

REGENERATION & ENVIRONMENT SERVICES

COMMUNITY SAFETY & STREET SCENE

Regulation and Enforcement

Food and Feed Service Plan 2020/21

Contents

		Pages
	<u>Introduction</u>	2
1	<u>Priorities</u>	4
2	<u>Profile</u>	6
	<u>Organisational Structure</u>	7
	<u>Scope of the Food and Feed Service</u>	8
	<u>Demands on the Food and Feed Service</u>	9
3	<u>Plans</u>	15
	<u>Resources</u>	18
	<u>Quality Assessment</u>	20
	<u>Performance for 2019/20</u>	21
	<u>Areas for Improvement</u>	22
	<u>Action Plan for 2020/21</u>	23

Introduction

Regulation and Enforcement are part of the Regeneration and Environment Services Directorate. It is a diverse service area that touches every household and business in the Borough. Its aim is to set high standards to promote, regulate and protect the quality of life in Rotherham. However, in addition the Council realise that our work can affect people and businesses outside the Borough.

Services relating to Food Hygiene, Food Standards and Feed Services are delivered by the Food, Health and Safety team which is part of Regulation and Enforcement that sits within the Council's Community Safety and Regulatory Service within Community Safety and Street Scene. The Service plays both an enforcing and educating role whilst also providing services directly. The Food and Feed Service Plan links to the priorities as set out in the Council's Year Ahead Plan 2020/21.

The Year Ahead sets the key aims for 2020/21 and the work of the Food, Health & Safety Team contributes to are:

- Continue to work with our residents and stakeholders, supporting them and adapting with them to meet current needs in light of the pandemic.
- Continue to manage the ongoing effects of the pandemic, including the local Outbreak Control Plan.
- Continue to drive our ambitious plans for the borough wherever possible.
- Continue to develop and embed new ways of working

There are five themes which include:

- Thriving neighbourhoods
- Better health and wellbeing
- Economic recovery
- New ways of working
- Hope and confidence in Rotherham

and two cross-cutting strands

- Climate impact
- Equalities and social justice

The Regulation and Enforcement team reports to the Cabinet Member every fortnight, which includes the submission of Food, Health and Safety Team information.

One of the key performance measures for the Food, Health and Safety Team is:

- Food establishments compliant with food hygiene law and the local Authority reports on this to the Food Standards Agency

The Food Service Plan provides a framework for employees within Food, Health and Safety, and context against which our customers and other stakeholders can assess our performance.

The Team Objectives of the Food, Health and Safety Team are:

- to provide safe food and feed; and
- to safeguard public health.

The Food Service Plan provides a focus for improvements within Food, Health & Safety for 2020/2021. It also seeks to ensure that the aims and methods of service delivery are consistent with and contribute significantly to the Council's corporate priorities.

The Plan:

- explains the purpose of the Food Hygiene and Standards Service;
- explains the purpose of the Animal Feed Service.
- links to the Food Standards Agency Framework Agreement;
- matches current resources against existing service levels.
- sets targets against which the performance of the team can be measured;
- provides a performance management framework to ensure continuous improvement.

1 Priorities – Aims and Objectives

Staff in the Food, Health & Safety Team will be:

- Honest - Open and truthful in everything we say and do
- Accountable – We own our decisions, we do what we say and we acknowledge and learn from our mistakes
- Respectful - We show regard and sensitivity for the feelings, rights and views of others
- Ambitious - We are dedicated, committed and positive, embracing change with energy and creativity
- Proud - We take pride in our borough and in the job that we do

The Service is organised with a focus on business regulation. Food hygiene, food standards, animal feed and animal health work are integrated to provide a 'farm to fork' approach, which ensures effective enforcement and advice. It will deliver excellent standards and improve the quality of life for our customers. Service provision includes:

- Programmed food hygiene, food standards and feed inspections, in accordance with the frequency determined under the inspection rating system set out in the relevant legislation, Food Law and Feed Law Codes of Practice and guidance targeting high risk inspections. Lower risk premises will be targeted via different interventions such as questionnaires.
- Participating in the Food Standards Agency's Food Hygiene Rating Scheme in accordance with the Brand Standard and Food Law Code of Practice and Practice Guidance.
- Inspection, approval, and registration of relevant premises in accordance with the relevant legislation, Codes of Practice, guidance, etc.;
- Production of food/feed sampling programmes and annual reports on sampling activities;
- Investigation of food/feed complaints and infectious disease referrals within service request initial response times and initiating appropriate actions in accordance with Codes 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;
- Provide education, advice and information on food and feed safety to food and feed businesses and consumers;
- Maintenance and implementation of databases of food/feed premises which are accurate and up to date. All reasonable security measures are in place to prevent access and amendment by unauthorised persons;
- Respond to Food/Allergy Alerts and Feed Alerts and have procedures in place to notify the Food Standards Agency of any serious localised incident or a wider food/feed safety problem.
- Deal with imported and exported food/feed.

This year the normal activities have been affected as the official controls which include inspections and visits were suspended for several months between March and September 2020 and only essential visits undertaken to reduce the footfall to premises, protect public health and direct resources to the COVID-19 pandemic. The time spent at premises has been reduced, with information being gained over the telephone, in emails, photographs and questionnaires prior to the visit. This has resulted in a backlog of inspections and therefore visits are being prioritised in accordance with risk.

2 Profile

The Service is organised with a focus on business regulation. Food hygiene, food standards.

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

Food Hygiene, Food Standards and Feeding Stuffs are dealt with by staff in the Food, Health and Safety team.

The offices are currently located at:

Regulation and Enforcement
Food, Health and Safety
Floor 3, Wing A
Riverside House
Main Street
Rotherham
S60 1AE

Tel: (01709) 823164

Website: www.rotherham.gov.uk

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

Out of hours messages can be left on voicemail (01709) 823161 which is checked daily Monday to Friday during office hours.

Organisational Structure

Rotherham has a Cabinet Model to enable an open and efficient decision-making process.

Councillor Hoddinott as Cabinet Member for Waste, Roads and Community Safety, has within her portfolio, Food, Health and Safety Team services.

The Food, Health and Safety team forms part of Regulation and Enforcement which sits within the Community Safety and Regulatory Services division of Community Safety and Street Scene Services within the Strategic Directorate of Regeneration and Environment Services which is reportable to the Chief Executive.

Provisions for specialist services:

- The Authority has appointed Duncan Campbell as the Public Analyst and Agricultural Analyst.
- Microbiology Department, Leeds General Hospital, Great George St, Leeds LS1 3EX examines faecal samples and Public Health England (PHE), Food, Water and Environmental Microbiology Network (Leeds Laboratory), Block 10, FERA, Sand Hutton, York, YO41 1LZ acts as the food examiner.
- Other specialist service providers are appointed, as necessary.
- The Local Authority has appointed Nachi Arunachalam as one of the Proper Officers; he is a Consultant in Communicable Disease Control (CCDC). The CCDC for Rotherham was Will Morton, however he left the region to take up a new post in August 2020, David Bagguley is currently acting in his role

Scope of the Food and Feed Services

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

The Enforcement and Regulatory Services Manager has overall managerial responsibility for the services.

Food hygiene and food standards inspections are undertaken in accordance with the Code of Practice. A food hygiene intervention will include the structure and hygiene of the premises. Officers will also check the food safety management system and procedures as well as considering the type of food provided and the customer base. Food standards inspections cover other aspects such as labelling, composition, colourings, allergens etc.

Services relating to Food Hygiene, Food Standards and Feeding stuffs are delivered by the Food, Health and Safety Team. The following regulatory and enforcement functions are also delivered:

- Health and safety;
- COVID-19 compliance
- Water quality;
- Private water supplies;
- Infectious diseases;
- Animal health;
- Advisory services;
- Public health, including smoke-free legislation;
- Health promotion;
- Registration and licensing functions, e.g. tattooists, acupuncturists, etc.

NB: this is not an exclusive list).

The Council occasionally uses external contractors to carry out food hygiene inspections to support the service. It is not envisaged that this will occur during this financial year. If contractors are employed, measures are taken to monitor the quality of their work.

Demands on the Food and Feed Services

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, Polish, Slovak, Punjabi, Urdu, etc. The Directorate has access to translators where needed.

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

- Contribution to the global pandemic
- Outbreaks of various illnesses
- Planned events, e.g. festivals, concerts, etc.
- Unplanned incidents
- New legislation, guidance, etc.

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

The premises profile for the food premises in the programme in Rotherham on 30th April 2020 was:

Premises Type	Number
Primary Producers	9
Manufacturers/Packers	10
Importers/Exporters	0
Distributors/Transporters	11
Supermarket/Hypermarket	13
Small Retailers	47
Retailer Other	108
Restaurant/Cafe/Canteen	158
Hotel/Guest House	7
Pub/Club	77
Take Away	150
Caring Premises	105
School/College	83
Mobile Food Unit	29
Restaurants and Caterers Other	0
Total	865

There were 168 businesses registered with the Authority for feeding stuffs.

Internal Factors

Internal Factors which can affect food hygiene performance include:

- Changes in legislation;
- Staff training;

- Holiday/flexi-time/sickness/maternity leave;
- Vacant EHO posts in Health and Safety and Food Hygiene and also Customer and Admin Support Officer.

Enforcement Policy

The Council has adopted a General Enforcement Policy which is periodically reviewed to reflect current legislation and guidance, which provides an overarching Policy through which principles of regulation and enforcement are detailed. A number of internal procedures and policies are in place which reflect the principles of the General Enforcement Policy and the Framework Agreement and also support the work undertaken by the service.

The work undertaken by the Service:

- Gives priority to inspecting high risk, non-compliant premises;
- Priority is also given to high risk visits A and B for food hygiene and Category B for food standards, where possible the service uses questionnaires for low risk businesses as part of the Alternate Enforcement Strategy;
- Combines food hygiene and food standards inspections where appropriate.
- Feed visits are combined with animal health visits or hygiene visits where appropriate.

Premises Profile by Risk Category for Food Hygiene Inspections

Officers from the Food, Health and Safety Team use the Code of Practice issued under Section 40 of the Food Safety Act 1990, and the guidance in the Brand Standard for the Food Hygiene Rating Scheme, to determine the risk rating of food premises in terms of food hygiene and food standards inspections. The Authority inspects, approves, and registers premises in accordance with the relevant legislation and Code of Practice made thereunder. The risk assessment profile for food hygiene inspections produced on 3rd May 2020 which determines the inspection programme for 2020/21 was:

Category A	6
Category B:	84
Category C:	226
Category D:	349
Category E:	187
Category U:	13
Total	865

The expected frequency of inspections relating to each risk category is as follows:

Category	Minimum intervention frequency
A	At least every 6 months
B	At least every 12 months
C	At least every 18 months
D	At least every 24 months
E	A programme of alternative enforcement strategies or interventions every three years

Officers undertaking food hygiene inspections also carry out other functions as previously described. Generally, one FTE officer undertakes reactive work, including service requests relating to premises and food, as well as undertaking food sampling. Resources are usually targeted to achieving 100% of category A to C inspections, however this year resources are being targeted at the Category A and B premises and non-compliant C inspections. The change in focus is following guidance issued by the Food Standards Agency and is aimed at targeting the higher risk premises. It is also due to a backlog of premises which have accrued because of resources being diverted to undertake COVID-19 work. Inspections are not being undertaken due to restrictions with many premises closed, or re-opened as new businesses, or having altered the way they operate. Unrated premises are also prioritised, however each month there are new registrations received. The compliant Category C, Category D and E premises will be inspected when resources are available but there will be mainly be carried forward to year 2021/22. Compliant Category D and E premises will be subject to alternative enforcement measures as appropriate.

Staff are continuing to work towards increasing their knowledge of food standards and health and safety. The inspection regime has been extended to include checks for compliance with the COVID-19 legislation and ensuring employees cover a wider remit of inspections, to broaden their knowledge and deliver greater flexibility. They work closely with other teams and partners to deliver shared objectives, at the same time as undertaking the core work, focussing on food, assessments of the impact of allergens and waste, and compliance with smoke-free legislation, are also undertaken.

The Service achieved 93.7% of Category A and 98.08% of Category B inspections due in 2019/20, these are the high-risk premises. There were 96.14% of the category C and 91.39% of Category D inspections undertaken. Category E premises were mainly subject to alternative enforcement means, such as self-assessment questionnaires but the returns showed 86.96%. These questionnaires were all looked at by an officer and inspections were targeted at premises where there may be alterations in activities, such as pubs only selling beer and premises which did not respond to letters, questionnaires, and telephone calls.

The Service aims to achieve 85% of food establishments in the area to be broadly compliant with food hygiene law but achieved 92.43% (including the unrated premises in 2019/20. In South Yorkshire, the figures for the other Authorities were Barnsley 90.16%, Doncaster 85.04% and Sheffield 89.88%.

