

REGENERATION & ENVIRONMENT SERVICES

COMMUNITY SAFETY & STREET SCENE

**Regulation and Enforcement
Environmental Health**

**Food and Feed Service Plan
2026/27**

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Introduction

This Food and Feed Service Plan has been prepared in accordance with the Food Standards Agency's Framework Agreement on Official Feed and Food Controls by Local Authorities and relevant Codes of Practice and Practice Guidance. The Plan sets out how Rotherham Metropolitan Borough Council will deliver its statutory food hygiene, food standards and feed functions during the period 1 April 2026 to 31 March 2027.

The purpose of the Plan is to ensure that national priorities and standards are addressed and delivered locally in a way that reflects local needs, risks and corporate priorities. It also provides transparency to residents, businesses, elected members and other stakeholders regarding the scope of the Service, the resources available, the standards to be achieved, and the arrangements in place to monitor performance and secure continuous improvement.

Regulation and Enforcement is part of the Regeneration & Environment Directorate. It is a diverse service area that impacts every household and business in the Borough. Its primary aim is to regulate and enforce standards that protect public health and enhance the quality of life in Rotherham. In doing so, the Council also recognises that its regulatory activities can have wider impacts beyond the Borough, particularly in relation to food safety and supply chains.

Statutory Environmental Health and Trading Standards responsibilities relating to Food Hygiene, Food Standards and Feed Services sit within the Regeneration and Environment directorate, forming part of Community Safety & Street Scene. The Service fulfils both an enforcement and an educating role, supporting businesses to comply with legal requirements while taking proportionate action where necessary. In addition, it provides direct services to residents and businesses to safeguard public health.

The Food and Feed Service Plan is aligned with the priorities set out in the Council Plan 2025-2030 and supports the delivery of key corporate objectives.

In delivering the Food Hygiene, Food Standards and Feed Services the Council will work towards achieving its vision and priorities by:

- Protecting public health through effective regulation and risk-based enforcement.
- Supporting safe, sustainable and compliant local businesses.
- Promoting high standards of food safety and consumer protection.
- Contributing to cleaner, safer communities.
- Using intelligence, data and partnership working to target resources effectively.
- Supporting prevention, early intervention and continuous improvement in service delivery.

The Council's Vision and Priorities for 2025/30

The Council's Vision is:

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 out key themes, which are supported by the work of the Regulation and Enforcement Services

These priorities are:

- Places are thriving, safe and clean
- One Council that listens and learns
- Residents live well
- Children and young people achieve
- An economy that works for everyone

Regulation and Enforcement Services maintain regular accountability, reporting performance and key activities to the Cabinet Member every month.

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

- The proportion of food establishments that are compliant with food hygiene law and the Local Authority reports on this to the Food Standards Agency.

The Food Service Plan provides a clear framework for officers within Regulation and Enforcement, as well as a basis against which customers and stakeholders can assess service performance and effectiveness. It sets the direction for continuous improvement and ensures that service delivery aligns with and contributes to the Council's corporate priorities.

The Plan:

- Defines the purpose and scope of the Food Hygiene and Standards service delivery
- Defines the purpose and scope of Animal Feed service delivery.
- Aligns with the Food Standards Agency Framework Agreement.
- Assesses available resources against current service demands and delivery requirements.
- Establishes clear targets against which the performance can be measured.
- Provides a structured performance management framework to support continuous improvement.

1 Priorities – Aims and Objectives

Staff in Regulation and Enforcement Services will be:

Caring

- We are inclusive and know our communities
- We take time to listen and understand what matters
- We act as 'One Council' with a spirit of togetherness

Honest

- We are accountable and take ownership of our actions
- We communicate clearly and openly
- We reflect and learn from our experiences

Proud

- We are ambitious in everything we do for our people and place
- We start with strengths, and what is working well
- We celebrate Rotherham and act as ambassadors for the borough

This service is committed to continuous improvement by proactively reviewing and strengthening its regulatory approach to food and feed safety, ensuring alignment with corporate priorities and statutory responsibilities. Food hygiene, food standards, animal feed and animal health functions are integrated to deliver a comprehensive 'farm to fork' approach, enabling effective, risk-based enforcement alongside the provision of consistent, high-quality advice. Through strong leadership, partnership working, and a focus on prevention and early intervention, the Service supports compliance, protects public health and animal health, and promotes sustainable business practices. This approach contributes to delivering excellent regulatory standards, enhancing service performance, and improving outcomes and quality of life for our communities. Service provision includes:

- Delivering programmed food hygiene, food standards and feed inspections, in accordance with the frequency determined by the inspection rating system set out in the relevant legislation, including the Food Law and Feed Law Codes of Practice and associated guidance, with a focus on targeting high risk inspections.
- Participating in the Food Standards Agency's Food Hygiene Rating Scheme (FHRS) in accordance with the Brand Standard, Food Law Code of Practice and Practice Guidance.
- Undertaking the inspection, approval, and registration of relevant premises in accordance with the relevant legislation, Codes of Practice, guidance.

