

Service being assessed	Environmental Health – Food Safety
Who will be involved in completing this assessment?	Kate Watts – Service Manager Environmental Health
Date of Review	1 January 2011
Date of Next Review	Ongoing
What is the purpose of the service?	To ensure that food is safe for public consumption.
Is this assessment being undertaken because of changes to the service? If so what are they?	The service has moved from delivering standardised food safety inspections by rota to a regime of proportionate interventions with food businesses, working with those that need help until they are delivering food safely. Enforcement action is used as a last resort.
<p>The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> <li>1. Eliminate discrimination</li> <li>2. Advance equality of opportunity</li> <li>3. Foster good relations between different parts of the community</li> </ol>	<p>The service engages with all members of the public and food businesses. Of particular relevance is the fact that a number of food businesses are black and ethnic minority owned and used by people from those communities.</p> <p>Managers work closely with the team to ensure that discrimination is eliminated by addressing any remarks or behaviour which may indicate that anybody may receive less favourable treatment. The work of the team is designed in a way which means that staff work with individual businesses until they are safe. This will mean helping them to address the barriers to producing food safely and means that solutions are tailored to particular circumstances.</p>

<p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy &amp; Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>Managers and the team will also develop a very clear understanding of why enforcement action has to be taken against a small proportion of businesses and understanding any underlying trends.</p> <p>Examples undertaken by the team include:</p> <ul style="list-style-type: none"> <li>• Use of face-to-face translations/letters</li> <li>• Food Hygiene Courses taught to specific groups of people within the community</li> <li>• Information provided in various languages (CD ROMs/leaflets etc)</li> </ul>
<p>How will you know that service is working as it should?</p>	<p>The team continually assesses its capability of ensuring that food is safe for public consumption. The team will analyse the causes of businesses assessed as not producing food safely and will use the data to identify patterns which require action. For example the data may indicate that further training or assistance is required for owners of particular types of business.</p>
<p>What data have you used to help you make this assessment?</p>	<p>The team holds a list of all food businesses in the Borough containing names and addresses. This will give some indication of the ownership of the business along with the language spoken by the owner. Other key data is that which is used to assess the capability of the team to meet its purpose and the analysis of the reasons and the types of barriers experienced by food businesses and the help that they need.</p>
<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>No additional data required at this stage.</p>

<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>The new design of the service was based on knowledge gathered by talking to a wide range of food businesses, both compliant and non-compliant. This led to the way in which the service is now designed, ie a proportionate approach, working in partnership with businesses until they are safe. This is based on the individual needs of businesses.</p>
<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>All food businesses are registered with Environmental Health.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p><b>Who benefits?</b> All food businesses will benefit and have an equal opportunity to improve and the public will benefit from having safe food.</p> <p><b>Who doesn't benefit and why not?</b> Business will only not benefit if they choose not to work with the team.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> <li>• No major changes</li> <li>• Adjust the policy</li> <li>• <b>Continue the policy</b></li> <li>• Stop and remove the policy</li> </ul> <p>The assessment shows no negative impact for food businesses and positively helps the Council to meet its equalities objectives.</p>

What now needs to be done and by who?	No further actions at this stage beyond the actions already undertaken to ensure continuous improvement.
Signed off by	Kate Watts, Service Manager Environmental Health