Premises Profile by Risk Category for Food Standards Interventions

The number of inspections in the food standards programme for 2020/2021 is as follows:

	High / Medium Risk
Total number of premises to Inspect	A 3 B 157
Number of inspections to achieve target	160
Number of Officers available to carry out inspections (FTE)	2

The frequency of the food standards inspection programme is determined by the Food Standards Agency scoring system as follows:

Category	Minimum intervention frequency
A	At least every 12 months
B	At least every 24 months
C	Alternative enforcement strategy

There are 335 category C premises due for an intervention which will be subject to Alternative Enforcement Strategy if they are compliant.

In 2020/21 there are 3 category A premises due for inspection, and 157 category B premises. Resources will be focused on achieving the target of inspecting 100% of high-risk premises (Category A).

Premises rated as low risk need not be included in the planned inspection programme, but they must be subject to an Alternative Enforcement Strategy, such as a questionnaire or self-assessment, at least once in every 5 years. There are 335 category C premises. These are inspected at the same time as the food hygiene inspection where appropriate.

When fully staffed there are sufficient resources within the team to undertake 100% of category A and B inspections. There are 2 FTE staff who undertake food standards inspections and revisits as well as other interventions. Any vacant posts or sickness impacts upon service delivery.

In 2019/20 the Service inspected 80% of category A and 95.32% of category B premises. In addition, 79.12% of category C premises were inspected.

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

Imported Food and Feed

There are a number of companies in Rotherham who import a wide range of food and feed. The Authority works closely with the ports and airports to ensure any problems found are followed up. The government is liaising with local authorities to put in place appropriate measures to ensure that businesses are able to import and export food and feed. Rotherham currently charges for export certificates to non-EU countries. Brexit will have an impact on import/exports and the government will be looking at the measures which need to be in place. This will involve setting up trade agreements, putting in place transition arrangements. The government has been working with the ports to ensure that sufficient border control measures are in place. There have been new training materials published and local authorities will be provided with access to the new platform which will replace TRACES. A series of webinars are planned to provide information for local authorities, vets etc.

Animal Feed

There are 2 officers qualified to undertake feed inspections and they inspect the premises in accordance with the programme set in accordance with the feed grant payments which are aligned to the annual desk top exercise to assess which premises need inspecting or are subject to alternate enforcement strategy.

In 2020/21 one of the officers has been seconded to the post of Service Manager of the COVID-19 team, which leaves 1 officer to undertake the work, however she primarily undertakes health and safety work. In 2019/20 the Authority was awarded £7,919 from National Trading Standards to undertake feed inspections; these were all achieved. In 2020/21 the allocation of the feed grant has reduced to £4,895 the details are shown in the table. It is anticipated that these will all be inspected.

Activity	No.	Cost
Inland inspections	12	£3,792
PP FEED inspections	6	£1,106
PP FOOD inspections	0	£0
Total	18	£4,898

However, in January 2021 the grant was reduced to £4839.50 because 2 premises did not require a visit and these were changed to 5 lower risk, virtual interventions and hence the slight reduction in the grant.

The feed premises profile on 31st March 2020 was:

Type	Number
Manufacturers	26
Co-product producers	4
Stores	13
Distributors	10
Transporters	3
On Farm Mixers	20
Pet Food Manufacturers	4
Placing former foodstuffs on the market	25
Livestock farms	29
Arable Farms	34
Total	168

3 Plans

The following plan is designed to support the delivery of our strategic objectives and deliver step change improvements that are specific, measurable, achievable and realistic and are linked to both Government and Corporate agendas. They are outcome based and have lead officers who are responsible for their delivery.

Food and Feed Complaints

It is the Authority's policy to respond to all service requests within 5 working days of receipt. Demand upon the service is unpredictable and dependent 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 appropriate guidance.

In 2019/20, 649 service requests were received for food complaints and regarding premises. The current estimate is that the number of food and feed complaints for 2020/21 will be around 650 by year end. Customers can contact the service by a variety of means outlined on page 6.

Primary Authority Scheme

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

The Service acknowledges the importance of the Primary Authority Scheme in enforcement and advisory work. The Food, Health and Safety Team do not have statutory partnerships for Primary Authorities. We do however provide advice and information about several large businesses based in Rotherham such as: KP Snacks, Greencore Prepared Meals, Greens Desserts UK Ltd, Maple Leaf Foods Ltd, Rainforest Foods, and Staniforth's to other local authorities. We have regard to advice and inspection plans by routinely accessing the Primary Authority Scheme's secure ICT system.