- Ensuring that rescore requests by businesses are processed and completed in accordance with the relevant legislation, Food Law Code of Practice and associated guidance.
- Developing and implementing food and feed sampling programmes and producing annual reports on sampling activities.
- Having due regard to the Primary Authority Scheme when dealing with relevant premises in Rotherham and responding appropriately to enquiries by partner agencies.
- Investigating food and feed complaints and infectious disease referrals within defined service response times and initiating appropriate enforcement or advisory actions service request initial response times and initiating appropriate actions in accordance with Codes of Practice and guidance.
- Supporting the annual inspection programme through the delivery of targeted advice, press releases and proactive investigations and surveys.
- Providing education, advice and information on food and feed safety to businesses and consumers to promote compliance and protect public health.
- Maintenance and implementing accurate and up to date databases of food and feed premises, ensuring that appropriate security measures are in place to prevent unauthorised access or amendments.
- Responding promptly to Food Alerts, Food Recalls, Allergy Alerts, and Feed Alerts, with procedures in place to notify the Food Standards Agency of any serious localised incidents or wider food or feed safety issues.
- Ensuring that imported or exported food and feed are managed in a safe, compliant, and effective manner, in accordance with relevant legislation, Codes of Practice, and guidance.

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 managed by staff within the Food, Health and Safety Team.

The office is 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 support an open, transparent, and efficient decision-making process.

Councillor Sarah Allen is the Lead Cabinet Member for Communities

The Service sits within the Strategic Directorate of Regeneration and Environment which reports to the Chief Executive.

Officers responsible for delivering food hygiene, food standards, feed and animal feed inspections are part of the Community Protection and Environmental Health Team within the Regulation and Enforcement Services in Community Safety & Street Scene. The food officers operate from teams in the North, South and Central under the Principal Environmental Health Officer and the Community Protection and Environmental Health Managers. The Principal Environmental Health Officer is responsible for both Food Hygiene and Food Standards.

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

Provisions for specialist services:

The Service is supported by a range of specialist providers to ensure effective delivery of its statutory functions:

- Duncan Campbell has been appointed as the Public Analyst and Agricultural Analyst.
- The Microbiology Department at Leeds General Infirmary examines faecal samples, while the UK Health Security Agency (UKHSA), Food, Water and Environmental Microbiology Network (Leeds Laboratory) acts as the food examiner.
- Additional specialist service providers are commissioned as required to support specific areas of work.
- Nachi Arunachala, Consultant in Communicable Disease Control (CCDC), has been appointed as a Proper Officer for the Authority.

Overall, the Service operates with a clear governance and management structure that supports effective leadership, accountability, and delivery of statutory food and feed functions. Defined roles, reporting lines, and access to specialist expertise ensure that services are delivered consistently and in line with legislative and statutory requirements. This structured approach enables the Service to respond effectively to local and national priorities, maintain high professional standards, and protect public health through coordinated and well managed regulatory activity.

Scope of the Food and Feed Services

As a Metropolitan Borough Council, the Authority is responsible for the full range of statutory food and feed services. The Service Manager for Regulation and Enforcement has overall managerial responsibility for these functions.

Food Hygiene and Food Standards inspections are undertaken in accordance with the Code of Practice, which plays a vital role in protecting and improving public health by ensuring food consumed by the public is safe, accurately described and produced in hygienic conditions. Through Food Hygiene inspections, officers assess the structure and cleanliness of the premises, review of food safety management systems and procedures, and consideration of the nature of the food provided and the customer base. Food Standards inspections address matters such as food composition, labelling, allergens, and the use of additives and colourings, helping to protect consumers, particularly those with allergies or dietary needs.

