enforcement Plan

Issue Date: January 2005

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**If this information is difficult to understand, we can provide it in another format for example, in large print, on audio tape, in another language or through discussion.
Please contact the Trading Standards Service on 01926 414040**

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1.1 Aims and Objectives of the Trading Standards Service

Food and Health

To deliver the activities set out in the statutory food plan recommended by the Food Standards Agency in partnership with the Public Analyst, taking into account the Food Standards Agency Strategic Plan 2005-2010 'Putting Consumers First.'

To participate in the Warwickshire Food for Health Group and support the strategy to improve the health of Warwickshire people particularly the most vulnerable.

To control food standards and labelling in accordance with the ideals set out in "Food - the local vision", the joint statement produced by the Local Government Association, LACORS and the Food Standards Agency.

To meet the challenge of providing advice services for consumers and businesses, which meet the ideals of the Community Legal Service, Consumer Support Network and Business link by improving access and awareness.

'Central England Trading Standards Authorities' Project

To ensure effective partnership working between local authorities across Central England to achieve measurable improvements in Trading Standards for all those who may benefit.

Developing Staff

To effectively regulate the market place, develop staff to understand new marketing techniques and the potential of Internet shopping in the context of consumers being cheated.

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1.2 Links to Corporate Objectives and Plans

The County Council is responsible for producing plans and strategies. These plans and strategies are not produced in isolation of each other, this would serve no value, therefore the aim is to make a conscious effort to link together what the County does.

Strategic Plan for Warwickshire

A Strategic Plan for Warwickshire has been developed for the period 2002-2005 and sets out the medium-term priorities for the key agencies for the whole of Warwickshire. It has been developed jointly with key partners and stakeholders such as the Borough and District Councils, Health, Police, Government Office for the West Midlands etc. and aims to improve the well being of Warwickshire and therefore service delivery. A revised plan for the period 2005-2008 is currently being developed.

Local Community Plan

Local authorities have a statutory duty to produce community strategies jointly. Community plans have been developed for each of the five District/Boroughs with key agencies including Warwickshire County Council, the local Borough or District Council, the Council for Voluntary Services etc. working at a local level. The nature of the plan varies according to local need, determined largely through public consultation.

Other Multi-Agency Strategies

These are strategies produced by a number of parties to address a particular theme or challenge such as Crime and Disorder Strategies, Local Agenda 21 Strategies, Health Improvement Programme. The Trading Standards Service has contributed to the Warwickshire Food for Health Strategic Plan.

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1.2 Links to Corporate Objectives and Plans continued ...

Corporate Business Plan

The Corporate Business Plan details all the plans, policies and programmes of the Council including the six Corporate Objectives. These drive the performance management of the Council and the delivery of services which are subject to an Audit Commission Comprehensive Performance Assessment (CPA).

The Corporate Business Plan medium term priorities are currently being developed to take forward to 2005-8. This is the first stage in the development the Corporate Business Plan 2005-8.

Area Business Plans

Area Business Plans are localised versions of the Councils' overall BVPP. An Area Business Plan is being produced for each District or Borough and will provide an area focus for the delivery of County Council services based on the particular needs of that area. The Plans will also allow us to assess our performance at a local level.

Departmental Service Plans

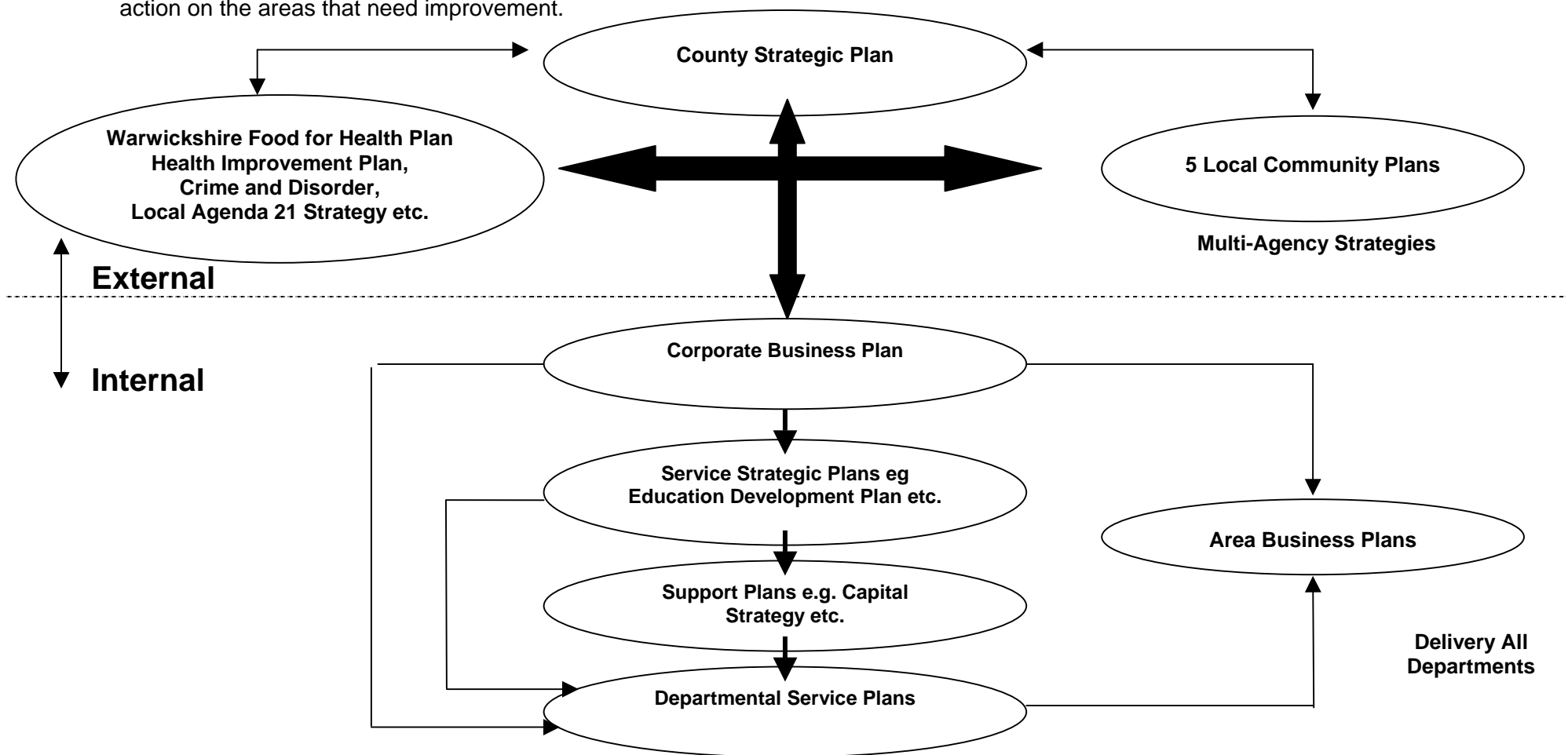
Each Department of the County Council produces a Service Plan. These plans set out the key aims, objectives and targets for the service and everything else the service aims to do in the coming year, including how service plans achieve all the objectives and targets identified in all other plans set out above including statutory requirements.

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1.2 Links to Corporate Objectives and Plans continued ...

The Corporate Objectives do not stand in isolation. They are linked to all departmental service plans against which progress is reported twice a year to elected members through the Scrutiny and Review Committee process. This will be the means by which we will highlight and take action on the areas that need improvement.



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2.1 Profile of Local Authority

Warwickshire is a rural County with a population of over 500,000, the geographical size is 197,900 hectares. The County is at the heart of the UK's motorway network having direct access to six motorways. There are 5 District and Borough Councils namely Nuneaton and Bedworth, North Warwickshire, Warwick, Stratford upon Avon and Rugby. There are 12 medium sized towns with Leamington Spa and Nuneaton being the largest. This gives a range of urban and rural environments.

Mid-2002 Population Estimates

The latest mid-year estimates are for mid-2002. Warwickshire is estimated to be 512, 700. The table below details estimates for each district within Warwickshire.

	Mid-2002
Warwickshire	512, 700
North Warwickshire	62, 900
Nuneaton and Bedworth	119, 800
Rugby	88, 800
Stratford-upon-avon	113, 100
Warwick	128, 000

Source: ONS mid2002 population estimates, Crown Copyright

The age profile of people living in Warwickshire has also shown some change with there being a fall in the number of young people aged 15-29, the north of the county seeing the greatest decreases.

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2.1 Profile of Local Authority continued ...

There has also been a large increase in the numbers of people in older age groups, with an increase of 25% in the number of residents aged 85 or above. This mirrors national trends, although the increase in the 75-84 year old age group has grown in excess of the national average.

The County has an ethnic minority population of about 5%. Demographic and census information shows that within areas of relative prosperity are pockets of deprivation and poverty. Stratford upon Avon and Warwick attract a high tourist population estimated at over 1 million overnight and 4.1 million-day visitors per year. These visitors spent around £222 million in the County.

Warwickshire is an agricultural County. The total number of people employed in agricultural labour has remained consistent at over 6,000 for the last decade. The main farm types in Warwickshire as a whole are dairy, livestock and cereals.

The County is recognised as one of the best performing parts of the West Midlands Region in terms of economic growth, innovation and business survival rates. Warwickshire is home to some 22,000 (16,500 VAT registered) businesses. Many new jobs have been created in recent years, and the County boasts the lowest unemployment rate in the West Midland Region.

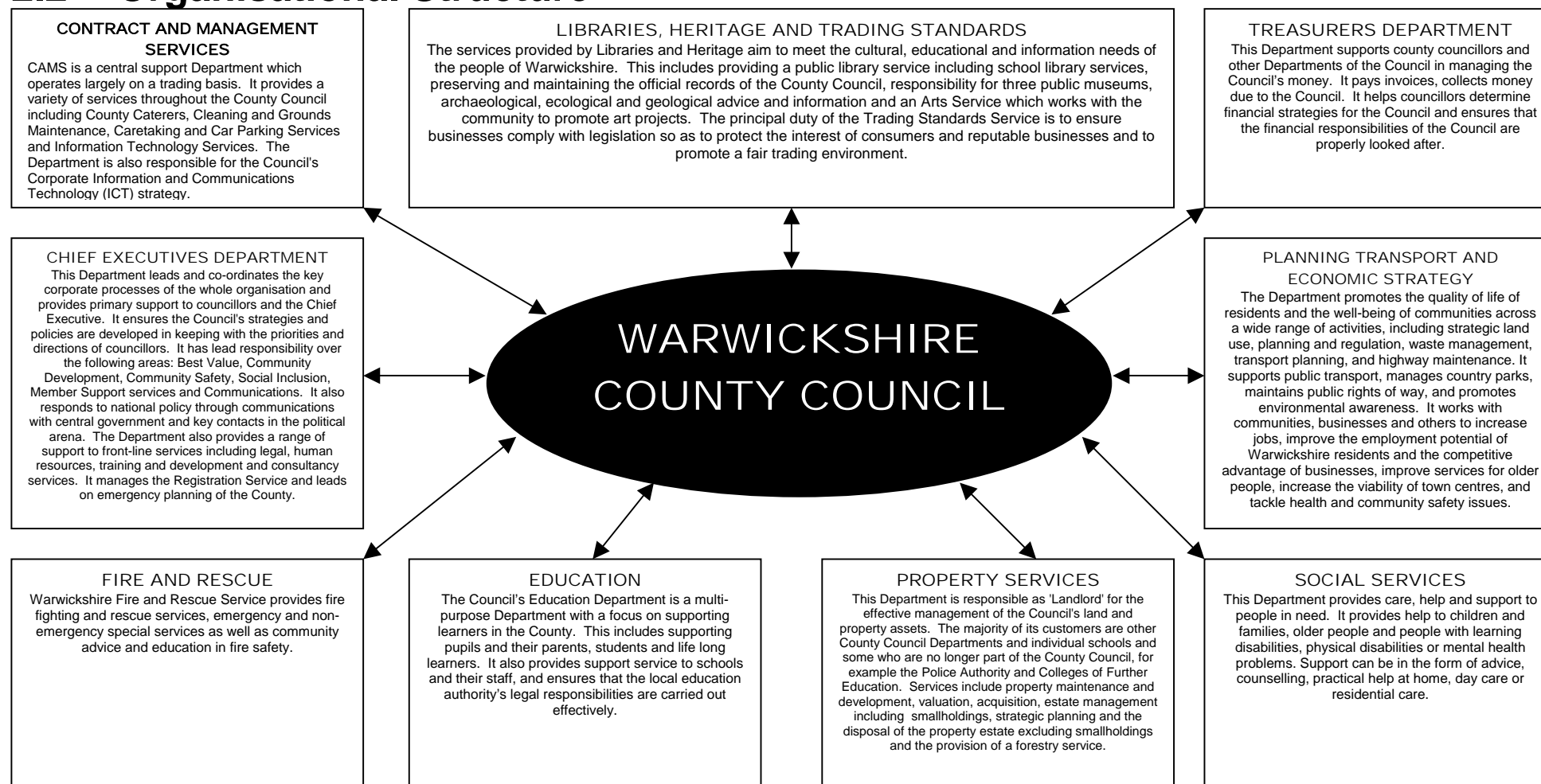
The excellent road, rail and air links provide advantages to businesses requiring ease of access to suppliers and markets, whilst a highly skilled workforce, provision of good well-located sites and premises are an added incentive to inward investors. Leamington Spa has been voted the most attractive place to invest in the UK, yet areas of the County are eligible for European regeneration funding support.

