



SERVICE STANDARDS

Food and Health and Safety

**This document can be made available in large print,
Braille, tape format or in other languages upon request**

APRIL 2007



The Service

Food Safety:

The Council's policy is to strive to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within the area covered by West Somerset Council is without risk to the health or safety of the consumer. This involves inspecting food premises, responding to complaints regarding food products or premises, responding to requests for advice from both members of the public and food business operators, dealing with food alerts and carrying out food sampling. Staff also work to promote healthy lifestyles through promotional and proactive initiatives.

Health and Safety:

The Council's policy is to reasonably enforce and promote health and safety in premises that fall under our remit. This will include carrying out routine inspections of premises, respond to complaints about health, safety and welfare, develop initiatives to deliver improvements in health and safety at work and investigate accidents or incidents at work. The council also provides advice and educational initiatives to businesses and the public. The team also respond to licensing consultations regarding premises in the district.

Infectious Disease Control:

The Council will investigate reported cases of infectious diseases in accordance with the Somerset Gastrointestinal Infections Policy and in partnership with the Health Protection Unit at the Primary Care Trust.

The Standard of Service you can expect from us

We will:

- Initially respond to your service request as quickly as possible.
- Send out inspection reports 15 working days from the date of the visit.
- Investigate complaints regarding premises 5 working days from receipt.
- Respond to requests for advice or information within 10 working days. Provide advice to businesses through provision of information in leaflets, website and press releases.
- Carry out targeted food sampling within the district and send out results within 28 days.
- Respond to a notification of a food poisoning outbreak or accident at work as quickly as possible.
- Respond to food safety incidents and food alerts issued by the Food Standards Agency.
- Promote good practice in food safety and health and safety throughout the district.
- Liaise with other local authorities in the area and share good practice.
- We operate an out-of-hours service to deal with Emergencies only.
- Be courteous and polite when dealing with your service request.

SERVICE PLAN – Food Safety and Health and Safety (Phase 1 - Customer Perspective)

You can help by

- Reporting unhygienic food premises, unsafe working practices, food complaints and accidents at work to the council.
- Informing the council if you wish to start up a food business and require advice on food safety and hygiene.
- Informing the council if you require advice on health and safety at work.
- Reporting incidents of food poisoning.
- Reporting accidents which occur at work.
- Informing the council if details regarding a business changes e.g. change of ownership or address.
- Requesting information on promotional campaigns such as the Somerset Hygiene Award or if you wish to nominate a food premises for an award.

Your right to equal treatment

West Somerset Council is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

Your right to complain

Things can go wrong, and we can make mistakes. If you are dissatisfied with something the Council has done, that you think is wrong or unjust, you should let us know and we will try to put things right to your satisfaction.

You can:

- Complete a comments, compliments and complaints form available from council offices or online at www.westsomersetonline.gov.uk
- Write to West Somerset Council, Customer Services, West Somerset House, Killick Way, Williton, Taunton TA4 4QA
- Email us on customerservices@westsomerset.gov.uk

Further information

- For further information visit the West Somerset Council website at www.westsomersetonline.gov.uk or telephone 01643 703704.
- For further information on food safety and food poisoning visit the Food Standards Agency website at www.food.gov.uk and for further information on health and safety at work visit the Health and Safety Executive website at www.hse.gov.uk

WEST SOMERSET COUNCIL - FEEDBACK



Would you like to help us improve our services?

Here at West Somerset we really want to know what you – our customers think of the service that we provide for you. We aim to provide a high-quality service but there is always room for improvement. We therefore would be grateful if you could spend a few moments completing this questionnaire.

	Phone	Email	Letter	Website	Personal Visit	Other (please specify)
1. How did you make your enquiry						

2. What service did you require eg housing, benefits

	Yes	No
3. Did we meet the standards you were expecting		
If no, please provide details of where we have gone wrong		

Service Provided

4. How would you rate the following.....
- Ease of contact with us
 - Courtesy and helpfulness of the staff
 - Keeping you informed about the progress of your enquiry
 - How would you rate the service overall

	Excellent	Good	Fair	Poor
Ease of contact with us				
Courtesy and helpfulness of the staff				
Keeping you informed about the progress of your enquiry				
How would you rate the service overall				

Were you kept informed?

5. How would you rate the following.....
- The information meets my needs
 - The information was provided when I expected it
 - The information was clear and well presented

	Strongly agree	Agree	Disagree	Strongly disagree
The information meets my needs				
The information was provided when I expected it				
The information was clear and well presented				

6. Is there anything we could do to improve our service?

Equal Opportunities

WSC is committed to providing an equal service to all members of the public. The following includes questions on age, ethnicity and disability and are optional. By completing these sections you will be providing additional information that WSC will find useful in improving its services. The information is strictly confidential and will only be used for statistical and monitoring purposes. We will not make it available to third parties in accordance with the Data Protection Act (1988).

Are you?

Male Female Transgender

Age

0 – 15 16 – 24 25 – 34 35 – 49 50 – 64 65 – 79 80+

Ethnic Origin

White

British Irish Other White

Mixed

White & Black Caribbean White & African Black Other Asian Mixed

Romany

Romany Gypsy Traveller of Irish heritage Traveller of European Heritage Traveller of other Heritage

Asian

Asian or Asian British Indian Pakistani Bangladeshi Other Asian

Black

Black or Black British Caribbean African Other Black

Chinese

Chinese or other Ethnic group Chinese Other ethnic group

If other in any category above, please specify:

Disability

Do you consider yourself to have a disability? Yes No

This form may be completed anonymously. However, please provide some contact details if you would like a reply.

Name:

Address:

.....

Telephone: Email:

Preferred method of contact: