

CABINET MEMBER FOR NEIGHBOURHOODS

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 19 January 2009

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chair is of the opinion should be considered as a matter of urgency.
3. Food Service Plan 2008/09 (Pages 1 - 27)
4. Scores on the Doors Update (Pages 28 - 31)
5. Exclusion of the Press and Public
The following items are likely to be considered in the absence of the press and public as being exempt under those paragraphs listed below of Part 1 of Schedule 12A to the Local Government Act 1972.
6. 2010 - Management Structure (Pages 32 - 45)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
7. Affordable Housing Delivery across the Sheffield City Region 2005/08 and 2008/11 (Pages 46 - 89)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
8. Neighbourhoods and Adult Services Stage 3 Complaint Panels (Pages 90 - 101)
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individuals)
9. Housing Rents Increase 2009/10 (Pages 102 - 106)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Neighbourhoods
2.	Date:	19th January 2009
3.	Title:	Food Service Plan 2008/9 including 2007/8 Outturn Performance Report for April – October Against the Plan
4.	Programme Area:	Neighbourhoods and Adult Services

5. Summary

The report details the Food Service Plan and includes details of the performance for 2007/08.

The Food Service Plan for 2008/09 is appended to this report as Annex I. This sets out the work plan and priorities for the Food, Health & Safety Team. The Plan takes account of the recommendations set out in the Rogers report which was published in the wake of the Hampton Report.

The Food Service Plan also encompasses the national and local initiatives which encourage a more proportionate approach for risk based premises and aims to improve consistency of enforcement.

The plan focuses on the priorities to protect the health and well-being of our citizens and highlights the measures to assist businesses.

The report also details the performance for April to October 2008.

6. Recommendations

- **THAT CABINET MEMBER NOTES THE COUNCIL'S PERFORMANCE FOR 2007/08 WHICH IS OUTLINED IN THE FOOD SERVICE PLAN 2008/09**
- **THAT CABINET MEMBER RECEIVES THE FOOD SERVICE PLAN FOR 2008/09. THIS IS STATUTORILY REQUIRED BY THE FOOD STANDARDS AGENCY.**
- **THAT CABINET MEMBER NOTES THE COUNCIL'S PERFORMANCE FOR APRIL - OCTOBER 2008**

7. Proposals and Details

The Food, Health and Safety team has achieved the objectives set in the team plan for 2007/08. A target of 95% of high risk premises was set and the out turn was 96% for food hygiene and 100% for high risk food standards. We inspected 116 premises outside the Food Hygiene programme and undertook 180 revisits.

The Authority submitted 381 food samples and participated in various national and local surveys including looking at pathogens in raw meat and poultry and analysing spices for illegal dyes, colourings etc. There were 44 food alerts and 652 infectious disease notifications received and responded to within 5 working days.

The Authority received funding from the Food Standards Agency (FSA) to deliver a training package called Safer Food Better Business. We worked in partnership with the other South Yorkshire authorities and a contractor to assist approximately 500 businesses in Rotherham produce a safety management system tailored to their individual needs.

The Authority continued to support the Scores on the Doors Scheme which publishes the food hygiene rating for catering businesses in Rotherham on a national website. The scheme was extended last year and has encouraged businesses to improve their standards. It also provides the public with information to allow them to make informed choices.

The Food Service Plan 2008/08 is appended as Annex I. The Objectives in the Plan encompass the actions required to meet the FSA Framework Agreement and the National Indicators set by the Government.

The target for the inspection of category A and B food premises is 95%. The performance figure for April – October is 89%. We are currently targeting these premises in an attempt to ensure performance targets are met.

The target for NI 184 is 75% of the food establishments in the area being broadly compliant with the Food Law. However, we exceeded this target for April – October 2008 when the level was 81%.

National Indicator 182 is to achieve 70% satisfaction of businesses with Local Authority Regulation Services. The figure for Food, Health and Safety for October was 100%. The Food Standards inspections are not due until the last quarter.

There have been 289 food samples submitted to the Analyst/Examiner, we have participated in a number of surveys such as arsenic in coffee, illegal dyes in takeaway foods, and aflatoxins in nuts.

All Food Alerts were assessed within the 5 working day target. We have received 42 between April – October.

There have been 337 service requests and we have investigated 526 suspected food poisoning cases.

8. Finance

The Food, Health and Safety Section was awarded funding from the Food Standards Agency for a joint initiative with the South Yorkshire Authorities to deliver food hygiene training to business operators. This equated to approximately £135,000 per authority for 2006/08. The money paid for room hire, contractor fees, etc. The existing budget will be used to deliver the targets set in the Food Service Plan for 2008/09.

9. Risks and Uncertainties

The Student Environmental Health Officer may not achieve registration. She is currently awaiting the results of her Exponential Learning Portfolio and Professional Examination. The savings from the two vacant posts will be used to fund IT equipment to facilitate mobile working and the modernisation of the service.