Warwickshire has a long tradition of excellence in manufacturing. In recent years there has been a growth in the distribution and service sectors and an impressive list of overseas and UK companies are expanding their operations in Warwickshire. These include IBM, TNT Distribution, EMI Music Distribution, Christian Salvesen, Holland and Barrett, Aldi Stores, Gap Clothing, RS Components, Dairycrest and Conoco Limited to name a few.

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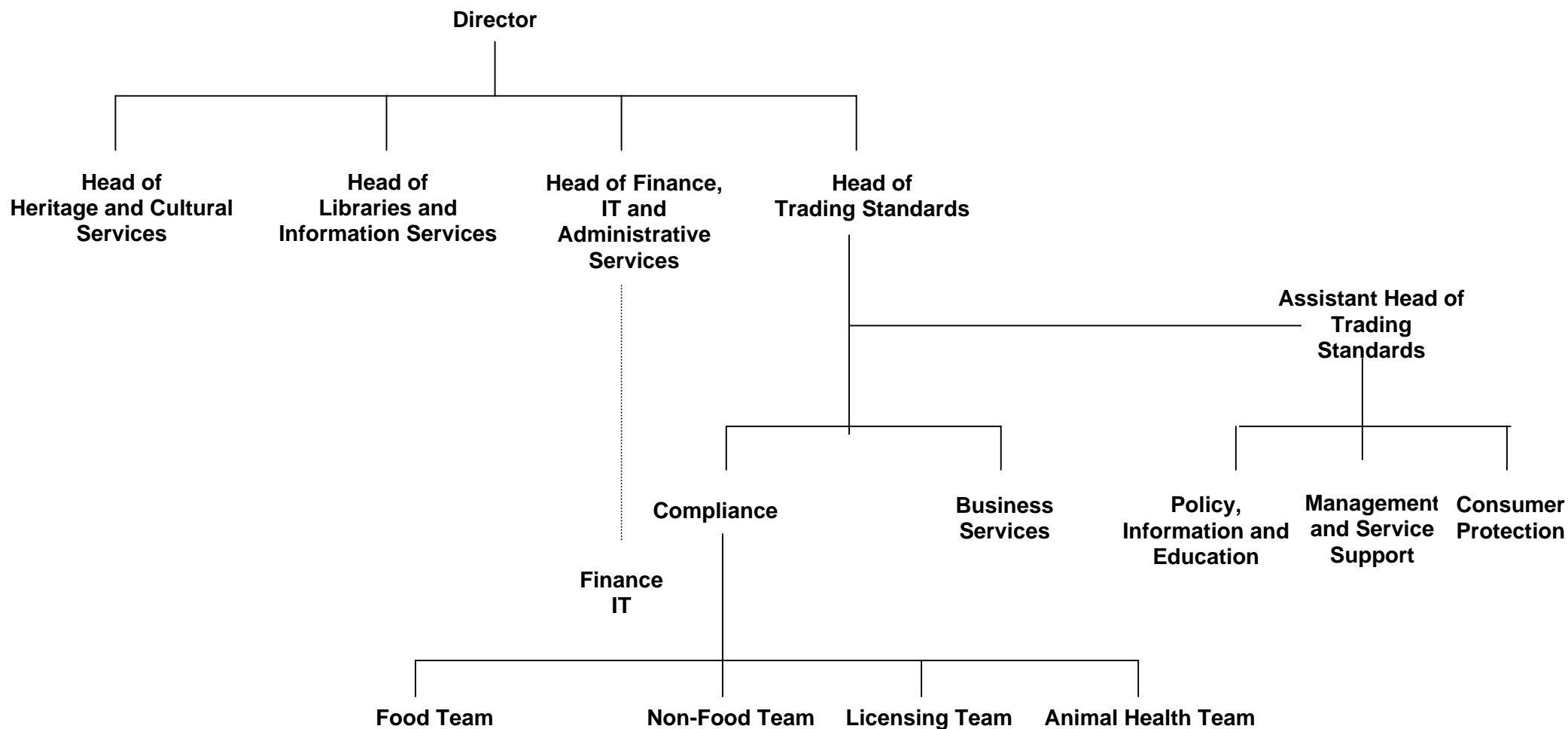
2.2 Organisational Structure



