

**REGENERATION &  
ENVIRONMENT**

**COMMUNITY SAFETY & STREET SCENE**

**REGULATION AND ENFORCEMENT**

**Food and Feed Service Plan  
2022/23**

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## Introduction

Regulation and Enforcement is part of the Regeneration & Environment 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 part of the Regulation and Enforcement service within Community Safety & 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 Plan 2022/25.

In delivering the Food Hygiene, Food Standards and Feed Services the Council will work towards:

### **The Council's Vision was and Priorities for 2022/25**

The Council's Vision was defined as:

"Rotherham is our home, where we come together as a community, where we seek to draw on our proud history to build a future we can all share.

We value decency and dignity and seek to build a town where opportunity is extended to everyone, where people can grow, flourish and prosper, and where no one is left behind.

To achieve this as a council we must work in a modern, efficient way, to deliver sustainable services in partnership with our local neighbourhoods, looking outwards, yet focussed relentlessly on the needs of our residents."

The Council Plan sets the key themes for 2022/25 and the work of the Regulation and Enforcement service contributes to these which are:

- Every Neighbourhood Thriving
- People are Safe, Healthy, and Live Well
- Expanding Economic Opportunity
- A Cleaner, Greener Local Environment
- Continue to develop and embed new ways of working

The Regulation and Enforcement service reports to the Cabinet Member every month.

One of the key performance measures for the Regulation and Enforcement service is:

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

The Food and Feed Service Plan provides a framework for employees within Regulation and Enforcement, and a framework against which our customers and other stakeholders can assess our performance.

The Food and Feed Service Plan provides a focus for improvements within service delivery for 2022/2023. 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 delivery
- Explains the purpose of the Animal Feed service delivery
- Links to the Food Standards Agency Framework Agreement
- Matches current resources against existing service levels
- Sets targets against which the performance of the unit that can be measured
- Provides a performance management framework to ensure continuous improvement.

## 1 Priorities – Aims and Objectives

### Staff in Regulation and Enforcement 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. This includes following the targets set out in the Food Standards Agency recovery plan
- 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 where appropriate to Food Recalls/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

## 2 Profile

Rotherham Metropolitan Borough Council has a population of around 260,000 and covers an area of 28,277 hectares.

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 Regulation and Enforcement.

The offices are currently located at:

Community Safety and Street Scene  
Floor 3, Wing A and Floor 2, Wing B  
Riverside House  
Main Street  
Rotherham  
S60 1AE

Tel: (01709) 823164 / 01709 823161

Website: [www.rotherham.gov.uk](http://www.rotherham.gov.uk)

Email: [food.health&safety@rotherham.gov.uk](mailto:food.health&safety@rotherham.gov.uk)

Reception Opening Hours: 08.30-17.30 Monday to Friday

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 Beck is the Lead Cabinet Member, Transport and Environment.

The Service is part of the Strategic Directorate of Regeneration & Environment which is reportable to the Chief Executive.

Staff who perform food hygiene, food standards and animal feed services inspections are part of the Community Protection and Environmental Health team within Regulation and Enforcement which is within Community Safety & Street Scene. The food officers operate from teams in the North, South and Central under the Community Protection and Environmental Health Managers. There is also a Boroughwide Manager who has responsibilities for Food and Feed. The feed officer reports to the Health and Safety, Principal Environmental Health Officer in the Boroughwide Team. There is a Principal and Acting Principal Officer for Food Hygiene and Standards.

The Community Protection and Environmental Health Managers report to the Service Manager Regulation and Enforcement, who reports to the Acting Head of Service Community Safety and Regulatory Services and the Acting Assistant Director of Community Safety & Street Scene. The management structure is show in the following [link](#).

### 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 UK Health Security Agency formerly 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 used as necessary.
- The Local Authority has appointed Nachi Arunachalam as one of the Proper Officers: he is a Consultant in Communicable Disease Control (CCDC).



## 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 Service Manager Regulation and Enforcement 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 and Food Standards are delivered by staff in Regulation and Enforcement. The following regulatory and enforcement functions are also delivered by these officers:

- Health and safety;
- Water quality;
- Private water supplies;
- Infectious diseases;
- 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).