10. Policy and Performance Agenda Implications

The work undertaken by the Food, Health and Safety Service increases public protection by providing greater business understanding and compliance. We contribute to customers consistent with the **SAFE** priority theme.

Businesses are supported and encouraged through the business partnership to develop and implement their own management systems and are encouraged to communicate with regulators and intermediaries. This supports the viability of commercial concerns which aids economic regeneration and the sustainability of communities. This is consistent with the **ACHIEVING** priority theme and the cross-cutting theme of **SUSTAINABLE DEVELOPMENT**. Meeting the requirements of the legislation improves the health and economic wellbeing, contributing to **ROTHERHAM ALIVE**.

Furthermore the provision of advice led regulation focusing enforcement activities on those businesses that fail to take a responsible approach is consistent with the **FAIRNESS** cross-cutting priority theme. The delivery of effective and efficient regulatory services contributes to the Council's CPA rating through performance indicators. Implementing measures to improve these services is consistent with the **ACHIEVING** priority theme. We also encourage customers to increase choice and control thus supporting **ROTHERHAM PROUD**.

11. Background Papers and Consultation

The Rogers Review – Cabinet Office, December 2006
Food Standards Agency Framework
Food Service Plan 2008/09 Annex I

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**NEIGHBOURHOODS & ADULT
SERVICES**

**HOUSING & NEIGHBOURHOOD
SERVICES**

**Food Service Plan
2008/2009**

Contents

		Page
	<u>Introduction</u>	2
1	<u>Priorities</u>	4
2	<u>Profile</u>	7
	<u>Organisational</u>	8
	<u>Scope of the Service</u>	9
	<u>Demands of the Service</u>	10
3	<u>Plans</u>	14
	<u>Resources</u>	17
	<u>Quality Assessment</u>	18
	<u>Performance for 2007/8</u>	19
	<u>Areas of Improvement</u>	20
	<u>Action Plan for 2008/2009</u>	21

Introduction

Housing and Neighbourhood Services is part of the Neighbourhoods and Adult Services Directorate and is an extremely diverse service that touches every household and business in the Borough. Our aim is to set high standards to promote, regulate and protect the quality of life in Rotherham. However, in addition we realise that our work can also affect people and businesses outside the Borough. In doing so the service plays an enforcing and educating role, whilst also providing services directly.

- The Food Hygiene and Standards Service is part of the Business Regulation service Unit. The Food Service Plan is closely linked to the Neighbourhoods and Adult Services Service Plan, which links to the Borough's Community Strategy and the Council's Corporate Plan.
- The Neighbourhoods and Adult Services Service Plan 2008/11 provides an overarching plan for our service which has been reshaped to take on board our corporate objectives and the priority and cross-cutting themes.

The Strategic Objectives we contribute to are:

- Improving health and emotional wellbeing by contributing to NI184 and NI182
- Modernise the Business Regulation service following Hampton Review

The Food Service Plan provides a framework for the staff within Food, Health and Safety to work and a framework against which our customers and other stakeholders can assess our performance.

Our Team Objectives are:

- To provide safe food
- To safeguard public health

Links to the Neighbourhoods and Adult Services Service Plan Objective

We will contribute to Strategic Objective 3, which is:

- Contributing to improved quality of life and economic wellbeing and ROTHERHAM LEARNING.
- Satisfaction of businesses with local authority regulation services

We will contribute to Strategic Objective 4, which is:

- To modernise services so they are designed in a way which maximises people's independence by the year 2011.
- Contributing to Increased Choice and Control and ROTHERHAM PROUD.
- Modernise the Business Regulation service following Hampton Review.

We will contribute to Strategic Objective 5, which is:

- Improved health and economic wellbeing and ROTHERHAM ALIVE
- NI184 Food establishments in the area which are broadly compliant with food hygiene law

The Food Service Plan will provide the focus for improvements within Food, Health & Safety for 2008/2009. It also seeks to ensure that the aims and methods of service delivery are consistent with, and significantly contribute to the Council's corporate priorities.

The Plan will:

- explain the purpose of the Food Hygiene and Standards Service
- link to the Food Standards Agency Framework Agreement
- match current resources against existing service levels
- set targets against which the performance of the Unit can be measured
- provide a performance management framework to ensure continuous improvement

1 | Priorities – Aims and Objectives

Our Mission for Neighbourhoods and Adult Services is:

“Services are available in a way that enables people to exercise power and control over their own life.”

In delivering our Food Hygiene and Standards Service we will work towards this shared mission statement. Rotherham has risen to its challenges through partnership working. Rotherham Partnership (the LSP) and the people of Rotherham have contributed towards the development of a new long-term vision for the Borough through our Community Strategy. This will steer our progress across the Borough over the next 5 years.