Advice to Business

It is the aim of the Service 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.

Advice is provided during the course of inspections and other interventions to assist businesses. Follow up letters and reports contain recommendations and advisory leaflets where necessary. There is a fee for detailed advice which is specific to a business. We signpost customers to a range of food safety publications. We advise local businesses on food hygiene training available locally. We respond to requests from trade organisations. We work closely with other agencies such as Customs and Excise, Border Agency and the Police and officers have acted as Lead Officers in several visits under warrants to retail premises looking for counterfeit and illicit cigarettes and alcohol.

Sampling

Food samples are submitted to the Public Health England (PHE) and the Public Analyst. The Authority contributes to conference calls and attends regional feed meetings to target the resources for sampling. The Authority includes Food Standards Agency initiatives and PHE surveys in the sampling undertaken.

The Food, Health and Safety sampling budget for 2020/21 is £8,375 and this is allocated for samples submitted to the public analyst and food examiner but also includes water sampling.

In 2019/20, 103 samples were submitted to the laboratory. The Service participated in a number of co-ordinated surveys looking at items such as a number of milk samples from an approved dairy were examined to ensure the pasteurisation process was operating effectively. The Authority did not submit any feed samples in 2019/2020.

In 2020/21 it was estimated that Food, Health and Safety would submit 150 food samples to the food examiner/food analyst. The estimated number of hours to be devoted to sampling was 400. The Authority is not intending submitting any feed samples, unless problems are identified and as a result of the global pandemic sampling activity stopped, some limited sampling may be undertaken of premises such as the dairy or if risk is identified.

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 raise awareness by:

- Promoting food hygiene courses provided by other agencies;
- Providing press releases on relevant food issues;
- Providing information regarding Safer Food, Better Business packs on the FSA website;
- Promoting the Food Information Regulations resources;
- Providing advice on food safety, as appropriate.

Control and Investigation of Outbreaks and Food Related Infectious Diseases

Food, Health and Safety work closely with Public Health England (PHE), in particular the Consultant in Communicable Disease Control (CCDC) and other agencies to investigate cases of food poisoning and other notifiable and communicable diseases. Rotherham has adopted a range of standard forms, letters and advice sheets to assist in the investigation of food poisoning notifications and outbreaks which have been agreed and developed across the four South Yorkshire Authorities and Public Health England. The Authority however uses the standard questionnaires produced

by Public Health England for diseases such as Cryptosporidia / *E.coli* O157. Staff undertook training on training on Listeria in 2019/20.

There were 82 people notified as cases/contacts between April 2019 and March 2020. This is a reduction of 384 from the previous year. It is estimated that around 36 cases will be investigated in the 2020/21 financial year based on the current levels of reporting. However, staff have been undertaking visits to food premises to monitor the activities to check compliance with the COVID-19 legislation.

Food Safety Alerts / Incidents / Food Fraud

Rotherham Borough Council has regard to the Food and Feed Law Codes of Practice in relation to the handling of Food Alerts, Food Safety Incidents.

Food, Health and Safety staff ensure that the Food and Feed Alerts are actioned and the information is disseminated, where appropriate.

In addition, the Service received numerous notifications regarding allergens in certain foods, product withdrawals and product recalls. The Authority works with the Food Standards Agency and other authorities to investigate problems.

The Authority will share any suspicions of food fraud, including historic cases with the National Food Crime Unit.

Liaison with Other Organisations

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

- Food and Feed Liaison Groups
- Food, Water and Environmental Microbiology Regional Network
- PHE Liaison meetings / telephone conference calls
- Control of Infection /incident management meetings
- Yorkshire Water/Severn Trent
- Liaison meeting with Public Health

Resources

Financial Allocation

The Food Safety Service financial costs are contained within the Community Safety and Street Scene, Food, Health and Safety Team cost centre.

Staff Budget for Food, Feed and Infectious Diseases 2020/21

- Direct Employee Expenses: £407,200
- Indirect Employees Expenses £197
- Transport Related Expenses: £3,200
- Supplies and Services: £17,091
- Total Expenditure: £427,688
- NTS Grant: £4839.50

Staffing Allocation

The service consists of a Manager for Food, Health & Safety, and two Principal Officers, with one taking the lead for food and the other for health and safety.