There is one Environmental Health Officer who is qualified to undertake Animal Feed work. This Environmental Health Officer also undertakes:

- Health and safety (including enforcement work, inspections, accident investigations and registration of skin piercing activities);
- Animal Licensing (including inspections and granting licenses and complaint investigations;

(Note: Although the Environmental Health Officer does some Public Health Work, this is minor compared to the above work)

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.

Some Food and Feed Officers undertake Out of Hours noise work and undertake inspections as time permits.

## 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, Gujerati, 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 hygiene inspected in the programme on 11<sup>th</sup> May 2022 was as follows:

Premises Type	Number
Primary Producers	7
Manufacturers/Packers	16
Importers/Exporters	1
Distributors/Transporters	25
Supermarket/Hypermarket	42
Small Retailers	84
Retailer Other	219
Restaurant/Cafe/Canteen	180
Hotel/Guest House	9
Pub/Club	137
Take Away	180
Caring Premises	197
School/College	100
Mobile Food Unit	67
Restaurants and Caterers Other	156
<b>Total</b>	<b>1420</b>

This is an increase from an average, pre-covid year, of 2019/20 of 46.27% more premises due for an inspection.

There were 166 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. Several internal procedures and policies are in place which reflect the principles of the General Enforcement Policy and the Framework Agreement and support the work undertaken by the service.

Priority is given to inspecting the high-risk non-compliant premises but also to high-risk visits. Where possible the service uses questionnaires for low-risk businesses as part of the Alternate Enforcement Strategy. Food hygiene and food standards inspections are combined where appropriate. Feed visits are also 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 table below shows the number of premises of each category, as of 11<sup>th</sup> May 2022 which are due a food hygiene intervention in 2022/23.

Category A	1
Category B:	31
Category C:	217
Category D:	463
Category E:	706
Category U:	2
Total	1,420

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

<b>Category</b>	<b>Minimum intervention frequency</b>
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. The Code of Practice is generally followed to complete inspections within the minimum intervention frequency set. However due to the pandemic the Food Standards Agency have issued a recovery plan. This recovery plan sets out key target dates to realign with the Code of Practice. The Food Standards Agency have stated that the recovery plan will continue until a revised food hygiene intervention rating scheme is in place. It is anticipated that the new model will be rolled out nationally from April 2023.

The recovery plan target dates are:

30<sup>th</sup> September 2022 - All Cat C premises which are less than broadly complaint will have been inspected.

31<sup>st</sup> December 2022 - All Cat D premises which are less than broadly complaint will have been inspected.

31<sup>st</sup> March 2023 - All Cat C premises which are broadly compliant will have been inspected.

Although the Food Standards Agency have set these target dates, they have stated where local authorities are able to, the expectation is that they should move at a faster pace in realigning with the Code of Practice.

The service will aim to achieve 100% of the high-risk category A-C inspections in 2022/23.

For lower risk establishments not shown above, local authorities have the flexibility to defer planned interventions and only undertake intervention where information/intelligence suggests that risks have increased/standards have fallen or if the establishment is otherwise considered a priority for intervention due to the risk posed.

Staff are continuing to work towards increasing their knowledge of food hygiene. 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.

The Service achieved all of Category A and of Category B inspections due in 2021/22, these are the high-risk premises. There were also 429 of the category C, D and E inspections undertaken.

The Service aimed(?) to achieve 85% of food establishments in the area to be broadly compliant with food hygiene law but the actual performance achieved was 96.1%.

### Premises Profile by Risk Category for Food Standards Interventions

The number of inspections in the food standards programme for 2022/2023 is as follows:

	<b>Risk</b>
Total number of premises to Inspect	A 2 B 295 C 477
Number of inspections to achieve target	2
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:

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

However due to the pandemic the Food Standards Agency have issued a recovery plan. This recovery plan sets out key target dates to realign with the Code of Practice. The Food Standards Agency have stated that the recovery plan will continue until a new food standards delivery model is in place. It is anticipated that the new model will be rolled out nationally from April 2023.