Food Hygiene and Food Standards are delivered by officers within the team. In addition to these functions, officers also undertake a wide range of regulatory and enforcement duties, including:

- Health and Safety
 - Water Quality
 - Private Water Supplies
 - Infectious Disease Control
 - Advisory Services
 - Public Health functions, including smoke-free legislation
 - Health Promotion;
 - Registration and licensing functions, e.g. tattooists, acupuncturists, etc.
- (NB: this is not an exclusive list).

Animal Feed responsibilities are delivered by a suitability qualified Environmental Health Officer, who also undertakes;

- Health and Safety enforcement, including inspections and accident investigations
- Animal Licensing
- Public Health duties

In addition, some Food and Feed Officers contribute to out-of-hours duties, including relevant inspections and noise complaints, where service demands allow.

The Service delivers a comprehensive and integrated range of food and feed functions as part of its wider Environmental Health responsibilities. Officers operate flexibly across multiple disciplines, ensuring an efficient use of resources while maintaining compliance with statutory requirements. This broad scope of activity supports a coordinated, risk-based approach to protecting public health, promoting regulatory compliance, and addressing wider community safety priorities.

Demands on the Food and Feed Services

The delivery of food and feed services are influenced by a range of external and internal factors that shape priorities, resource allocation, and operational activity. Understanding these demands enables the Service to adopt a flexible, risk-based approach to regulation, ensuring that emerging challenges are effectively managed while maintaining high standards of public health protection.

In addition to programmed food hygiene, food standards and feed interventions, the Service must also accommodate a range of reactive and non-programmed demands. These include new food business registrations and initial inspections, revisits to non-compliant premises, re-rating inspections under the Food Hygiene Rating Scheme, food and feed complaints, requests for business advice, infectious disease notifications, food alerts and incidents, food and feed sampling, imported food / export certification matters, event planning and temporary food businesses, liaison activity, database maintenance, quality assurance, officer training and supervision.

These demands are reviewed at the start of each service year and throughout the year as part of service monitoring arrangements. This ensures that resources are directed on a risk-based basis to the areas of greatest public health significance and that any emerging pressures, backlogs or service risks are identified and managed appropriately.

External Factors

A diverse food business sector operates within the district, with a minority of food handlers speaking languages other than English. These include: Arabic, Bengali, Cantonese, Greek, Gujarati, Hindi, Mirpuri, Kurdish, Turkish, Persian, Polish, Slovak, Punjabi, Urdu, and others. To support effective communication and compliance, the Directorate has access to translators and interpretation services where required.

Additional external factors that are expected to impact on service delivery include:

- Outbreaks of infectious diseases and foodborne illnesses
- Planned events, such as festivals and concerts, which increase demand on inspection and advisory services.
- Unplanned incidents requiring urgent response.
- The introduction of new or revised legislation, Codes of Practice and guidance.

Internal Factors

Internal Factors that may influence service delivery and performance include:

- Changes in legislation and regulatory requirements.
- The implementation and ongoing development of new IT systems, which may affect data management, reporting processes and officer efficiency during transition periods.
- The need for continuous staff training and professional development, particularly in response to legislative and technological changes.

- Staff availability, including annual leave, flexi time, sickness and maternity leave.

Type of Businesses

The Authority area contains a diverse mix of food businesses, including manufacturing, retail and catering premises, with catering and retail being the dominant sectors. The majority of businesses are small to medium sizes, which may require varying levels of regulatory support and guidance to achieve and maintain compliance.

The Service operates within a dynamic environment influenced by a range of external and internal pressures, including demographic diversity, legislative change, and resource availability. The Varied nature of local businesses, alongside fluctuating demands such as outbreaks and public events, requires a flexible, responsive, and risk-based approach. This ensures that resources are effectively prioritised to maintain high standards of food and feed safety to protect public health.

The number of food premises profile for the food premises in Rotherham on the 1st April 2026 was:

Premises Type	Number
Primary Producers	9
Manufacturers/Packers	17
Importers/Exporters	2
Distributors/Transporters	35
Supermarket/Hypermarket	61
Small Retailers	96
Retailer Other	388
Restaurant/Cafe/Canteen	399
Hotel/Guest House	13
Pub/Club	193
Take Away	275
Caring Premises	223
School/College	161
Mobile Food Unit	77
Restaurants and Caterers Other	329
Total	2271

There were 141 businesses registered with the Authority for feeding stuffs.

Enforcement Policy

The Council has adopted a robust General Enforcement Policy, which is kept under regular review to ensure alignment with current legislation and national guidance. This policy provides a clear overarching framework, setting out the principles that underpin all regulatory and enforcement activity.

Supporting this, a suite of internal procedures and policies is in place, reflecting both the General Enforcement Policy and the Framework Agreement. Together, these

ensure consistency, compliance, and effective delivery across all areas of 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.

Food Hygiene Premises

Officers from the Food 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 1st April 2026 which determines the inspection programme for 2026/27 was:

Category A	0
Category B:	30
Category C:	153
Category D:	468
Category E:	639
Category U:	38
Total	1328

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. 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 is still under review by the Food Standards Agency. 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 2026/27.

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

The New Food Standards Delivery Model

Background and Context

In 2018, the Food Standards Agency (FSA) Board agreed to the development of a new Food Standards Delivery Model (FSDM), recognising that a revised approach was required. The purpose of the model is to enable Local Authorities (LA) to make more effective use of available resources through a more risk-based approach to intervention frequencies, supported by increased use of intelligence to inform regulatory activity. The previous model had become less effective in targeting resources towards higher-risk establishments. This, combined with sustained underinvestment in LA staffing levels, resulted in ongoing challenges in meeting required intervention frequencies over a number of years.

Introduction of the New Model

The new FSDM was formally introduced in March 2025 through updates to the Code of Practice. Its implementation has provided a clearer understanding of the cumulative impact of reduced resources across LAs and the significant scale of the delivery challenge. As of mid-November 2025, we had implemented the new model demonstrating a high level of engagement with the transition.

Key Challenges

While the FSDM strengthens the approach to assessing and managing risk, prioritising interventions, and making more effective use of intelligence (including allergen-related risks), the statutory requirement to undertake interventions at all establishments remains unchanged. The introduction of the FSDM has also improved the accuracy of our datasets. In the short term, this has led to an apparent increase in backlog figures, as historic data issues are corrected and more accurate risk profiles are applied. While this creates an initial pressure, it provides a more transparent and realistic baseline from which improvements can be measured. There are continued difficulties in recruiting and retaining suitably qualified and competent officers to deliver the service.

Transition and Delivery Approach

The FSDM provides a more accurate assessment of risk and the associated resource requirements needed to manage it effectively. However, it is recognised that full compliance with all elements of the Code will not be achievable immediately. A pragmatic, risk-based and proportionate transition approach is therefore required.

The FSA has set out a phased delivery framework to support LAs in progressing towards full compliance over several years. This approach is consistent with the recovery model adopted during the COVID-19 pandemic. The transition plan will be subject to ongoing review to monitor progress and respond to the complex challenges that we face, including financial constraints, local government reorganisation, and workforce capacity.

Summary

The FSDM represents a significant shift from a uniform, “one-size-fits-all” model to a more targeted, risk- and intelligence-led framework. This enables Rotherham to prioritise regulatory activity more effectively and focus resources where we need it the most to protect consumers. However, while the model improves the approach to delivery, it does not address the underlying resource pressures within all LAs. A phased and realistic transition period is therefore essential to support sustainable implementation and achieve full compliance over time.

The FSDM has now been implemented and is being used to support a more risk-based and intelligence-led approach to food standards regulation. The new model improves the identification of inherent and compliance risk, supports more targeted intervention planning, and provides a clearer understanding of the resources required to deliver statutory activity.

As at 1 April 2026, the Service had applied the FSDM to all relevant establishments held on the database. During 2026/27, food standards interventions will be prioritised in line with the Code of Practice, the FSA implementation framework and local intelligence. Performance will be monitored throughout the year, including progress against priority interventions, management of new business registrations, treatment of unrated premises, and reduction of any backlog.

This transition will continue to be reviewed in light of service demand, workforce capacity and available resources, with updates reflected in future service plans and performance reporting.

We will be following the expected Food Standards Delivery Model timeline:

<u>Timeline</u>	<u>Key Expectations / Milestones</u>
End of March 2025	Database conversion completed for all establishments (including backlog) with new FSD risk rating scoring applied. Transition or implementation of interventions based on risk. Priority interventions (1, 3, 6 months) completed where previous compliance determined. All establishments with inherent risk (1 or 2) identified and received first intervention. Capability to report accurately to the FSA.
End of March 2027	All priority interventions completed including overdue cases. New business registrations managed in line with the Code (IR score 1-2 = 28 days, 3-4 = 3 months, 5 = 6 months). Historic unrated backlogs prioritised or assessed. Updated service plan reflecting demand and resources.
End of March 2028	All priority and 12-month interventions completed. New business registrations managed in line with the Code. Unrated backlog addressed using risk-based interventions. Updated service plan for next year.