There are 6 additional officers undertaking food activities, which equates to 5 Full Time Equivalent (FTE) posts, with one officer currently on a career break. In addition there are 0.2 FTEs undertaking feed and 0.6 FTE in health and safety. There is a full-time Animal Health Inspector and part-time Assistant Animal Health Inspector. There are 2 clerical support members of staff. Resources are targeted at the higher risk non-compliant premises. Of the food officers (1 FTE) undertakes reactive work, including service requests, sampling, etc. Currently 3.0 FTEs undertake food hygiene and 2 FTEs carry out food standards inspections. Revisits and other interventions are included in this breakdown. Any vacant posts and sick leave will negatively impact on service delivery. Business cases were submitted in December 2020 and approval has been given to advertise for 2 vacant posts, one specialising in food and the other health and safety, in addition to the temporary post of the Environmental Health Officer who is backfilling the post of Principal Environmental Health Officer. The customer and administrative support officer post has been filled by the officer who has been on secondment.

The staff also cover activities such as health and safety, licensing, water quality, infectious diseases and health promotion.

Staff Development Plan

Performance and Development reviews are carried out annually, and reviewed every six months, to enable performance standards to be set and to contribute to the training undertaken.

It is the policy of Rotherham Metropolitan Borough Council to comply fully with the requirements of the statutory Food and Feed Codes of Practice in relation to staff training and the qualification of Authorised Officers. Each officer is required to have at least 10 hours of Continuous Professional Development (CPD) each year, which has been achieved

Ad hoc training will also be carried out throughout the year to inform officers of new legislation and emerging issues such as COVID-19. Training is also undertaken jointly with the other South Yorkshire authorities to address consistency issues and provide updates. The staff participate in consistency exercises undertaken by the Food Standards Agency.

Quality Assessment

Quality Assessment

The performance of the Food Safety Service is monitored by interrogation of the AUTHORITY computer database and reports upon the compliance figures to the Regulation and Enforcement Service Manager.

Performance for 2019/20

The Food Service Plan for the year 2019/20 projected that 100% of high risk food hygiene premises and 100% of high risk food standards premises would be inspected during 2019/20. The outcome for the year end was that 97.27% for Category A and B food hygiene and 92.66% of Category C and D inspections were carried out. The Service carried out 80% of Category A and 95.32% of Category B food standards inspections. There were 79.19% of the Category C food standards inspections also undertaken. The Country went into lockdown on 16 March 2020 which meant that some premises could not be visited. The authority had not been able to recruit to the vacant post which also affect performance.

- 93.12% of food establishments in the area were broadly compliant with food hygiene law, this figure does not include the unrated premises. Those premises which were not broadly compliant were awarded 0, 1 or 2 ratings attracting further enforcement action to bring them to compliance. Such low ratings can have a significant impact on individual businesses as public perceptions of the scores and promotion through social media, can adversely affect the business of those with poor hygiene.
- 28 feed inspections were undertaken, which meant that the service delivered all the grant funded work.
- The service submitted 103 food samples and participated in a number of regional sampling initiatives.
- 649 service requests were received.
- 82 people were notified as cases/contacts of suspected and actual cases of infectious / notifiable diseases from 1 April 2019 to 31 March 2020.
- All Food Alerts were assessed, however none required any action with the Alerts being dealt with between the Food Standards Agency's Incident Branch and the company.

Review against the Service Plan

The Food and Feed Service Plan will continue to be reviewed annually, with the next review taking place in May 2021, prior to the 2021/22 Plan being submitted during the summer of 2021, following further guidance to take effect from the 1st July 2021.

The Local Authority Enforcement Monitoring System (LAEMS) and Feed return were submitted for 2019/2020. The returns are provided to the Food Standards Agency. The LAEMS return is published annually and it shows the data for each local Authority and includes information such as the numbers of inspections carried out and enforcement activity. The FSA notified the Authority on 23 February 2021, that the 2020/21 return will not be for performance and management purposes, but to obtain a picture of delivery in 2020/11, it is therefore not being submitted via LAEMS. The FSA intend providing the return to the local authority in April for completion by 30th April 2021.

