

MID SUSSEX DISTRICT COUNCIL

Customer Impact and Needs Assessment

Title of Policy/Service/Contract:

Introduction of the National Food Rating Hygiene Scheme for food premises in Mid Sussex, which is due to commence on 4 April 2011.

Division:

Housing, Environmental Health and Building Control.

Lead Officer:

Elaine Jowett, Senior Environmental Health Officer.

Date Assessment completed:

November 2010.

1. SCOPING

1.1 What are the aims of the policy, service/service change or contract?

The National Food Hygiene Rating Scheme will entail the rating of all food premises and publication of their hygiene scores on a website and the voluntary display of the score by the owner in the food premises. The aim is to provide members of the public with information relating to the hygiene standards in food premises in a simple and easy to understand format. This will allow them to make a more informed choice of where to eat based on hygiene. A further aim is to raise the hygiene standards in poor performing businesses by making their score publicly available as well as rewarding better performing businesses with a high rating. The Council will be participating in a national Food Standards Agency prescribed scheme. Implementation will be completed in partnership with 10 other Sussex councils.

1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?

Owners of food premises in Mid Sussex. Residents and visitors to the District.

1.3 If your service is likely to use contractors you need to consider whether equality is a core contractual requirement by asking the following questions:

Contractors who are employed to undertake Food and Health and Safety inspections sign a Mid Sussex District Council Contract and are required to undertake the work in accordance with our enforcement policy, internal inspection and procedures, LACORS guidance, Food Safety- Code of Practice and Practice Guidance.

a) is the purpose of the contract to provide services directly to the public and is it considered relevant to equality?

NO

b) Is the provision of Goods, Works or Services in question likely to affect, directly or indirectly, your ability to meet the duty to promote equality?

NO

c) is the contract value £1 million or over?

NO

If the answers to the questions are “no” then equality will not be a core requirement of the contract and will have a low relevance to equality issues, and if the answers are “yes”, equality will be a core requirement of the contract and will have medium or high relevance to equality issue. See Appendix One of the MSDC Guidance Document *“Integrating Equality and Diversity into Procurement”* for further information on determining the relevance of equality and what measures you will need to consider to ensure contractors comply with the Council’s equality policies and schemes and relevant legislation.

1.4 will the contract have an impact on the community and Race Relations or other Equality issues?

No.

1.5 where Equality issues are identified as core, how will the Council consider it at each stage of the procurement/contract process?

N/A

1.6 where Equality issues are identified as core, what arrangements will we require for monitoring Equality aspects of the Contract throughout its lifetime?

N/A

1.7 is it necessary to include a reference to Equality in the Tender Advert / OJEU Notice?

N/A

1.8 is it necessary to include a reference to Equality in the Specification?

N/A

1.9 is it necessary to include Equality issues in the Key Performance Indicators?

N/A

1.10 is it necessary to request a Method Statement to indicate how an equitable service will be provided?

N/A

1.11 if the Contract is for Goods, will the goods which are to be supplied meet the needs of a particular racial or other minority group?

2. Assessment of Impact and Needs - Supported with evidence from Data and Consultation

(See Guidance Notes for information on completing this section)

	Opportunity to promote equality and/or barriers to service/differential impact	Evidence base (<i>e.g. from consultation, local or national data</i>)	Current actions taken to address these	Further actions required
Race	<p>A high proportion of the owners of food premises in Mid Sussex come from BME groups. Language and literacy issues may cause difficulties in getting across information about the new scheme.</p> <p>Information about the ratings for food premises needs to be readily accessible on the website and in food premises.</p>	<p>Experience from field work and anecdotal reports from field officers. Work with the FSA and Sompriti translation services.</p>	<p>Information leaflets include a short passage in Spanish, Turkish, Vietnamese, Chinese and Bengali advising on how translations can be requested. Training programmes on Safer Food Better Businesses have been provided working with FSA and Sompriti for ethnic catering businesses using a translator and DVD in different languages to assist with compliance.</p> <p>Council and FSA website includes translation information. Ratings are designed to be displayed in an easily understandable format.</p>	<p>Further training to be considered to ethnic minority food businesses across the Sussex partnership.</p> <p>Visiting officers will explain the requirements of the scheme to the owners of food premises.</p>

	Opportunity to promote equality and/or barriers to service/differential impact	Evidence base (e.g. from consultation, local or national data)	Current actions taken to address these	Further actions required
Religion or Belief	None identified specifically with the introduction of the scheme.	None identified.	N/A	None.
Gender and gender reassignment	None identified.	None identified.	N/A	None
Disability	Blind people may have difficulty in accessing information about the scheme.	Experience from field work.	FSA Scheme has been subject to extensive consultation. Food rating certificates and other documentation have been designed in accordance with Royal National Institute for the Blind standards.	None
Sexual Orientation	None identified.	N/A	N/A	None
Age	Older people may not have access to the internet.	Experience of field work and profile information.	N/A	Availability of access to the internet at Council offices etc to be published. Food premises owners encouraged to display their certificates in their premises.

	Opportunity to promote equality and/or barriers to service/differential impact	Evidence base (<i>e.g. from consultation, local or national data</i>)	Current actions taken to address these	Further actions required
Socio-economic factors e.g. Income or Skill Level, living in a deprived area	Potential literacy problems and lack of access to the internet.	Experience from field work.	Ratings are designed to be displayed in an easily understandable format.	Availability of access to the internet at Council offices etc to be publicised. Food premises owners encouraged to display their certificates in their premises.
Living in a rural area.	None identified- all food premises in the District will be covered by the scheme.	N/A	Information items to be included in the November and future editions of the Town and Parish Newsletter. Also in Mid Sussex Matters which is distributed across the district.	None.

3. ANALYSIS AND ACTION PLANNING

Any gaps in information or provision, opportunities to promote equalities and/or barriers to services identified above need to be translated into SMART targets and recorded here. These actions then need to be incorporated into service plans so that they can be monitored at service level and also as part of a corporate equalities action plan.

Issue	Action/Target	Lead Officer	Deadline	How will impact be measured?
A high proportion of the owners of food premises in Mid Sussex come from BME groups. Language and literacy issues may cause difficulties in getting across information about the new scheme.	Visiting officers will explain the requirements of the scheme to the owners of food premises. All businesses will be written to with information on the scheme and be asked to check their contact details. A further letter will be sent with their proposed rating prior to publication.	Elaine Jowett	From October From October 2010 April 2011	Feedback from visiting officers. Response to contact detail confirmation. Response to letter and level of appeals.
The need to provide food hygiene ratings information in a variety of formats for those with access issues and/or difficulty in using the website.	Availability of access to the internet at Council offices etc to be publicised. Food premises owners encouraged to display their certificates in their premises.	Elaine Jowett	From April 2011	Audit of the number of food premises that are displaying their certificates.

4. Signing off this assessment and action plan

Signature*Neal Barton*.....
Person undertaking the assessment

Date ...*7/12/2010*.....

Signature*Lynne Standing*.....
Head of Service

Date ...*5/8/2011*.....