

**REGENERATION &
ENVIRONMENT SERVICES**

COMMUNITY SAFETY & STREET SCENE

**Regulation and Enforcement
Environmental Health**

**Food and Feed Service Plan
2024/25**

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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 enforce and regulate to set high standards to protect health and quality of life in Rotherham. However, in addition the Council realise that our work can affect people and businesses outside the Borough.

Statutory Environmental Health and Trading Standards obligations 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 2024/25 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 team reports to the Cabinet Member every month.

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 Regulation and Enforcement, and a framework against which our customers and other stakeholders can assess our performance.

The Food Service Plan provides a focus for improvements within Food, Health & Safety for 2024/2025. 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
- 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.
- Ensuring rescore requests by businesses are completed in accordance with the relevant legislation, Food Law Code of Practice and guidance
- 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 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 265,000 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 Food, Health and Safety team.

The offices are currently located at:

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

Tel: (01709) 823164/823161

Website: www.rotherham.gov.uk

Email: 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 Saghir Alam is the Lead Cabinet Member, Finance and Safe and Clean Communities

The service is part of the Strategic Directorate of Community Safety and Regulatory Services which is reportable to the Chief Executive.

Staff who perform food hygiene, food standards, feed and animal feed inspections are part of the Community Protection and Environmental Health Team 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. The feed officer reports to the Health and Safety, Principal Environmental Health Officer within the department. There are two Principal Environmental Health Officers responsible for Food Hygiene and Food Standards.

The Community Protection and Environmental Health Managers report to the Service Manager Regulation and Enforcement, who reports to who reports to the Head of Service Community Safety and Regulatory Services and the Director of Community Safety & Street Scene.

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 (UKHSA), 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 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 and Food Standards are delivered by staff in Community Safety and Street Scene. 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
- Public Health 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, 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:

- Outbreaks of various illnesses
- Planned events, e.g. festivals, concerts, etc.
- Unplanned incidents
- New legislation, guidance, etc.

Internal Factors

Internal Factors which can affect food hygiene performance include:

- Changes in legislation;
- Staff training;
- Holiday/flexi-time/sickness/maternity leave;

Type of Businesses

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 inspection programme in Rotherham on the 1st April 2024 was:

Premises Type	Number
Primary Producers	7
Manufacturers/Packers	17
Importers/Exporters	1
Distributors/Transporters	20
Supermarket/Hypermarket	38
Small Retailers	72
Retailer Other	230
Restaurant/Cafe/Canteen	190
Hotel/Guest House	4
Pub/Club	109
Take Away	170
Caring Premises	148
School/College	92
Mobile Food Unit	57
Restaurants and Caterers Other	197
Total	1352

There were 135 businesses registered with the Authority for feeding stuffs.

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.

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 risk assessment profile for food hygiene inspections produced on 26th April 2024 which determines the inspection programme for 2024/25 was:

Category A	0
Category B:	28
Category C:	193
Category D:	443
Category E:	653
Category U:	35
Total	1352

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. The Code of Practice is followed to complete inspections within the minimum intervention frequency set. However due to the pandemic the Food Standards Agency deviated from the Code of Practice and issued a recovery plan to undertake food hygiene inspections. The Food Standards Agency have stated that the recovery plan will continue until a revised food hygiene intervention rating scheme is in place. It was anticipated that the new model would have been rolled out nationally from April 2023. However, this has now been delayed until 2025. The expected frequency of inspections will change and the proposed frequency is as followed:

Decision matrix



↑ Inherent risk profile	5 Very low	6 months	12 months	18 months	36 months	48 months	60 months
	4 Low	4 months	6 months	12 months	24 months	36 months	48 months
	3 Moderate	4 months	6 months	6 months	18 months	24 months	36 months
	2 High	2 months	4 months	4 months	12 months	18 months	24 months
	1 Very high	2 months	2 months	4 months	6 months	12 months	18 months
		0 Very poor	1 Poor	2 Varying	3 Satisfactory	4 Good	5 Very good
		→ Compliance and confidence in management assessment profile					

If this proposal is implemented this will potentially see inspections for premises range from 2 months to 5 years. The plan would see more inspections to the highest risk premises within the district and less visits to the lower risk compliant premises.

The implementation of the new food hygiene intervention rating system will have an impact on the service as staff will need training on the scoring system and the IT system would need to support the changes. The Food Standards Agency will provide training and guidance regarding the implementation.

The service will aim to achieve 100% of the high-risk category A-C inspections in 2024/25.

For lower risk establishments, 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, are also undertaken.

The Service achieved all of Category A and of Category B inspections due in 2023/24, these are the high-risk premises. There were also 550 of the category C, D and E inspections undertaken.

The Service aims to achieve 85% of food establishments in the area to be broadly compliant with food hygiene law.

Premises Profile by Risk Category for Food Standards Interventions

The number of inspections in the food standards programme for 2024/2025 is as follows:

	Risk
Total number of premises to Inspect	A 1 B 156 C 624 U 35
Number of inspections to achieve target	36
Number of Officers available to carry out inspections (FTE)	1

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

However due to the pandemic the Food Standards Agency issued a recovery plan. This recovery plan enabled Local Authorities 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. The new model is currently being rolled out

nationally from 2023 and the transitional period will end of the 31st March 2025. The new model changes the timeframe for a food standards intervention, ranging from 1 month to 10 years depending on their risk. The new model would see more interventions to the highest risk premises within the district and less visits to low risk compliant premises.

In 2024/25 there is 1 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 200 new premises which will require a food standard inspection. In 2023/24 the Service completed 614 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 is currently 1 FTE staff member who can undertake food standards inspections and revisits as well as other interventions. Any vacant posts or sickness impacts upon service delivery.