Areas for Improvement

During the 2020/21 financial year the Service will be examined in accordance with the Food Standards Agency Framework Agreement. Any gaps will be identified and measures introduced to improve the Service. The areas which will be focussed on will include:

During the 2020/21 financial year the Service will be examined in accordance with the Food Standards Agency Framework Agreement. Any gaps will be identified and measures introduced to improve the Service. The areas which will be focussed on will include:

- Continued production and revision of policies and procedures in accordance with changes in the legislation and guidance from agencies such as the FSA
- CPD training and internal training where necessary in order to maintain officer competence Lead Food Officers and authorised officers must obtain a minimum of 20 hours CPD per year, split into:
 - A minimum of 10 CPD hours on relevant core food matters directly related to the delivery of official controls for which the Officer is authorised;
 - 10 hours on other professional matters. This could include training needs identified by the Lead Food Officer during competency assessments/ appraisals.
 - Documented process for recording CPD and compliance with statutory Codes of Practice
- Review of the procedures for complying with the Brand Standard and making any required changes.
- Work with businesses to continue to promote understanding of the Food Information Regulations.
- Implementing any necessary changes as a result of the transition period ending.

Action Plan for 2020/2021

To provide safe food

- To undertake 100% of the category A – B and non-compliant C food hygiene inspections.
- To undertake 100% of the category A food standards inspections
- To achieve broad compliance with food hygiene law of **85%** of the food establishments in the area and improve business satisfaction with the local authority.
- To produce a food sampling programme.
- To respond to Food Alerts issued by the Food Standards Agency within 4 working days and to take any necessary actions.
- To undertake training to ensure staff complete their 20 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 100% of category A-B and non-compliant category C food hygiene inspections in the programme for 2020/21 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2020/21 in accordance with the Code of Practice.	Food Standards Agency (FSA) Data to be provided in the format requested by FSA	Lewis Coates Janice Manning Denise Fedyszyn Adrian Monkhouse Donna Williams	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 meet the local target of 85% of the food establishments in the area which 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.	FSA data capture to be advised of format in April 2021	Lewis Coates Janice Manning Denise Fedyszyn Adrian Monkhouse Donna Williams	Food, Health and Safety team	The Authority submits a return to the FSA on risk rating of premises, this year the LAEMS return is not being required the format of the information will be provided in April 2021.

Community Safety & Street Scene
Food & Feed Service Plan 2020/2021

SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks
3. To deliver 100% of Category A food standards inspections in the programme for 2020/21 to ensure the priority of providing safe food to consumers is met.	To devise a food standards programme for 2020/21 in accordance with the Code of Practice.	FSA data capture to be advised of format in April 2021	Lewis Coates Janice Manning Denise Fedyszyn Adrian Monkhouse Donna Williams	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.
4. To deliver the food and feed sampling programmes by 2020/21 to ensure the priority of providing safe food to consumers is met. NB Sampling activity reduced due to resources available.	To devise food and feed sampling programmes for 2020/21 in accordance with the Code of Practice.	FSA data capture to be advised of format in April 2021.	Lewis Coates Janice Manning Denise Fedyszyn Adrian Monkhouse Donna Williams Helen Eastwood	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.
5. To assess all food / feed alerts issued by the FSA during 2020/21 for relevance to safeguard animal / public health and provide safe food / feed within 4 working days.	To assess and implement any necessary actions to protect animal / public health or safeguard the food and feed chain.	FSA Framework Agreement	Lewis Coates Janice Manning Denise Fedyszyn Helen Eastwood	Food, Health and Safety team	Failure to respond to food / feed alerts could have serious consequences on the health of the public / animals and may result in death or serious illness of a number of people/ animals. It could also compromise food and feed safety.

Community Safety & Street Scene
Food & Feed Service Plan 2020/2021

	SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks
6.	To respond to all requests for service regarding food / feed within 5 working days in 2020/21.	To assess and implement any necessary actions to protect public health or safeguard the food /feed chain.	FSA Framework Agreement	Lewis Coates Janice Manning Denise Fedyszyn Adrian Monkhouse Donna Williams	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/ feed.
7.	To deliver a regime to ensure all food poisoning outbreaks and incidents are recorded in 2020/21. An initial response will be made within 4 working days.	Ensure that 100% food poisoning outbreaks and incidents are actioned.	FSA Framework Agreement	Lewis Coates Janice Manning Denise Fedyszyn Adrian Monkhouse Donna Williams	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.
8.	To ensure all staff are competent in the delivery of their food / feed enforcement duties in 2020/21.	Undertake PDR's of EHOs/food enforcement officers to identify training needs to carrying out the food /feed functions.	FSA Framework Agreement	Lewis Coates Janice Manning Denise Fedyszyn Adrian Monkhouse Donna Williams	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.