Our Vision

To provide integrated local services so that:

- People can exercise choice, retain their independence, be offered protection and have equality of access
- Communities are active and shape local services to meet their characteristics and needs
- Neighbourhoods are safe, free from crime and places to be proud of.

The Rotherham Vision will encompass a focus on:

PRIORITY THEMES

- 1 Rotherham ACHIEVING**
- 2 Rotherham LEARNING**
- 3 Rotherham ALIVE**
- 4 Rotherham SAFE**
- 5 Rotherham PROUD**

CROSS CUTTING THEMES

- 6 Sustainable Development**
- 7 Fairness**

We contribute to all of the above themes, however, Rotherham Proud encompasses the work carried out in this Plan.

Rotherham Proud

Increased Choice and Control – through maximum independence and access to information. Being able to choose and control services and helped to manage risk in personal life.

Our main objective is:

- Modernise the Business Regulation service following Hampton Review

The Service was reorganised in 2007 to focus on business regulation. The food hygiene, food standards and animal health work was integrated to provide a “farm to fork” approach. This focus ensures effective enforcement and advice in line with the Hampton agenda. It will deliver excellent standards and improve quality of life for our customers. Service provision includes:

- programmed food hygiene and food standards inspections in accordance with the frequency determined under the inspection rating system set out in the relevant legislation, Food Safety Act Code of Practice and guidance, targeting high risk inspections;
- inspection, approval, registration and licensing of relevant premises in accordance with the relevant legislation, Code of Practice, guidance, etc;
- production of quarterly food sampling programmes and annual report on sampling activities;
- investigation of food complaints and infectious disease referrals within service request initial response times and initiating appropriate actions in accordance with Code of Practice and guidance;
- having regard to the Primary Authority Scheme with respect to certain premises in Rotherham and carrying out enquiries referred from other agencies;
- supporting the annual inspection programme with targeted advice, press releases and proactive investigations and surveys;
- produce and implement a programme of education, advice and information on food safety to food businesses and consumers;
- maintenance and implementation of a database of food premises which is accurate and up to date. All reasonable security measures are in place to prevent access and amendment by unauthorised persons;
- responding to Food Alerts and having procedures in place to notify the Food Standards Agency of any serious localised incident or a wider food safety problem.

2 Profile

Rotherham has a population of around 251,500 and covers an area of 28,277 hectares.

It was traditionally an area of heavy industry including coal mining and steel manufacturing. Rotherham now supports a wide range of businesses and has several industrial developments.

The majority of businesses are small/medium although there are several large manufacturers.

It is a mixed area of urban and rural landscapes.

The Council employs approximately 15,000 people.

In February 2004 unemployment stood at 4.3% compared with 5% in the UK as a whole.

As a Metropolitan Borough Council the Authority is responsible for the full range of food service delivery.

Food Hygiene and Food Standards are dealt with by staff in Business Regulation in the Food, Health and Safety team. This is part of Housing and Neighbourhood Services which was created to support businesses, consumers, workers and the environment.

The offices are currently located at:

Housing and Neighbourhood Services
Howard Building
College Lane
Rotherham
S65 1AX

From December 2008

Housing and Neighbourhood Services
Reresby House
Bow Bridge Close
Rotherham
S60 1BY

Tel: (01709) 823164

Fax: (01709) 823150

Website: www.rotherham.gov.uk

E.mail: env.health@rotherham.gov.uk

E.mail: food.health&safety@rotherham.gov.uk

Reception Opening Hours: 08.30-17.30 Monday to Friday

Out of hours messages can be left on an answer machine.

Out of hours number: (01709) 823114

Organisational Structure

The Council's decision making structure changed because of the Local Government Act 2001.

Rotherham elected to have a Leader with a Cabinet Style Model to enable the decision making process to be more open and efficient. This is underpinned by scrutiny panels and area assemblies.

Neighbourhoods and Adult Services is represented by Cllr Jahangir Akhtar for Neighbourhoods and Cllr Maurice Kirk for Adults.

- Housing and Neighbourhood Services is part of the Strategic Directorate of Neighbourhoods and Adult Services which is reportable to the Chief Executive.
- The staff who perform the food hygiene and food standards service are part of Food, Health and Safety which is in Business Regulation.
- Feeding stuffs are dealt with by Trading Standards who are also part of Business Regulation.
- The Manager of this section reports to the Director of Housing and Neighbourhood Services.
- Provisions for specialist services:
- The Authority has appointed West Yorkshire Analytical Services, PO Box 11 Nepshaw Lane, South Morley, Leeds LS27 0UQ as its Public Analyst and Agricultural Analyst and a Service Level Agreement is in place between the two parties.
- Microbiology Department, Northern General Hospital, Herries Road, Sheffield S5 7AU has been appointed as the food examiner.
- These are both included in the official list of Food Control Laboratories as notified to the European Commission under Council Directive 93/99/EEC
- Other specialist service providers are used as necessary.
- The Local Authority has appointed Suzanna Mathew as the Proper Officer who is the Consultant in Communicable Disease Control.

