

SEE CARE SHARE SAFETY CONVERSATION



SEE

WE LOOK



CARE



SHARE

WE LOOK OUT FOR EACH OTHER

ENFORCEMENT OFFICER VISIT

WHAT WE ARE GOING TO LEARN

Following this safety conversation, you will understand the purpose of Environmental Health Officer visits. We are also going to discuss what to do when an EHO comes to your unit, what documentation they will want to review and what to do after the visit.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand how to manage the visit
- Be aware of what the EHO will be looking for and expect to see
- Know what action to take following a EHO visit or inspection

WHAT YOU NEED TO KNOW

Environmental Health Officers regularly visit food businesses to undertake routine visits and issue a Food Hygiene Rating (FHR). (There is no rating system in ROI, however, a report will be issued.) These inspections may be unannounced or prearranged. EHOs may also visit to investigate a complaint made by a customer regarding an incident or general hygiene standards.

There are some specific actions you should take when a EHO arrives at your unit:

1. Make the most senior manager in the unit aware that the EHO is on site.
2. Greet the EHO and ask to see their I.D. as this will confirm their name and the council that they work for, which should be the council or local authority area the unit is in and ask them to clarify the purpose of the visit.
3. This is also a good time to advise them that Compass have a Food Safety Primary Authority agreement with Luton Borough Council and that there is an Inspection Plan in place, should they want to follow this. (Primary Authority only applies in England and does not apply in Scotland, Wales or Ireland).

During the visit:

- Accompany the officer whilst they are on site and answer any questions in a positive and constructive manner.
- Provide the EHO with the Food Safety Management System Folder (FSMS), the Logbook or relevant Food Safety Forms, as well as evidence of training including the training matrix in the FSMS and records of Compass Food Safety e-learning modules.
- Ensure that you and your team members answer any questions accurately and if you are unsure; say that you will double check and confirm back with them before they leave.
- Make notes of any comments, observations and actions required throughout the visit.
- Where possible resolve anything identified at the time of the visit immediately or delegate the task to someone else so that you can continue with the EHO.
- At the end of the visit ensure that you clarify the outcome and write down any areas of concern or issues that the EHO highlights. At this point they may provide you with a copy of their initial report, which you need to keep safe.

Following the visit:

- Notify your line manager and/or Regional Manager of the outcome of the visit as soon as possible. If the score is 3 or lower in England, Wales and Northern Ireland, Improvement Required in Scotland, or Unsatisfactory in Ireland, you will also need to notify the Sector HSE Manager.
- Log the visit on the AIR3 system under Enforcement Contact within 24hrs.
- Use your notes as well as the EHO report to provide as much information as possible in the Visit Summary section of the report.
- Upload a copy of the EHO report onto the system, so that it can be reviewed by the HSE Team. In the Republic of Ireland, your report will be sent to Head Office and will be forwarded to you once received.



KEY POINTS TO REMEMBER

- Notify your most senior manager on site when the EHO arrives.
- Greet them and make them feel welcome but always check their I.D.
- Inform them that we have Primary Authority Partnership with Luton Council (this only applies in England).
- Escort them around the unit making sure to take notes and take corrective action where possible.
- If they ask any questions answer honestly and constructively.
- Get confirmation of the outcome of their visit.
- Report the visit to your line manager and on the AIR3 system as soon as possible.

FOOD HYGIENE RATINGS

EHO's assess 3 main areas to determine the Food Hygiene Rating

- Food Safety Procedures
- Structure & Cleanliness
- Confidence in Management

In Compass Group UK & Ireland we strive for a 5 rating (ENG/ WAL/ NI), Pass (SCO) or Satisfactory (ROI). Any visits resulting in a rating of 3 or below, Improvement Required or Unsatisfactory will result in HSE Team follow up and the implementation of an action plan. Along with notification to the Compass UK and Ireland Leadership Team

YOUR VALIDATION

- When the EHO arrives what should you do?
- Who should escort the EHO around the unit?

MORE INFORMATION

- The Compass HSE Website – Food Safety Pages
- GHP 19 – Food Incidents and Enforcement
- FSC No 19 – Food Incidents & Enforcement