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2.2 Organisational Structure



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2.3 The Scope of the Food Service

Food Standards Enforcement

The Service is responsible for the enforcement of a wide range of legislation controlling the advertising, marketing, production, distribution and supply of food and food ingredients throughout the food chain. It has prime responsibility for ensuring that food meets UK and European quality standards, and is adequately and honestly described. It includes responsibility for monitoring and enforcing controls on chemical and veterinary medicine residues in food.

This plan reflects our enforcement of food standards, animal feedingstuffs and on farm medicine records legislation. Enforcement is carried out by specialist food officers with assistance in appropriate cases from Animal Health Officers. Some food inspections are carried out alongside other trading standards inspections at retail premises

The district council Environmental Health Departments have responsibility for food hygiene and microbiological safety matters. There are sound and established, formal and informal links with the food enforcement officers of the district and borough councils so as to maximise the effectiveness of food law enforcement within Warwickshire.

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2.4 Demands on the Food Service

The Trading Standards Service is delivered from a single office based in the centre of the County on the outskirts of Warwick. It is open to the public from 9.00 a.m. until 5.30 p.m. Monday to Thursday and 9.00 a.m. until 5.00 p.m. on Friday. Where required, officers do planned and reactive work outside these hours. A contact centre is available to receive telephone calls from 8.00 a.m. to 8.00 p.m. Monday to Friday and 10.00 am to 4.00 pm Saturday.

The Service offers a free and confidential advice service to Warwickshire residents and businesses. The majority of enquiries are civil complaints and in such cases Advice Officers are able to advise consumers of their rights and how to present their case to the trader. The Service also offers mediation with a trader on behalf of a consumer in circumstances when additional help is required. Breaches of criminal law are passed to enforcement officers for investigation. An extensive website offers advice and guidance 24 hours per day.

Warwickshire is a shire county with a population spread amongst a number of medium sized towns and small villages. There is a significant influx of tourists in the south of the county to the districts of Stratford and Warwick, which is reflected in the number of catering establishments. There are over 1 million overnight and 4.1 million-day visitors per year spending around £222 million. This is reflected in the number of food establishments in Stratford and Warwick Districts.

The National Agricultural Centre is based in the county and this hosts the Royal Show and Town and Country Show amongst others. Major national companies based within the county include Aldi Stores, Holland and Barrett and the Sandwich Factory (which produces around 100,000 sandwiches per day).

As a rural county, it has been affected by the economic crisis in farming that has led to a number of farmers looking for alternative sources of incomes. Warwickshire has been one of the forerunners in the establishment of Farmers Markets.

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2.4 Demands on the Food Service continued ...

Key issues in the coming year are:

- ◆ Residues and contaminants in food.
- ◆ Introduction of new requirements regarding the labelling of food allergens.
- ◆ Accurate labelling of food containing Genetically Modified Organisms-implementing new regulations.
- ◆ Improving the clarity of labelling.
- ◆ Participate in inter-authority audits to ensure Best Value.
- ◆ Working with other agencies to provide joined up enforcement.
- ◆ Increase the number of qualified and competent Food Enforcement Officers
- ◆ Imported food including meat and meat products.
- ◆ Promoting healthy eating through evaluating salt and fat content of meals for vulnerable people and children.
- ◆ Responding efficiently and effectively to Food Hazard Warnings.

2.5 Enforcement Policy

Information on enforcement policy is available at www.warwickshire.gov.uk/tradingstandards

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3.1a Food Premises Inspections

The Service undertakes comprehensive, targeted trade inspections as part of an overall risk based inspection programme. The programme is a requirement of the Code of Practice made under the Food Safety Act 1990 and recognises the need to inspect high risk premises annually and medium risk premises every two years. Low risk and 'no inspectable risk' premises will be subjected to an alternative enforcement strategy every five years in accordance with Food Standards Agency Guidelines. The detailed inspection plan will be based on the above criteria and be compiled at the end of March 2005 reflecting the available resources.

Profile of Premise as at January 2005	North Warwickshire	Nuneaton and Bedworth	Rugby	Warwick	Stratford	Total Number Premises including mobile premises
All food premises	464	618	572	1037	1202	3962
of which High risk	9	8	4	10	21	55
Medium risk	297	474	344	600	639	2414
Low risk	89	95	136	245	314	881
No inspectable risk	22	6	23	63	107	221
Food Manufacturer/Packer	27	26	21	38	67	179
of which High risk	5	4	3	6	14	15
Medium risk	15	19	10	21	28	87
Low risk	3	1	5	4	16	17
Catering Establishments	269	306	356	694	785	2412
of which High risk	0	1	1	2	3	7
Medium risk	180	239	221	428	420	1509
Low risk	45	34	68	119	183	443

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3.1b Feedingstuffs Premises Inspections

More work will be done to audit the storage and processes associated with animal feed on farms.

Profile of Premise as at January 2005	North Warwickshire	Nuneaton and Bedworth	Rugby	Warwick	Stratford	Total Number Premises
Registered feedingstuffs premises	42	5	55	31	146	279
Livestock farms	230	49	298	207	855	1639

Category of Feedingstuffs Premises	Number of Premises	Number of Planned Inspections
Feedingstuffs Manufacturer	4	1
Intermediaries	13	7
Compound Feed Mixers	2	3
Wholesaler - feedingstuffs	1	0
Wholesaler - pet food	1	0
Farms mixing feedingstuffs	267	133
Total	288	144

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3.1c Farm Visit Medicine Record Checks

Farm medicine record checks will be carried as part of the risk graded planned routine farm visits by Animal Health and Welfare Officers. Particular attention will be given to broiler chicken production units, which will be audited to ensure that appropriate withdrawal periods have been adhered to before birds go for slaughter. Where appropriate, liaison will take place on this work, with DEFRA and the Meat Hygiene Service at abattoirs.

Additional checks will take place where intelligence suggests this is necessary. This could come from DEFRA State Veterinary Service, British Cattle Movement Service or from the work done by the Animal Health Officers at local or regional markets.

3.2 Food and Feedingstuffs Complaints

Complaints concerning food are considered in accordance with the Code of Practice and where appropriate complaints will be investigated and samples submitted for analysis. Any complaints that relate to food safety matters will be accepted by the service and the details forwarded by fax, preceded by a telephone call, to the appropriate Environmental Health Office.

Based on past experience the service anticipates about 150 food complaints in 2005/2006 and a small number of complaints about feedingstuffs.

3.3 Home Authority Principle

Information on the Home Authority Principle is available on: www.warwickshire.gov.uk/tradingstandards

This Service fully supports the Home Authority Principle and major companies in the County for whom we act as Home Authority, including Aldi Stores, Forever Living Products UK Limited, Holland and Barrett, and The Sandwich Factory Limited.

Based on previous experience the Service would expect to deal with about 120 referrals relating to food standards matters from other authorities under the Home Authority Principle.

3.4 Advice to Business

Advice to Business is available on: www.warwickshire.gov.uk/tradingstandards

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3.5 Food and Feedingstuffs Sampling

Sampling is an integral part of our food and feedingstuffs enforcement activity. It is our policy to take samples informally except when follow-up samples cannot be readily repeated or intelligence suggests there is likely to be a breach of some legislative requirement. All formal food samples are taken in accordance with the relevant provision of the Food Safety Act Code of Practice, any relevant legislation and the Service's Quality Assurance Procedures.

The detailed sampling programme is project based. It includes projects developed within Warwickshire and those agreed with the Central England Trading Standards Authorities Partnership together with the Service's contribution to national sampling projects co-ordinated by LACORS and the FSA, and any EU co-ordinated sampling projects. Approximately 15% of the food sampling budget will be targeted at local manufacturers and will include food ingredients as well as finished products. Sampling of food and feedingstuffs may also be carried out during inspection in response to complaints and following Food Hazard Warnings.

Analysis of our food and feedingstuffs samples is carried out by our appointed Public Analyst, Eurofins Scientific of New Cross, London. They are consulted when we draw up our sampling programme and participate in the development of the regional sampling programme through the Central England Trading Standards Authorities Partnership. There is also close liaison with Public Analyst regarding methods of sampling and the storage and handling of samples.

Plan for 2005-2006	Estimated Number of Samples	Budget for Analysis *
Food Samples	500	£47, 780
Feedingstuffs Samples	30	£2, 960
Total	520	£50,740

*At the time of writing, these figures represent the best estimate of budget allocation for this work.

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3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Service has no responsibility for the investigation of food poisoning incidents and outbreak control, and consequently has no written procedures. Food related infectious disease control is the responsibility of District and Borough Council Environmental Health Departments in Warwickshire. Were it necessary, we would provide all reasonable assistance.

3.7 Food Safety Incidents

It is this Authority's policy to handle food hazard warnings in accordance with the requirements of the Code of Practice and the Service's documented process. Where action is required we liaise with our District and Borough Council colleagues to maximise efficiency and avoid duplication of effort. Arrangements to receive text message alerts have been set up.

Typically in response to a food alert the service will, post key information on the council's website, establish both business and consumer helplines, inform food businesses and carry out necessary inspections. These incidents may involve contaminated ingredients, incorrect labelling or an unsatisfactory or unsafe imported product, possibly meat.

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3.8 Liaison with Other Organisations

The Service recognises that its resources can be made to stretch further by working with many other bodies, both at a national and local level. At a national level the Service works with a number of agencies including:

<ul style="list-style-type: none"> ◆ Local Government Association ◆ Local Authorities Co-ordinating Body on Regulatory Services ◆ National Consumer Council ◆ Office of Fair Trading ◆ Financial Services Authority ◆ Food Standards Agency ◆ United Kingdom Accreditation Service ◆ Pesticides Safety Directorate ◆ Association for Petroleum and Explosives Administration ◆ Institute of Petroleum ◆ Advertising Standards Authority 	<ul style="list-style-type: none"> ◆ European Leisure Software Publications Association ◆ Federation Against Software Theft ◆ Federation Against Copyright Theft ◆ British Phonographic Industry ◆ Anti-Counterfeiting Group ◆ Vehicle Inspectorate ◆ Trading Standards Institute ◆ Medicines and Healthcare products regulatory Agency ◆ Royal Pharmaceutical Society 	<ul style="list-style-type: none"> ◆ Customs and Excise ◆ Shoe and Allied Retail Trade Association ◆ Qualitas ◆ Horticultural Marketing Inspectorate ◆ Product Safety Enforcement Forum of Europe ◆ Small Business Service ◆ Soil Association ◆ International Federation of spirit producers ◆ Portman Group 	Government Departments: <ul style="list-style-type: none"> ◆ The Department of Trade and Industry ◆ Department of the Environment, Farming and Rural Affairs ◆ The Home Office ◆ The Department for Transport ◆ Office of the Deputy Prime Minister ◆ The Department of Health ◆ The Health and Safety Executive ◆ Customs and Excise ◆ Independent Committee for the Supervision of Standards of Telephone Information Services ◆ Office of Gas and Electricity Markets ◆ Office of Water Services
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At a regional and local level the Service works with a number of agencies including:

<ul style="list-style-type: none"> ◆ Wine Standards Board ◆ Egg Marketing Inspectorate ◆ Meat Hygiene Service ◆ Warwickshire Food Liaison Group ◆ Customs and Excise ◆ Chief and Assistant Chief Fire Officers Association ◆ State Veterinary Service 	<ul style="list-style-type: none"> ◆ Warwickshire Constabulary ◆ Warwickshire Food for Health Group ◆ Benefits Agency ◆ Local District and Borough Councils ◆ Action on Accidents ◆ Citizens Advice Bureaux ◆ Age Concern 	<ul style="list-style-type: none"> ◆ Midlands Electromagnetic Compatibility and CE Marking Club ◆ Warwickshire Credit Unions ◆ The Warwickshire Business Partnership ◆ Trading Standards Institute ◆ Consumer Education Liaison Group ◆ Coventry & Warwickshire Co-operative Development Agency 	<ul style="list-style-type: none"> ◆ Central England Trading Standards Authorities. ◆ Coventry and Warwickshire Chamber of Commerce ◆ Community Legal Service Partnership ◆ Coventry and Warwickshire Business Link
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The Service is represented on Corporate Groups within the County Council, including the Public Health Officers Group, Policy for Older People Group, Community Safety Group, Corporate Communications Group, Press Officers Forum, Web Forum, Corporate Funding and European Policy Group, Social and Economic Regeneration Officers Group, Best Value Corporate Group, Strategic Human Resources Group, Corporate Consultation Group.

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3.9 Food and Feedingstuffs Safety and Standards Promotion

We regularly issue press releases on consumer matters including food, and food hazard warnings.

We will support any action that follows from the Warwickshire Food for Health Strategy where appropriate.

4.1 Financial Allocation

The budget for last year included a sampling budget for food of £47,780, and feedingstuffs and agricultural samples of £2,960. There are no plans to reduce the amount of resources put into food enforcement at this stage.

4.2 Staffing Allocation

Food enforcement is carried out by staff within the Compliance Division of the Service. The food team consists of a Divisional Manager and two Senior Trading Standards Officers with responsibility for food law, one of whom is a Team Leader. In addition, there are two full-time senior food enforcement officers, two part-time (each 0.5 fte) enforcement officers and a part-time (0.25 fte) assistant enforcement officer.

This team is supported by a Principal Trading Standards Officer from the Business Services Division of the Service who provides specialist advice, information and support.

The team are competent to do inspection at high risk premises.

4.3 Staff Development Plan

The Service is committed to staff development and has 'Investor in People' status. Training needs are identified during annual appraisals and are supplemented with ongoing discussions throughout the year.

We will ensure that the existing qualified officers remain competent to enforce food law.

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5.1 Quality Assessment

The operation of the Service is documented, monitored, audited and reviewed by means of a Quality System which meets ISO 9001, as confirmed by independent assessment. This Service Plan forms part of the Quality System (as Document Number 5). The two Laboratories for calibration of mass items and flow meters are accredited to ISO 17025 by the United Kingdom Accreditation Service (UKAS). The Service has achieved "Investors in People" status and the "Adviceline" service meets the "Community Legal Service Quality Mark" standard. The Service has received the Office of Fair Trading's Award for Excellence in Trading Standards on two occasions. To draw together continuous improvements, including developments under the above schemes, the Service is assessed to the European Foundation for Quality Management Excellence Model (EFQM). Each department in the County Council is subject to an EFQM self-assessment as part of the Council's commitment to continuous improvement.

In December 2004 the Audit Commission named Warwickshire County Council as "**excellent**" in their Comprehensive Performance Assessment (CPA) of local authorities.

The Service participates in inter-authority auditing of its food enforcement work with colleagues in the Central England Trading Standards Authorities Partnership regional group.

6.1 Review against the Service Plan

Progress against the Service Plan will be monitored monthly by the Divisional Officer and reported quarterly at Management Team Meetings. The headline issues, including food inspections are reported six monthly to the Council's Cabinet. Overall performance will be reviewed by the Scrutiny and Review Committee of Elected Members.

6.2 Identification of any Variation from the Service Plan

There are concerns that insufficient resource is available to achieve all the programmed inspections. The likely performance for 2005-2006 is 100% of high risk premises and 35% of medium risk premises.

6.3 Areas for Improvement

The Service has reorganised to encourage more officers to develop competencies in food law enforcement to ensure we have sufficient depth to cope with any emergency situation, progress is being made with this, however more work needs to be done.