Scope of the Food Service

As a Metropolitan Borough Council the Authority is responsible for the full range of food service delivery.

The Business Regulation Manager has overall managerial responsibility.

Food Hygiene and Food Standards are delivered by the Food, Health and Safety Section. The following services are also delivered:

- health and safety
- water quality
- infectious diseases
- animal health
- advisory services
- registration
- health promotion (this is not an exclusive list)

Occasionally the Council uses external contractors to carry out food hygiene inspections to support the service. If contractors are employed measures are taken to monitor the quality of their work.

Animal feeding stuffs are the responsibility of the Trading Standards Section.

Demands on the Food Service

External Factors

A minority of food handlers within the district speak languages other than English; these include Arabic, Bengali, Cantonese, Greek, Gujarati, Hindi, Mirapuri, Kurdish, Surami, Turkish, Persian, Punjabi, Urdu, etc. The Authority endeavours to provide advisory leaflets in their language.

The Directorate has the use of translators in many languages via the National Interpreting Service (NIS) and employs contractors, as required.

Other external factors which are expected to impact on service delivery include:

- Revision of procedures to comply with the new Code of Practice
- Outbreaks
- Unplanned events, eg large concerts, etc
- Corporate Planning
- New legislation, guidance, etc

The area contains a mix of manufacturing, retail and catering premises. Catering and retail are the dominant sectors within the mix. Businesses are predominantly small to medium.

The premises profile as at 1 April 2008.

Primary Producers - 14

Slaughterhouses - 0

Manufacturer/Packers/Processors – 13

Packers - 1

Importers/Exporters – 2

Distributors/Transporters - 33

Retailers - 495

Restaurants and other Caterers - 1461

Materials and Articles Manufacturers and Suppliers - 0

Manufacturers mainly selling by retail - 4

There are 3 approved premises.

There are 49 businesses registered with the Authority as manufacturers of feedstuffs for use on their own premises and 3 businesses registered as manufacturers putting feedstuffs into circulation.

The number of inspections in the food hygiene programme and the projected outcome for 2008/2009 is detailed below.

	High Risk (A – C)
Total Number of Premises to Inspect (A – B)	255
Total Number of Premises to Inspect (C)	691
Number of inspections to achieve target	242 (95%)
Number of Officers available to carry out inspections	8
Projected number of inspections which can be achieved	242

The target for 2007/8 was 95%; there were 297 category A-B premises in the programme.

Enforcement Policy

The Local Authority is working towards compliance with the Regulators' Compliance Code.

Housing and Neighbourhood Services has a General Enforcement Policy to which Service Specific Policies/Procedures will refer, as appropriate.

There is a South Yorkshire Food Enforcement Policy which requires updating in accordance with the new Code of Practice.

Premises Profile by Risk Category

Officers from Food, Health and Safety use the Code of Practice issued under Section 40 of the Food Safety Act 1990 to determine the risk rating of food premises. The Authority inspects, approves, registers and licences premises in accordance with the relevant legislation and Code of Practice made thereunder.

The risk assessment profile on 1st April 2008 was:

Category A	45
Category B:	210
Category C:	691
Category D:	232
Category E:	251
Category U:	84

Plan to maximise food hygiene premises inspections carried out

- Prioritisation of high risk premises
- Modernisation of the service
- Combined food hygiene/health and safety/food standards inspections, where appropriate
- Fill vacant posts
- To release staff to focus on inspections, one officer will deal with reactive work such as food complaints, infectious disease enquiries, water complaints, etc
- Continue training staff to improve their competency and to give them experience of different premises
- Employment of contractors, if required

Other factors which will continue to affect food hygiene performance

- New food hygiene legislation
- Fortnightly office meetings are programmed as part of the communication strategy and to enable quality procedures and policies to be discussed, this equates to approximately 50 days.
- Staff training
- Holiday/flexi-time/sickness leave

Food Standards

The Food Standards inspection programme is determined by the Food Standards Agency scoring system.

- Category A premises: at least every 12 months
- Category B premises: at least every 24 months
- Category C premises: alternate enforcement strategy

This year there are 5 Category A premises due for inspection

Premises rated as low risk need not be included in the planned inspection programme but they must be subject to an alternative enforcement strategy at least once in every 5 years. These premises are the category C premises.

Resources will be focused on achieving targets of 100% of high risk premises (category A) due.

- Total number of primary inspections 2007/08 : 4
- Estimated number of primary inspections 2008/09 : 5
- Total number of revisits 2007/08 : 4
- Estimated number of revisits 2008/09 : 0

The Service will monitor and evaluate any new legislation and trade trends and prioritise or target inspections appropriately.

The number of inspections in the food standards programme and the projected outcome for 2008/2009 is detailed below.

	High Risk
Total Number of Premises to Inspect	5
Number of inspections to achieve target	5 (100%)
Number of Officers available to carry out inspections	8
Projected number of inspections which can be achieved	5

3 Plans

The following plan is designed to adhere to our strategic objectives and step change improvements that are specific, measurable, achievable and realistic and are linked to the Government and Corporate agenda. They are outcome based and have a lead officer who is responsible for delivery.

Food Complaints

It is the Authority's policy to respond to all food complaints within 5 working days of receipt. Demand upon the service is not quantifiable and dependant on many factors not least of which is the introduction of new legislation and media driven issues. Each complaint is assessed and appropriate action is taken in accordance with the relevant Code of Practice and using LACORS guidance. The Enforcement Policy will take into account food complaints.

The Food Enforcement Policy is being reviewed to take into account food complaints. The Authority will review its procedure for dealing with complaints in accordance with the new Code of Practice. In 2007/2008 442 service requests were received for food complaints and regarding premises. Trading Standards received 20 food and feedstuffs complaints in 2007/2008.

Estimated number of complaints: 500 Estimated number of working hours: 2000

Primary Authority Scheme

Rotherham Metropolitan Borough Council will have regard to the Primary Authority Scheme.

We acknowledge the importance of the Primary Authority Scheme in enforcement and advisory work. The Food, Health and Safety Section does not have formal written agreements for Primary Authorities, however, we do provide information regarding several large businesses such as KP Foods, Hazlewood Foods, AMB Products, etc.

Advice to Business

It is our policy to respond to service requests for advice in 5 working days. A significant proportion of officer time is spent giving advice to potential and existing businesses.

It is our policy to provide advice during the course of inspections. Follow up letters and reports contain advisory leaflets where necessary. We maintain a range of food safety publications in a number of different languages which are available to businesses and the public. We advise local businesses on food hygiene training courses available locally and consider requests for talks/seminars etc. We respond to requests from trade organisations, Chamber of Commerce, etc and we will be looking for ways of developing partnerships.

Sampling

The Health Protection Agency has reduced the allocation of samples which we can submit to the Public Health Laboratory. We will have to pay for samples above our limited allocation.

The Food, Health and Safety sampling budget is £20,758 and this is allocated for samples submitted to the public analyst and food examiner.

In 2007/2008 381 samples were submitted to the food examiner/analyst. We participated in a number of surveys such as microbiological examination of Salmonella species in ready to eat dried seeds from retail premises and colouring and aflatoxins in takeaway foods, etc. Surveys identified this year include arsenic in coffee, illegal dyes in takeaway foods, and checks for counterfeit alcohol.

In 2008/2009 it is estimated that Food, Health and Safety will submit 400 food samples to the food examiner/food analyst. Estimated number of officer hours to be devoted to sampling is 600.

In certain circumstances the authority may use other specialists/experts such as Campden and Chorleywood Food Research Association.

Promotional Activity

Throughout the year the Food, Health and Safety team will participate in various promotional activities. This year the following areas will be targeted:

- Consider requests from businesses, schools, etc and provide talks – estimate 3 talks
- Promote Food Safety Week
- Attendance at Rotherham Show
- Promote food hygiene courses provided by other agencies via leaflets sent to food businesses
- Provide press releases on relevant food issues
- Provide targeted HACCP advice and packs to caterers
- Provide advice on food safety, as appropriate

Control and Investigation of Outbreaks and Food Related Infectious Diseases

Food, Health and Safety work closely with the CCDC and other agencies to investigate cases of food poisoning and other notifiable and communicable diseases. Rotherham has developed a range of standard forms, letters and advice sheets to assist in the investigation of food poisoning notifications and outbreaks.

There were 652 people notified as cases/contacts between April 2007/March 2008. In April 2008/March 2009 the number of cases investigated is estimated at 700. Estimated number of officer hours to be devoted to infectious disease investigation and control is 900 hours.

Food Safety Incidents

It is the policy of Rotherham Borough Council to have regard to the Food Safety Act 1990, Code of Practice in relation to the handling of Food Alerts and Food Safety Incidents.

In 2007/2008 Food and Infectious Diseases Section received 44 Food Alerts. Food, Health and Safety staff ensure that the Food Alerts are actioned and the information is disseminated.

Estimated number of Food Alerts for 2008/2009 is 70.

Liaison with Other Organisations

The Authority participates in the following liaison groups related to food safety issues in order to ensure that enforcement action taken within Rotherham Metropolitan Borough Council is consistent with those of the neighbouring South Yorkshire local authorities:

- South and West Yorkshire Chief Officer Group
- South Yorkshire Health Protection Joint Partnership Board
- South Yorkshire Food Liaison Group
- Sheffield and District Public Health Laboratory/Housing and Neighbourhood Services Departments Food Surveillance Group
- Rotherham Hospital Control of Infection Committee
- Rotherham PCT Control of Infection Committee
- Yorkshire Water

Resources

Financial Allocation

The Food Safety Service financial costs are contained within the Neighbourhood Standards cost centre. This is divided into 2 budget codes, there are, however, management and support services on-costs which are not attributed to the cost codes until the year end.