End of March 2029 and Future Years All interventions completed within required timeframes (1, 3, 6, 12, 24 months). New business registrations managed in line with the Code. No unrated backlog remains. Full service planning in place for demand, resources, and intervention timelines.

The new scoring system is as follows:

Table: Decision Matrix

Inherent Risk Profile	5	12 Months	24 Months	60 Months	72 Months	120 Months
	4	Priority Intervention 6 Months	12 Months	36 Months	48 Months	72 Months
	3	Priority Intervention 6 Months	12 Months	24 Months	36 Months	60 Months
	2	Priority Intervention 3 Months	Priority Intervention 6 Months	12 Months	24 Months	36 Months
	1	Priority Intervention 1 Month	Priority Intervention 3 Months	Priority Intervention 6 Months	12 Months	24 Months
		1	2	3	4	5
		Compliance Assessment				

Imported Food and Feed

The Authority will continue to respond to imported food and feed matters in accordance with current national arrangements and in liaison with the relevant port health, border control and competent authorities where necessary. Intelligence, complaints, alerts and incidents relating to imported food or feed will be risk assessed and followed up in accordance with the relevant Codes of Practice and internal procedures.

Where export certification activity is required, this will be delivered in accordance with current legal requirements, operational guidance and the Council's charging arrangements. The Service will continue to monitor changes in national arrangements for imports and exports and will update procedures, officer training and business advice accordingly.

Animal Feed

There is one qualified officer to undertake feed inspections, who carries out inspections of relevant premises in accordance with the established programme. This programme is set in accordance with the feed grant payments which are aligned to the annual desk top exercise to assess, which determines which premises need inspecting or are subject to an alternate enforcement strategy.

In 2024/25 the feed grant was £2321.00. In 2025/26 the allocation of the feed grant is £3095.00 for 7 inland inspections to be undertaken.

The feed premises profile on 1st April 2026 was:

Community Safety & Street Scene
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Type	Number
Manufacturers	3
Co-product producers	6
Stores	15
Distributors	12
Transporters	8
On Farm Mixers	16
Pet Food Manufacturers	2
Placing former foodstuffs on the market	18
Livestock farms	27
Arable Farms	34
Total	141

6 Plans

The following plan is designed to support the delivery of strategic objectives and drive measurable service improvement. The objectives set out are specific, measurable, achievable and realistic and are aligned with both Government and Corporate priorities. They are outcome focused 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 three working days of receipt. Demand on the service is variable and is influenced by a range of factors, including the introduction of new legislation and issues driven by media coverage.

All complaints are subject to a risk assessment, with appropriate action taken in line with the relevant Codes of Practice and supporting guidance.

In 2025/26, the service received 431 requests. This figure is expected to rise slightly, with approximately 500 food and feed complaints anticipated in 2026/27.

Customers can access the service through a range of contact methods, as outlined within this plan.

Primary Authority Scheme

The Service has due regard to the Primary Authority Scheme in all relevant enforcement and advisory activities.

While the team does not currently hold statutory Primary Authority partnerships, it supports wider regulatory consistency by providing advice and information to other

local authorities regarding large businesses within Rotherham including KP Snacks, Greencore Prepared Meals and Staniforth's.

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

The Service aims to respond to service requests for advice in 3 working days. A significant proportion of officer time is dedicated to providing guidance to both new and existing businesses.

Advice is delivered through inspections and other interventions, supported by follow-up correspondence, reports, and relevant advisory materials where appropriate. A fee is applied for detailed, business specific advice

The Service signposts businesses to recognised food safety resources, including Food Standards Agency publications, and provides information on locally available training. It also responds to requests from trade organisations and works in partnership with various agencies such as HMRC, Border Force and the Police. Officers have supported multi-agency enforcement activities, including warrant-led visits targeting counterfeit and illicit goods.

Sampling

Food samples are submitted to the UK Health Security Agency (UKHSA) and the Public Analyst. The Authority participates in regional liaison groups and national initiatives to ensure a targeted and coordinated approach to sampling, including contributions to the Food Standards Agency initiatives and UKHSA surveys.

The sampling budget for 2026/27 is £6,000, covering analysis by the Public Analyst and Food Examiner, as well as water sampling.

In 2025/26, 43 food samples were submitted as part of routine and targeted sampling programmes, including participation in coordinated surveys (e.g dairy sampling to verify effective pasteurisation)

For 2026/27 it is estimated that approximately 80 food samples will be submitted, with around 200 officer hours allocated to sampling activity. Routine feed sampling is not planned however, samples will be taken where intelligence or risk indicates a need.

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

Promotional Activity

Throughout the year the Service undertakes a range of promotional and educational activities to raise awareness and support compliance, including:

- Promoting food hygiene training delivered by external providers.
- Issuing press releases on relevant food safety topics.
- Providing guidance on implementing a Food Safety Management System amongst businesses such as The Safer Food, Better Business Pack.
- Promoting resources relating to the Food Information Regulations.
- Offering food safety advice to businesses.
- Providing advisory visits to new and developing businesses.
- Working in partnership with stakeholders to promote service objectives.

Control and Investigation of Outbreaks and Food Related Infectious Diseases

The Service works closely with UK Health Security Agency (UKHSA), the Consultant in Communicable Disease Control (CCDC) and other partner agencies to investigate cases of food poisoning and other notifiable and communicable diseases

Standardised procedures, forms and guidance have been developed in collaboration with the UKHSA to ensure a consistent approach. The UKHSA questionnaires are utilised for specific diseases such as Cryptosporidium and E.Coli O157

Between April 2025 and March 2026, 91 individuals were recorded as cases, representing a slight decrease from the previous year. Similar levels of activity are anticipated for 2026/27.

Food Safety Alerts / Incidents / Food Fraud

This Authority has due regard to the Food and Feed Law Codes of Practice in managing Food Alerts, Food Safety Incidents and notifications received via the Rapid Alert System for Food and Feed (RASFF)

Officers ensure that alerts are reviewed, actioned and communicated appropriately. The Service also managed allergen related notification, products withdrawals and recalls, working closely with the Food Standards Agency and other Local Authorities.

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

Liaison with Other Organisations

The Authority actively participates in a range of local and regional liaison groups to promote consistency, share intelligence and support coordinated enforcement activity. These include:

-
- Food and Feed Liaison Groups
 - Food, Water and Environmental Microbiology Regional Network
 - UKHSA liaison meetings
 - Control of Infection and incident management meetings
 - Yorkshire Water/Severn Trent liaison meetings
 - Public Health partnership meetings

This approach ensures effective, risk-based regulation that protects Public Health and promotes compliance.

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 2026/27

- Direct Employee Expenses: £432,403
- Non-pay expenditures: £9,413
- Total Expenditure: £441,816
- Feed Delivery Grant: £3,095

Staffing Allocation

The Food, Feed and Health and Safety Service is led by one Principal Officer.

A total of 7.2 full-time equivalent (FTE) qualified officers are dedicated to food and feed activities. In addition, two Technical Assistants support the service, with 0.5 FTE allocated to food safety and infectious disease work. The team also includes a student Environmental Health Officer, who is expected to qualify within the year.

Resources are deployed in accordance with a risk-based approach, with priority given to higher-risk and non-compliant premises. Of the total staffing resource, approximately 5.0 FTE is allocated to food hygiene, 2.0 FTE to food standards, and 0.2 FTE to feed inspections. This allocation includes revisits and other regulatory interventions.

It is recognised that staff vacancies, absence, and turnover may impact the Service's capacity to deliver its full programme of work.

Staff Development Plan

Performance and Development reviews (known locally as My Year Ahead Plans) are undertaken annually and reviewed every six months. These reviews support the setting of individual performance objectives and help identify training and development needs.

Rotherham Metropolitan Borough Council is committed to full compliance with the statutory requirements of the Food and Feed Codes of Practice in relation to office competency and qualifications. All authorised officers are required to complete a minimum of 10 core food hours and 10 hours of other professional matters each year to maintain and enhance their professional competence.

Officers are provided with access to an online training platform which offers a range of work-related learning modules to support ongoing development and ensure competency is maintained. In addition, targeted training is delivered throughout the year to address new legislation, emerging risks and service priorities.

Training is also delivered collaboratively with other South Yorkshire authorities to promote consistency, share best practice and provide regulatory updates. Informal in house training and knowledge sharing are embedded within the team to support continuous learning and service improvement.

Quality Assessment

Quality Assessment

The performance of the Service is monitored through the interrogation of the Authority's electronic database, which provides up to date management information. Compliance data and key performance indicators are regularly reviewed and reported to the Service Manager to ensure effective oversight and to support continuous improvement.