The recovery plan target dates:

30<sup>th</sup> June 2022 - All Cat A premises have been inspected

No intervention will be required for Cat B and C premises during the recovery period unless intelligence/information suggest that risks have increased or if the establishment is otherwise considered a priority for intervention due to the risk posed.

In 2022/23 there are 2 category A premises due for inspection. Resources will be focused on achieving the target of inspecting 100% of high-risk premises (Category A). The service will continue to complete any food standard inspection due alongside the food hygiene inspection. It is estimated that there will be around 180 new premises which will require a food standard inspection. In 2021/22 the Service completed 339 food standard inspections.

When fully staffed and in normal circumstances 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 however can impact upon service delivery. This year the Authority will meet the requirements set out in the delivery plan for food standards.

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

### **Imported Food and Feed**

There are several companies in Rotherham who import a wide range of food and feed. The Authority liaises with the ports and airports to ensure any problems found are followed up. The government works with local authorities to put in place appropriate measures to ensure that businesses can import and export food and feed. Rotherham currently charges for food safety premises endorsements for export but does not provide Health Certificates. The UK's exit from the European Union impacted on import/exports and the government provides information on their website to assist businesses. Trade agreements have been put in place and transition arrangements have been negotiated. 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. Local authorities with ports are provided with access to the relevant information to process Health Certificates.

### **Animal Feed**

There is 1 officer qualified to undertake feed inspections (FTE 0.2). The feed officer prioritises the feed premises for which the Authority receives funding.

In 2021/22 the feed grant allocation was £5344.92. The Feed grant allocation for 2022/23 is £7324.50. It is anticipated that all the feed premises set out in the table below will be inspected.

Activity	No.	Cost
Inland inspections	22	£5,911.50
PP Livestock inspections	5	£1,075.00
PP Arable inspections	2	£338.00
<b>Total</b>	<b>29</b>	<b>£7324.50</b>

The feed premises profile on 31<sup>st</sup> March 2022 was:

Type	Number
Manufacturers	5
Co-product producers	4
Stores	15
Distributors	9
Transporters	5
On Farm Mixers	17
Pet Food Manufacturers	4
Placing former foodstuffs on the market	20
Livestock farms	28
Arable Farms	35
<b>Total</b>	<b>142</b>

### 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 3 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 2021/22 there were 636 service requests to our service, 96.7% were responded to within 3 working days. The current estimate is that the number of food and feed complaints for 2022/23 will be around 620 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 to other local authorities 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 Staniforths (Rawmarsh) Ltd. We ensure inspection plans are followed when inspecting a premises that has a Primary Authority Partnership in place by using 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 3 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 UK Health Security Agency (UKHSA) 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 UKHSA surveys in the sampling undertaken.

The Food sampling budget for 2022/23 is £8,375 and this is allocated for samples submitted to the public analyst and food examiner but also includes water sampling.

In 2021/22, 98 samples were submitted to the laboratory. The Service participated in a number of co-ordinated surveys looking at items such as the presence of allergens, a number of milk samples from an approved dairy were also examined to ensure the pasteurisation process was operating effectively.

In 2022/23 it is estimated that Food, Health and Safety will submit 130 food samples to the food examiner/food analyst. The estimated number of hours to be devoted to sampling is 280. The Authority is planning to participate in a regional study focussing on hygiene in takeaways and to analysis food for the presence of undeclared allergens, other sampling will include checking the speciation of food such as fish and meat. The Authority is not intending to submit any feed samples, unless problems are 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 UKHSA (UK Health Security Agency), 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 UKHSA. The Authority however uses the standard questionnaires produced by the UKHSA for diseases such as Cryptosporidia / Legionella

There were 34 people notified as cases/contacts between April 2021 and March 2022. This is an increase of 7 from the previous year. It is estimated that the number of cases which will require investigation in 2022/23 financial year will increase based on the current levels of reporting.

### **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 and information from Rapid Alert System for Food & Feed (RASSF).

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
- UKHSA 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 and Health and Safety Team cost centres.