Staff Budget for Food and Infectious Diseases 2008/2009

Employee Expenses: £502,963
Transport Related Expenses: £9,084
Supplies and Services: £50,815
Income: -£52
Net Food Hygiene/Infectious Disease Budget: £562,810

Staffing Allocation

There is a Manager and 2 Principal Officers. Staff are in 2 teams, totalling 9 FTE, plus 2 vacant posts. There are 3 clerical support staff of which 90% is allocated to support food safety/infectious diseases.

Student bursary

The training budget is not included in the above. This is a separate cost code.

Staff Development Plan

Performance and Development reviews are being carried out to enable performance standards to be set and to contribute to the Training Programme and Plan.

It is the policy of Rotherham Borough Council to comply fully with the requirements of Food Safety Code of Practice in relation to staff training and the qualification of Authorised Officers. Each officer is required to have at least 10 hours Continuous Professional Development (CPD).

Ad hoc training will also be carried out throughout the year to inform officers of new legislation and current issues.

Quality Assessment

Quality Assessment

The performance of the Food Safety Service is monitored by interrogation of the AUTHORITY computer database.

Customer satisfaction forms are used to monitor satisfaction.

Performance for 2007/8

The Food Service Plan projected that 95% of high risk food hygiene premises and 100% of high risk food standards premises would be inspected during 2007/2008. The outcome for the year end was 96% for food hygiene, which exceeded the projected out turn, and 100% for food standards. This was achieved by implementing a number of measures which included paying officers to undertake work outside normal working hours and engaging a casual worker to carry out inspections.

The target for “other” food hygiene premises was set at 0%. This was in line with the Code of Practice, however, the out turn for the year was 36%.

We carried out 116 inspections outside the food hygiene programme and 180 revisits.

There were 61 Improvement Notices served, 1 Prohibition Order was granted and there were 4 Voluntary Closures.

We continued to participate in national and local sampling initiatives. These include the Health Protection Agency/LACORS surveys into pathogens in raw meat, poultry and spices. We have also participated in a number of local surveys. The Authority submitted 381 samples of which 255 were for examination.

Officers were trained in procuring formal Trading Standards samples and resources were targeted to ensure that we met the FSA requirements. In total 126 samples were submitted to the Analyst.

It was estimated that between April 2007/March 2008 the number of suspected and actual cases of infectious diseases/notifiable diseases would be 700, however, the number of notifications was 652.

There were 44 Food Alerts which were assessed and those requiring a response were actioned.

Several press releases were issued to raise awareness about Food Alerts, product recalls and other food safety initiatives.

We participated in Rotherham Show highlighting the importance of food hygiene and health and safety. We distributed a comprehensive pack for caterers to assist them comply with the requirements of hazard analysis. This includes temperature and other monitoring charts to assist proprietors.

Staff have undergone training in basic food standards and health and safety and have spent a considerable amount of time learning new skills.

Review against the Service Plan

The Food Service Plan will continue to be reviewed annually and the Plan reported to Members. Performance against the Indicators is reported to Performance and Quality.

Areas for Improvement

During this financial year the Service will be examined in accordance with the Food Standards Agency Framework Agreement. Any gaps in the Service will be identified and measures introduced to improve the Service.

- Continued production of policies and procedures
- Training on each policy/procedure
- CPD training and internal training where necessary in order to maintain officer competence
- Development of Flare software to generate more documentation automatically
- Survey of Home Authority companies to assess current service provision and review record keeping.

Action Plan for 2008/2009

To provide safe food

- To undertake 95% of the category A – B food hygiene inspections.
- To achieve broad compliance with food hygiene law of 75% of the food establishments in the area and improve business satisfaction with the local authority.
- To produce a food sampling programme and to meet the target set by the Food Standards Agency/Health Protection Agency of 250 samples.
- To respond to Food Alerts issued by the Food Standards Agency within 5 working days and to take any necessary actions.
- To undertake training to ensure staff complete their 10 hours Continual Professional Development and comply with the Framework Agreement set by the Food Standards Agency.

To safeguard public health

- To respond to service requests regarding food premises and food.
- To take appropriate enforcement action.
- To investigate food poisoning outbreaks and incidents.

SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks
1. To deliver 95% of category A-B food hygiene inspections in the programme for 2008/9 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2008/9 in accordance with the Code of Practice. Carry out monthly monitoring of the programmes	Food Standards Agency (FSA) Return	Janice Manning	Food, Health and Safety team	Failure to meet the FSA targets set in the Framework Agreement could result in loss of the food hygiene service by the Local Authority. The Authority would be required to meet the cost of an external agency performing this function.
2. To deliver 75% of the food establishments in the area so they are broadly compliant with food hygiene law.	To inspect food establishments in the area, and take appropriate action to encourage them to become broadly compliant with food hygiene law.	NI184	Janice Manning	Food, Health and Safety team	The Authority is required to send returns to show compliance with the Local Government National Indicator Set. Failure to meet the 75% level will affect the performance of the Council.

Housing & Neighbourhood Services
Food Service Plan 2008/2009

3.	To achieve 70% satisfaction of food businesses with local authority regulation services.	To monitor satisfaction of businesses with local authority regulation services.	NI182	Janice Manning	Food, Health and Safety team	The Authority is required to send returns to show compliance with the Local Government National Indicator Set. Failure to meet the 70% level will affect the performance of the Council.
4.	To deliver 100% of high risk food standards inspections in the programme for 2008/9 to ensure the priority of providing safe food to consumers is met.	To devise a food standards programme for 2008/9 in accordance with the Code of Practice. Carry out monthly monitoring of the programmes	FSA Return	Janice Manning	Food, Health and Safety team	Failure to meet the FSA targets set in the Framework Agreement could result in loss of the food standards service by the Local Authority. The Authority would be required to meet the cost of an external agency performing this function.
5.	To deliver the food sampling programmes by 2008/9 to ensure the priority of providing safe food to consumers is met.	To devise food sampling programmes for 2008/9 in accordance with the Code of Practice.	FSA Return	Janice Manning	Food, Health and Safety team	Failure to meet the FSA targets set in the Framework Agreement could result in loss of the food hygiene/standards services by the Local Authority. The Authority would be required to meet the cost of an external agency performing this function.
6.	To assess all food alerts issued by the FSA during 2008/9 for relevance to safeguard public health and provide safe food.	To assess and implement any necessary actions to protect public health or safeguard the food chain.	FSA Framework Agreement and NAS Service Standard	Janice Manning	Food, Health and Safety team	Failure to respond to food alerts could have serious consequences on the health of the public and may result in death or serious illness of a number of people. It could also compromise food safety.

Housing & Neighbourhood Services
Food Service Plan 2008/2009

7.	To respond to all requests for service regarding food safety within 5 working days in 2008/9 .	To assess and implement any necessary actions to protect public health or safeguard the food chain.	NAS Service Standard	Janice Manning	Food, Health and Safety team	Failure to respond to certain service requests could jeopardise the health of the public or may result in unsafe food.
8.	To deliver a regime to ensure all food poisoning outbreaks and incidents are investigated in 2008/9 . An initial response will be made within 5 working days.	Ensure that 100% food poisoning outbreaks and incidents are investigated.	NAS Service Standard	Janice Manning	Food, Health and Safety team	Failure to respond to food poisoning outbreaks could have serious consequences on the health of the public and may result in death or serious illness of a number of people. It could also compromise food safety.
9.	To ensure all staff are competent in the delivery of their food safety / enforcement duties in 2008/9.	Deliver a programme of education and a training plan for all EHOs/food enforcement officers carrying out the food safety function.	FSA Framework Agreement	Janice Manning	Food, Health and Safety team	Failure to have trained staff could have substantial and significant effects, both financially and on public health in the event of an officer closing premises or making an inappropriate judgement regarding fitness or recalling a product.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Neighbourhoods and Adult Services
2.	Date:	19 January 2009
3.	Title:	Scores on the Doors Update
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

Between May and August 2008 The Food Standards Agency (FSA) consulted on a proposal for a UK-wide 'Scores on the Doors' (SotD) scheme for providing consumers with information about hygiene standards in food businesses. The result of their consultation was presented to the FSA Board on 10 December 2008 at which a new six-tier system was approved for England, Wales and Northern Ireland.

The FSA Board intends setting a new steering group who will be working to ensure that the new SotD scheme will be clear, robust and easy to use for both businesses and consumers. The aim is to help people make informed choices about where they eat.

Rotherham has been operating a six-tier "Scores on the Doors" scheme since 27th March 2007, the scheme has gradually been phased in. Catering premises inspected since the new regulations came into force are posted on the website. The scheme opened public access to the results of planned routine food hygiene inspections so that consumers can make an informed choice on where they choose to purchase their food. Publication of food hygiene scores is also displayed at the food premises and is accessible on the Council's website.

This report highlights the decision by the FSA to implement a national scheme and some of the implications for the Council.

6. Recommendations

That cabinet member

- **Notes the decision of the FSA to implement a national six-tier scores on the doors scheme.**
- **And considers a further report on the implications for Rotherham council after the FSA has published the details of the new six-tier scheme.**

7. Proposals and Details

SotD schemes are designed to provide consumers with information about the standards of hygiene at food business premises found by local authority officers when they undertake inspections to check compliance with the legal requirements. Rotherham implemented a SotD scheme in March 2007 which is operated in partnership with Transparency Data.