Performance for 2025/26

The Food Service Plan set a target of completing 100% of high-risk food hygiene premises and 100% of high-risk food standards premises would be inspected during 2025/26. This was achieved for all Category A- C inspections.

During the year, the Service completed a full programme of high-risk food hygiene and food standards inspections and registered new food businesses in line with statutory requirements.

Key performance outcomes include.

- 97.6% of food establishments in the area were broadly compliant with food hygiene law (excluding unrated premises). Premises that were not broadly compliant received Food Hygiene Ratings of 0, 1 or 2 and were subject to further enforcement action to achieve 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 completed, achieving 100% of the grant-funded programme.
- 43 food samples were submitted for analysis.
- 431 service requests were received and processed.
- 91 people were notified as cases of suspected and actual cases of infectious or notifiable diseases from 1 April 2025 to 31 March 2026.
- All Food Alerts were assessed; however none required direct action by the Local Authority, as they were managed by the Food Standards Agency Incident Branch in liaison with the relevant businesses.
- Contact was made with 784 premises in relation to product recalls, providing advice and support where necessary.
- Database conversion completed for all establishments with the new Food Standards Delivery Model and risk rating scores applied.

Review against the Service Plan

The Food Service Plan will continue to be reviewed on an annual basis, with the next review taking place in May 2027, prior to the 2027/28 Plan being presented to Members.

Statutory returns for Food Hygiene, Food Standards and Feed activities are submitted annually each April in accordance with national reporting requirements.

Key Areas of Focus 2026/27

Policy and Procedure Review and Development

Continue the systematic review and update of all food and feed service policies and procedures to ensure they remain current, legally compliant, and aligned with the Food Law Code of Practice, associated Practice Guidance, and FSA expectations. This will include version control, accessibility, and staff awareness.

Officer Competency and Continuous Professional Development (CPD)

Ensure all authorised officers, including the Lead Food Officer, meet and exceed the minimum requirement of 20 hours CPD annually, comprising:

- At least 10 hours on core food-related matters directly linked to official controls
- At least 10 hours on wider professional development, informed by competency assessments and PDR outcomes

CPD activity will be clearly linked to service priorities, emerging risks, and individual development needs.

Competency Framework and Assurance

Maintain a robust, documented competency assessment process to ensure all officers are appropriately authorised and competent to undertake their duties. This will include regular reviews, peer checking, and management oversight to ensure consistency and compliance with the Framework Agreement.

CPD Recording and Monitoring Systems

Maintain a clear and auditable system for recording CPD, training, and competency assessments, ensuring transparency and demonstrable compliance with statutory Codes of Practice and audit requirements.

Quality Assurance and Brand Standard Compliance

Review and strengthen procedures for compliance with the FSA Brand Standard, ensuring consistency, accuracy, and quality across all regulatory activities, documentation, and communications. This will include periodic internal audits and file reviews.

Business Engagement and Regulatory Awareness

Enhance engagement with food businesses to improve understanding and compliance with key legislation, including the Food Information Regulations. This will be achieved through targeted advice, guidance, and support, particularly for higher-risk or non-compliant businesses.

Continuous Service Improvement and Change Management

Ensure that any required changes identified through audits, inspections, FSA feedback, or performance monitoring are implemented promptly and effectively. This

will include clear action planning, allocation of responsibilities, and ongoing review to embed improvements and measure impact.

Implementation and Embedding of the New IT System

Successfully implement the new IT system to support the delivery of food and feed regulatory functions. This will include comprehensive staff training, data migration, and the development of standard operating procedures to ensure consistent use. The system will be utilised to improve data accuracy, performance monitoring, reporting capability (including FSA returns), and workflow management. Ongoing review and user feedback will be used to optimise system functionality and ensure it supports efficient, risk-based service delivery.