The Service will monitor and evaluate the implementation of the new Food Standards Delivery Model in anticipation of delivering this in 2024/2025. The implementation of the new Food Standards Delivery Model will have an impact on the service as staff will need training on the scoring system and the IT system would need to support the changes. The Food Standards Agency will provide training and guidance regarding the implementation.

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 is 1 officer 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 2023/24 the allocation of the feed grant was £2,584.05 which meant that 7 inland inspections were undertaken. In 2024/25 the feed grant is £1748 which means 6 inspections will be undertaken

The feed premises profile on 31st March 2024 was:

Type	Number
Manufacturers	1
Co-product producers	5
Stores	14
Distributors	10
Transporters	8
On Farm Mixers	16
Pet Food Manufacturers	1
Placing former foodstuffs on the market	19
Livestock farms	26
Arable Farms	35
Total	135

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 2023/24 we had 499 service requests to our service. The current estimate is that the number of food and feed complaints for 2024/25 will be around 600 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, and Staniforth's to other local authorities. We ensure inspection plans are followed when inspecting a premises that has a Primary Authority Scheme 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 the 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, Health and Safety sampling budget for 2024/25 is £6,300 and this is allocated for samples submitted to the public analyst and food examiner but also includes water sampling.

In 2023/24, 86 food 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.

In 2024/25 it is estimated that Food, Health and Safety will submit 150 food samples to the food examiner/food analyst. The estimated number of hours to be devoted to sampling will be 250. 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 will be undertaken of premises such as the dairy and 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 implementing a Food Safety Management System amongst businesses such as The Safer Food, Better Business packs on the FSA website;
- Promoting the Food Information Regulations resources;
- Providing advice on food safety, as appropriate.
- Providing advisory visits to new premises.
- Engage with various partners to promote our services.

Control and Investigation of Outbreaks and Food Related Infectious Diseases

Food, Health and Safety work closely with UK Health Security Agency (UKHSA), 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 the UKHSA. The Authority however uses the standard questionnaires produced by UKHSA for diseases such as Cryptosporidia / *E.coli* O157.

There were 114 people notified as cases/contacts between April 2023 and March 2024. This is an increase of 22 from the previous year. It is estimated that a similar number of cases will be investigated in the 2024/25 financial year 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
- 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 2024/25

- Direct Employee Expenses: £478,840
- Indirect Employees Expenses: £197
- Transport Related Expenses: No longer calculable due to budget re-structure
- Supplies and Services: £17,091
- Net budget: £488,087
- NTS Grant: Not available for 2024/25

Staffing Allocation

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

There are two Principal Officers responsible for the delivery of the food hygiene and standards, and infectious disease requirements, with oversight from a Community Protection and Environmental Health Manager. Operationally, 6 Environmental Health Officers undertake the work, supported by 1 FTE Technical Support Officer. feed and health and safety service. Higher risk premises and incidents are focused upon in accordance with capacity. Any sickness or leave impacts directly on service delivery as there is no resilience capacity.

Feed work is delivered by 0.2 FTE with oversight from the Trading Standards Principal. Capacity only allows the bare minimum of delivery in accordance with NTS funding. Any sickness or leave impacts directly on service delivery as there is no resilience capacity.

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.

Each officer has been given access to an online training platform, ABC, which provides various key work related areas to ensure each officer maintains their individual competency. 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. All staff participate in informal inhouse training as part of a team throughout the year.

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 Service Manager Regulation and Enforcement.

Performance for 2023/24

The Food Service Plan projected that 100% of high risk food hygiene premises and 100% of high risk food standards premises would be inspected during 2023/24. This was achieved for all Category A- C inspections.

The service completed: 743 food hygiene inspections.

The service completed 614 food standards inspections.

The service registered 324 new food businesses for 2023/24.

- 96.8% 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.
- 7 feed inspections were undertaken, which meant that the service delivered all the grant funded work.
- The service submitted 86 food samples.
- 499 service requests were received.
- 114 people were notified as cases/contacts of suspected and actual cases of infectious / notifiable diseases from 1 April 2023 to 31 March 2024.
- 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 Service Plan will continue to be reviewed annually, with the next review taking place in May 2025, prior to the 2025/26 Plan being submitted to Members.

The Local Authority Enforcement Monitoring System (LAEMS) and Feed return are submitted annually.

Areas for Improvement

During the 2024/25 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 Officer 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 2024/2025

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 develop the new Food Standards Delivery Model.

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 2024/25 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2024/25 in accordance with the Code of Practice	Food Standards Agency (FSA) Return	Lewis Coates Janice Manning Donna Williams Craig Cornwall	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 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 Craig Cornwall	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 2024/2025

	SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks
3.	To deliver 100% of Category A food standards inspections in the programme for 2024/25 to ensure the priority of providing safe food to consumers is met.	To devise a food standards programme for 2024/25 in accordance with the Code of Practice.	FSA Return	Lewis Coates Janice Manning Donna Williams Craig Cornwall	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 2024/25 to ensure the priority of providing safe food to consumers is met.	To devise food and feed sampling programmes for 2024/25 in accordance with the Code of Practice.	FSA Returns	Lewis Coates Janice Manning Donna Williams Dave Lodge Craig Cornwall	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 2024/25 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 Donna Williams Dave Lodge Craig Cornwall	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 2024/2025

	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 2024/25.	To assess and implement any necessary actions to protect public health or safeguard the food /feed chain.	FSA Framework Agreement	Lewis Coates Janice Manning Donna Williams Dave Lodge Craig Cornwall	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 2024/25. 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 Craig Cornwall	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 2024/25	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 Donna Williams Dave Lodge 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.