Currently, the star ratings are available for 1029 food businesses in Rotherham including restaurants, takeaways, hotels, bed and breakfasts, cafes, staff canteens, sandwich shops, and some butchers. These are available at www.scoresonthedoors.org.uk and www.rotherham.gov.uk/scoresonthedoors

The FSA *Strategic Plan to 2010 – Putting Consumers First* includes a commitment for the FSA to make a recommendation for a national (UK-wide) SotD scheme by the end of 2008.

To meet this commitment the FSA undertook a formal evaluation of SotD schemes, which comprised an assessment of consumer understanding of the scheme and the impact on businesses and local authorities. The FSA also undertook various pilots to trial different schemes and evaluated the information.

The findings of the evaluation were presented to the FSA Board in March 2008 and formal public consultation was undertaken between May and August 2008 on two options for the scoring system. These were a four-tier and a two-tier pass/improvement system. There were 414 responses which included comments about other options for scoring.

The FSA considered the information at a Board meeting on 10th December 2008 and approved a six-tier national SotD scheme for England, Wales and Northern Ireland. A two-tier, pass or improvement required system was approved as the national scheme in Scotland.

The FSA Board also agreed that:

- the scope of the recommended national scheme will cover all businesses that supply food direct to consumers, including supermarkets, restaurants, cafés and takeaways
- displaying 'scores' will be voluntary, but should be in a prominent position so that consumers can easily see it
- a new UK steering group will be set up to manage the migration towards this national scheme
- a decision on what symbols are used to represent these tiers would be made following further consumer research

The implications for Rotherham cannot be fully assessed until the FSA publishes the full details of the new scheme.

Rotherham currently operates a six-tier scheme so it is envisaged the changes will be minimal. The scheme in Rotherham currently includes only caterers, but other categories such as supermarkets can be easily added. The scheme of displaying 'scores' in Rotherham is voluntary and is based on Stars; the new scheme may alter the symbols and introduce standardised certificates and window stickers. A national database is planned. The scheme in Rotherham is also used by 92 other local authorities.

The date for the launch of the new UK scheme has not been set but the steering group is likely to be set up during this financial year. Rotherham will continue to use the local scheme until the new scheme is available.

8. Finance

The cost of purchasing the web-based system which Rotherham is currently using is £3,220 per annum. The cost of maintaining, publicising and launching the scheme is contained within the existing revenue budget of Neighbourhoods and Adult Services.

The FSA has approved a new six-tier Scores on the Doors scheme. It is envisaged that the scheme currently operating in Rotherham would be able to be amended by the service provider, if required, and the cost could be apportioned across the users.

However, the FSA has indicated that there will be financial support for the National scheme. Although the details of the level of funding have not been provided, it is expected to be cost neutral. There will be financial implications involved in changing the promotional aspects of the scheme, for example, the stickers and certificates which we provide to the customers, but it is envisaged that local authorities will receive financial support from the FSA for these.

9. Risks and Uncertainties

A range of risks were initially identified and highlighted in the previous reports; all were discussed with Legal and a decision made to support the local scheme. Actions were taken to mitigate some of the risks such as consistency training. The FSA's six-tier scheme should mean that the transition for customers in Rotherham should be easy to understand. There may be some changes to the descriptions and some scores may alter slightly, however, the changes expected are likely to be minimal.

10. Policy and Performance Agenda Implications

The adoption of this proposal will contribute to the priorities of the Community Strategy and Corporate Plan:

- Driving up food hygiene standards and supporting initiatives to protect the health of the Borough contributes to both Rotherham Alive and Rotherham Safe.
- Promoting the development of quality food businesses within the Borough, thereby contributing to the theme Rotherham Achieving. In addition, the improvement of the food businesses within the town centre will contribute to the regeneration plan for the town centre by providing high quality food establishments that are a credit to the Borough and frequented by confident consumers.
- Assisting in the development of the Borough's identity and strengthening local pride through the improvement in hygiene standards at local food businesses. Those businesses that are demonstrating excellent standards of hygiene will be rewarded with a five-star rating, which should be seen as a "badge of honour" for that business. This will contribute to Rotherham Proud and Rotherham Achieving.

11. Background Papers and Consultation

We considered the views of the public and businesses with regard to launching the scheme in Rotherham in 2007.

The public have expressed an interest in seeing the scores for all food premises. Businesses have also supported the scheme, particularly those who are trying to improve their standards.

The FSA undertook consultation between May and August 2008 and received 414 responses across the UK.

Background Papers

- Food Law Code of Practice and Associated Guidance, Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement
- FSA Board meeting on 10 December 2008 (www.food.gov.uk)
- Proposed third party supplier of software platform (www.scoresonthedoors.org.uk)

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