Action Plan for 2026/2027

- Deliver 100% of Category A–B and non-compliant Category C food hygiene inspections within the programmed year, ensuring a risk-based approach that prioritises the protection of public health.
- Deliver all priority intervention for food standards inspections in line with the Food Law Code of Practice to ensure high-risk businesses are effectively regulated.
- Achieve and maintain $\geq 85\%$ of food establishments rated as broadly compliant with food hygiene law, through a combination of targeted inspections, proportionate enforcement, and proactive business engagement to improve overall compliance and customer satisfaction.
- Develop and implement a risk-based food and feed sampling programme, aligned with national priorities and local intelligence, to detect unsafe food and support evidence-based enforcement.
- Respond to 100% of Food Standards Agency (FSA) food and feed alerts within 3 working days, ensuring timely risk assessment and implementation of appropriate control measures to protect public and animal health.
- Ensure all officers remain competent and compliant with the FSA Framework Agreement, including completion of a minimum of 20 hours Continuing Professional Development (CPD) annually, supported by structured training and performance development reviews.
- Successfully implement and embed the new IT system, ensuring staff are trained, data integrity is maintained, and the system supports efficient service delivery and performance monitoring.
- Respond to $\geq 95\%$ of service requests relating to food and feed premises within 3 working days, using a risk-based triage approach to prioritise cases that pose the greatest risk to public health.
- Apply proportionate and consistent enforcement action, ensuring effective compliance while supporting business improvement.
- Investigate 100% of reported food poisoning outbreaks and incidents, providing an initial response within 3 working days and working in partnership with relevant agencies to minimise public health impact and prevent recurrence.
- Deliver a compliant programme for the monitoring and sampling of all private water supplies within the district, in accordance with the Private Water Supplies Regulations, ensuring risk assessments, sampling, and follow-up actions are completed within required timescales to protect public health.

In summary, this Food and Feed Service Plan provides a clear and structured framework for delivering statutory responsibilities in a consistent, effective, and risk-based manner. Through strong governance, skilled officers, and a commitment to continuous improvement, the Service is well positioned to respond to changing demands and emerging risks.

By aligning operational delivery with corporate priorities, the Service will continue to protect public, support compliant and sustainable businesses, and contribute to safer, healthier communities across Rotherham.

	SMART Objective	Actions	Measures	Responsibility	Resources	Risks
1.	To deliver 100% of category A-B and non-compliant category C food hygiene inspections in the programme for 2026/27 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2026/27 in accordance with the Code of Practice	Food Standards Agency (FSA) Return	Lewis Coates Donna Williams Craig Cornwall	Food Team	Failure to deliver inspections due to insufficient staffing, competing service demands, or ineffective programme management may result in failure to meet FSA targets. This could lead to regulatory intervention, loss of service delivery, reputational damage, and increased costs through external provision.
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 Donna Williams Craig Cornwall	Food Team	Failure to achieve the broadly compliant target due to business non-compliance, limited engagement, or reduced inspection activity could result in increased public health risk, reputational damage, and scrutiny from the FSA
3.	To deliver all priority interventions for food standards inspections by	To devise a food standards programme for 2026/27	FSA Return	Lewis Coates Donna Williams Craig Cornwall	Food Team	Failure to deliver all priority interventions for food standards could result in

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	2026/27 to ensure the priority of providing safe food to consumers is met.	in accordance with the Code of Practice.				increased public health risk, reputational damage and scrutiny from the FSA
4.	To deliver the food and feed sampling programmes by 2026/27 to ensure the priority of providing safe food to consumers is met.	To devise food and feed sampling programmes for 2026/27 in accordance with the Code of Practice.	FSA Returns	Lewis Coates Donna Williams Craig Cornwall	Food, Health and Safety team	Failure to deliver an effective sampling programme due to resource limitations, poor targeting, or laboratory delays could reduce the authority's ability to identify unsafe food, leading to increased risk to public health.
5.	To assess all food / feed alerts issued by the FSA during 2026/27 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 Donna Williams 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.

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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 2026/27.	To assess and implement any necessary actions to protect public health or safeguard the food /feed chain.	FSA Framework Agreement	Lewis Coates Donna Williams Craig Cornwall	Food, Health and Safety team	Failure to respond to service requests within target timescales due to high demand, poor prioritisation, or limited resources could lead to unresolved public health risks, unsafe food/feed, reduced customer satisfaction, and reputational damage.
7.	To deliver a regime to ensure all food poisoning outbreaks and incidents are recorded in 2026/27. 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 Donna Williams Craig Cornwall	Food Team	Failure to record and respond to food poisoning incidents due to underreporting, data management issues, or resource constraints may result in uncontrolled outbreaks, significant public health impact, and reputational damage.
8.	To ensure all staff are competent in the delivery of their food / feed enforcement duties in 2026/27	Undertake PDR's of EHOs/food enforcement officers to identify training needs to carrying out the food /feed functions.	FSA Framework Agreement	Lewis Coates Donna Williams Craig Cornwall	Food, Health and Safety team	Failure to maintain staff competency through training and development may lead to inconsistent or incorrect enforcement decisions, legal challenge, failure to meet FSA competency requirements, and risks to public health.