



Assessment Report

CUSTOMER SERVICE EXCELLENCE



The Government Standard

Food Hygiene Inspection Service -
The Environment Service -
Perth and Kinross Council

Mr J Dixon
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35 Kinnoull Street
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Type of Assessment: Initial

Standard: Customer Service Excellence

Assessor(s): Robert Sullivan

Certification is: Granted

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1. EXECUTIVE SUMMARY

The Food Hygiene Inspection Service is part of the Environmental and Consumer Services component of the Environment Service of Perth and Kinross Council. The team employs 12 staff including a Food Safety Manager and 2 Principal Officers. The frontline staff are a mix of Environmental Health Officers, Food Safety Officers and E.H Technicians.

The team is based in Pullar House, Kinnoull Street, Perth which is a three storey multi departmental Council office including the Environment Service, Education and Children's Services, Housing and Community Care and Finance Service.

Perth and Kinross is a vast and varied area of some 2200 square miles which encompasses both highland and lowland areas and has a population of approximately 138,000 people of whom around 70% are rural dwellers.

The major population centre is Perth with smaller satellite towns at Blairgowrie, Kinross, Crieff, Pitlochry and Invergowrie. There are also a number of rural communities in the landward areas, some of which in the Highland area of Perth and Kinross are extremely remote e.g. Kinloch Rannoch.

The team are responsible for ensuring that all food businesses in Perth and Kinross comply with the appropriate food hygiene legislation and are responsible for implementing an ongoing inspection programme based on risk assessment to meet the requirements of the Food Standard Agency's "Framework Agreement on Local Authority Food Law Enforcement".

The inspection of food businesses is a statutory duty and must be carried out on an unannounced basis, and inspection protocols including enforcement options are stipulated in statutory Codes of Practice which must be complied with. This means that there is a predetermined structure for the provision of this service and little leeway is available in the way it must be provided. The annual budget for food safety enforcement is £440K. (08/09)

Following the assessment, Food Hygiene Inspection Service - The Environment Service-Perth and Kinross Council were found to have a deep understanding and a commitment to Customer Service Excellence. The commitment was found from Senior Management levels through to operation and front line staff.

I would like to take this opportunity to thank those people involved in the overall assessment process. It has been a pleasure meeting with your team and having the opportunity to see your service in action.

As a result of these findings:

“Award of the Customer Service Excellence has been recommended”

2. METHOD OF ASSESSMENT

The assessment was undertaken in two stages. The first was a review of your self assessment pack. This enabled the assessor to gain an understanding of how the organisation had met the requirements of the Customer Service Excellence standard.

Following the document review, a report was prepared that outlined areas that would be the focus of the onsite assessment.

The next stage was an on-site assessment. The objective of this part of the assessment was to obtain evidence that the applicant was meeting the requirements of the standard in the area covered by the scope of the application. This evidence was obtained from review of documentation and interviews with staff, customers, representatives of partner organisations and senior management.

During the assessment process the criteria are scored on a four-band scale:

COMPLIANCE PLUS - Behaviours or practices that exceed the requirements the standard, and are viewed as exceptional or as an exemplar for others - either within the applicant's organisation or in the wider public service arena.

COMPLIANT - Your organisation has a variety of good quality evidence that demonstrates that you comply fully with this element. The evidence which reflects compliance is consistent throughout and embedded in the culture of the organization.

PARTIAL COMPLIANCE - Your organization has some evidence but there are some significant gaps. The gaps could include:

- Parts of the applicant organisation which are currently not compliant and/or
- Areas where the quality of the evidence is poor or incomplete and/or
- Areas which have only just begun to be addressed and are subject to significant further development and/or
- Areas where compliance has only been in evidence for a very short period of time

NON COMPLIANT - Your organization has little or no evidence of compliance or what evidence you do have refers to only a small (minor) part of your organization.

The current scheme allows applicants a maximum number of partial compliances that equates to a pass mark of 80% for all criteria.

3. OPENING MEETING

The on-site assessment commenced with an opening meeting.

The assessment activity and the partial / non compliances were discussed. The itinerary, which had been forwarded to Food Hygiene Inspection Service - The Environment Service - Perth and Kinross Council in advance, was agreed. The organisation was informed that all information obtained during the assessment would be treated in the strictest confidence.

The scope of Assessment was confirmed as: "Food Hygiene Inspection Service - The Environment Service-Perth and Kinross Council"

4. ON-SITE ASSESSMENT

The Assessor was accompanied throughout the assessment by Jim Dixon and other organisation Personnel were involved when assessing activities within their responsibility.

The assessment took place over one day.

A number of observations are listed in Section 7 of this report.

Criterion	Number of Elements	Maximum number of Partial compliance	Actual number of non compliance	Actual number of partial compliance
1	11	2	0	0
2	11	2	0	0
3	12	2	0	0
4	13	3	0	0
5	10	2	0	0

5. AREAS OF NON / PARTIAL COMPLIANCE

None

6. OBSERVATIONS

During the site assessment the following general observations were made. These can include positive areas scored as compliance plus, observations of good practice and opportunities for improvement that were seen over the entire assessment process: -

Areas for Improvement

- You may wish to consider working with colleagues at the main reception to streamline the ways in which your training course and event delegates register on arrival at the building
- You may wish to consider if background music would further improve privacy at your main Council reception area where your customers arrive

Areas of Good Practice

- You have developed a number of mechanisms to identify levels of satisfaction with your service
- You continue to evaluate the success and representitiveness of your customer surveys to ensure that you act on solid data
- You use various methods to engage with customers including hard to reach customers to ensure that you develop insight into their needs and preferences
- You work with representative groups in the community to better understand the needs and preference of particular groups
- You encourage the team to benchmark against other similar services
- Team members have roles in the wider Food Safety and Inspection community and in this way disseminate Good Practice and learn from innovative thinking elsewhere
- Staff spoken to at the assessment indicated that they felt satisfied with their working conditions and that management were both open and encouraging
- There is a ethos of continuous improvement within the team
- Partners indicated that they felt the team were happy to assist in the wider community and had a good balance of both training, advice and inspection
- Your performance compares very well with other similar services

7. ACTION PLANNING

The achievement of Customer Service Excellence is an on-going activity and it is important that Food Hygiene Inspection Service-The Environment Service - Perth and Kinross Council continues to meet the elements of the criteria throughout the three years that the Hallmark is awarded. Efforts must be made by Customer Service Excellence Holders to continually improve their service.

Your next steps:

On-going review

It is a requirement of the Customer Service Excellence scheme that Holders must inform SGS of any major change in the service provision covered by the scope of the certificate. This includes reorganisation or mergers.

In addition SGS must be informed if the certificated service begins to receive a significant increase of customer complaints or critical press coverage.

If you are in doubt we strongly recommend contacting the Customer Service Team for advice on the significance of any service or organisation change or issues around customer complaints.

SGS will visit within the next 12 months for the Annual Review. The Customer Service Team will contact you 4 months before the visit is due to arrange this.

SGS recommends that Food Hygiene Inspection Service -The Environment Service - Perth and Kinross Council retains a copy of this report to aid-continuous improvement and as a reference document for future assessment reviews.