### Staff Budget for Food, Feed and Infectious Diseases 2022/23

- Direct Employee Expenses: £384,812
- Indirect Employees Expenses £197
- Transport Related Expenses: £3,200
- Supplies and Services: £17,091
- Total Expenditure: £427,688
- NTS Grant: £7,324.50

### Staffing Allocation

The staff also cover activities such as health and safety, registration and licensing functions, e.g. tattooists, acupuncturists water quality and health promotion.

There are three Principal Officers within the food, feed and health and safety service.

Staff total 6 FTEs undertaking food and feed activities and 0.6 FTEs deal with health and safety (Note: the latest H&S return only noted 0.6 FTE dealing with Health and Safety enforcement work as there were only 2 officers who carried out work which counts towards the H&S return). There is a full-time Animal Health Inspector and part-time Assistant Animal Health Inspector. There are 2 Technical Assistants of which 50% is allocated to support food safety/infectious diseases. Staff resources are targeted at the higher risk non-compliant premises. One FTE undertakes reactive work, including service requests, sampling, etc. Currently 3.0 FTEs undertake food hygiene and 2 FTEs carry out food standards inspections. 0.2 of a member of staff undertakes feed inspections. Revisits and other interventions are included in this breakdown. Any vacant posts and sick leave will negatively impact on service delivery

### 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 20 hours of Continuous Professional Development (CPD) each year.

Ad hoc training will also be carried out throughout the year to inform officers of new legislation and emerging issues. 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 Enforcement and Regulatory Services Manager.

## Performance for 2021/22

The Food and Feed Service Plan projected that 100% of high-risk food hygiene premises and 100% of high risk food standards premises would be inspected during 2020/21. This was achieved for all Category A- C food hygiene inspections.

The service completed 339 food standards inspections.

96.1% 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.

23 feed inspections were undertaken, the service delivered all the grant funded work.

The service submitted 98 food samples.

636 service requests were received.

34 people were notified as cases/contacts of suspected and actual cases of infectious / notifiable diseases from 1 April 2021 to 31 March 2022.

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. All feed incident reports requiring action were followed up.

### **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 2023, prior to the 2023/24 Plan being submitted to Members.

The Local Authority Enforcement Monitoring Report and Feed return are submitted annually. Monitoring is undertaken each month of the work undertaken and submitted to the Enforcement and Regulatory Services Manager.

## Areas for Improvement

During the 2022/23 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 required.

**Action Plan for 2022/2023**

**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 3 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 2022/23 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2022/23 in accordance with the Code of Practice and the recovery plan	Food Standards Agency (FSA) Return	Lewis Coates Janice Manning 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.	Food Standards Agency (FSA) Return	Lewis Coates Janice Manning Donna Williams	Food, Health and Safety team	The Authority submits a return to the FSA on risk rating of premises.

Community Safety & Street Scene  
Food & Feed Service Plan 2022/2023

SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks
3. To deliver 100% of Category A food standards inspections in the programme for 2022/23 to ensure the priority of providing safe food to consumers is met.	To devise a food standards programme for 2022/23 in accordance with the Code of Practice.	FSA Return	Lewis Coates Janice Manning 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 2022/23 to ensure the priority of providing safe food to consumers is met.	To devise food and feed sampling programmes for 2022/23 in accordance with the Code of Practice.	FSA Returns	Lewis Coates Janice Manning 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 2022/23 for relevance to safeguard animal / public health and provide safe food / feed within 3 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 Adrian Monkhouse Donna Williams 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.



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SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks	
6.	To respond to all requests for service regarding food / feed within 3 working days in 2022/23.	To assess and implement any necessary actions to protect public health or safeguard the food /feed chain.	FSA Framework Agreement	Lewis Coates Janice Manning 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 2022/23. An initial response will be made within 3 working days.	Ensure that 100% food poisoning outbreaks and incidents are actioned.	FSA Framework Agreement	Lewis Coates Janice Manning 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 2022/23	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 Adrian Monkhouse Donna Williams Chris Stone Richard Bramall Craig Cornwall	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.