

**NEIGHBOURHOODS & ADULT
SERVICES**

**HOUSING & NEIGHBOURHOOD
SERVICES**

**Food Service Plan
2010/2011**

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Introduction

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

- The Food Hygiene and Standards Service is part of the Business Regulation Service Unit. The Food Service Plan is closely linked to the Neighbourhoods and Adult Services Service Plan, which links to the Borough's Community Strategy and the Council's Corporate Plan.
- The Neighbourhoods and Adult Services Service Plan 2009/12 provides an overarching plan for our service which has been reshaped to take on board our corporate objectives and the priority and cross-cutting themes.

The Strategic Objectives we contribute to are:

- Objective 6
Reduce the impact of the credit crunch and economic downturn on individuals, communities and the local economy by 2010
- Objective 9
Strengthening our approach to learning from customers across the service to ensure we retain customer Service Excellence and to improve customer experience and satisfaction by the year 2010.
- Contributing to National Indicator NI182 and a Local Indicator based on NI184

The Neighbourhood and Adult Services Service Plan is currently being reviewed and the following Priorities are being formulated around these suggested areas:

- Safeguarding adults
- ASB / Safer Neighbourhoods
- Devolution / Place Survey
- Future Housing Provision
- Personalisation / support for carers
- Commissioning / use of resources

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

Our Team Objectives are:

- To provide safe food
- To safeguard public health

Links to the Neighbourhoods and Adult Services Service Plan Objective

We will contribute to Strategic Objective 6, which is:

- Contributing to Improved health and economic well-being and Improved Quality of Life and ROTHERHAM ALIVE.
- Work in partnership with the business sector to improve the advice and guidance offered to new and existing small and medium sized businesses on their regulatory obligations

We will contribute to Strategic Objective 9, which is:

- Contributing to increased choice and control and ROTHERHAM ACHIEVING.
- Improving customer satisfaction

We contribute to National Indicator NI182.

- NI182 is to improve customer satisfaction

The Food Service Plan will provide the focus for improvements within Food, Health & Safety for 2010/2011. It also seeks to ensure that the aims and methods of service delivery are consistent with, and significantly contribute to the Council's corporate priorities.

The Plan will:

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

1 Priorities – Aims and Objectives

Our Mission for Neighbourhoods and Adult Services is:

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

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

Our Vision

To provide integrated local services so that:

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

The Rotherham Vision will encompass a focus on:

PRIORITY THEMES

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

CROSS CUTTING THEMES

- 6 Commissioning and Use of Resources**
- 7 Leadership**

We contribute to all of the above themes.

Rotherham Alive encompasses the work carried out in this Plan.

Rotherham Alive

Improved health – enjoying good physical and mental health (including protection from abuse and exploitation). Access to appropriate treatment and support in managing long term conditions independently. There are opportunities for physical activity.

Our main objectives are:

- **To reduce the impact of the credit crunch and economic downturn on individuals, communities and the local economy by 2011.**
- **Contributing to improved health and economic well-being and improved quality of life.**

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

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

2 Profile

Rotherham has a population of around 254,000 and covers an area of 28,277 hectares.

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

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

It is a mixed area of urban and rural landscapes.

The Council employs approximately 13,750 people.

In July 2008 - June 2009 the model based figures for unemployment stood at 9.1% in Rotherham compared with 6.9% in the UK as a whole.

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

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

The offices are currently located at:

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

Tel: (01709) 823161

Fax: (01709) 823154

Website: www.rotherham.gov.uk

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

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

Reception Opening Hours: 08.30-17.30 Monday to Friday

Out of hours messages can be left on an answer machine (01709 823114) which is checked daily.

Organisational Structure

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

Neighbourhoods and Adult Services is represented by Cllr Jahangir Akhtar for Housing and Neighbourhoods and Cllr John Doyle for Health and Social Care.

- Housing and Neighbourhood Services is part of the Strategic Directorate of Neighbourhoods and Adult Services which is reportable to the Chief Executive.
- The staff who perform the food hygiene and food standards service are part of Food, Health and Safety which is in Business Regulation.
- Feedingstuffs are dealt with by Trading Standards who are also part of Business Regulation.
- The Manager of this section reports to the Director of Housing and Neighbourhood Services.
- Provisions for specialist services:
- The Authority has appointed West Yorkshire Analytical Services, PO Box 11 Nephshaw Lane, South Morley, Leeds LS27 0UQ as its Public Analyst and Agricultural Analyst and a Service Level Agreement is in place between the two parties.
- Microbiology Department, Northern General Hospital, Herries Road, Sheffield S5 7AU examines environmental samples and Health Protection Agency (HPA), Food, Water and Environmental Microbiology Network (Leeds Laboratory), Bridle Path, York Road, Leeds, LS15 7TR acts as the food examiner.
- These are included in the official list of Food Control Laboratories as notified to the European Commission under Council Directive 93/99/EEC
- Other specialist service providers are used as necessary.
- The Local Authority has appointed Suzanna Mathew from the HPA in Sheffield as the Proper Officer who is the Consultant in Communicable Disease Control.

Scope of the Food Service

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

The Business Regulation Manager has overall managerial responsibility.

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

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

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

Animal Feedingstuffs are the responsibility of the Trading Standards Section.

Demands on the Food Service

External Factors

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

The Directorate has the use of translators in many languages.

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

- Outbreaks
- Unplanned events, eg large concerts, etc
- Corporate Planning
- New legislation, guidance, etc

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

The premises profile as at 16 April 2010

Primary Producers - 12
Manufacturer & Packers – 17
Importers/Exporters – 2
Distributors/Transporters - 36
Retailers - 519
Restaurants and other Caterers - 1552

There are 2 approved premises.

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

The number of inspections in the food hygiene programme and the projected outcome for 2010/2011 is detailed below.

	High Risk (A – C)
Total Number of Premises to Inspect (A – B)	202
Total Number of Premises to Inspect (C)	628
Number of inspections to achieve target	192 (95%)
Number of Officers available to carry out inspections (FTE)	9.8

The target for 2009/10 was 95%; there were 268 category A-B premises in the programme. The National Indicator requires 75% of food establishments in the area to be broadly compliant with food hygiene law. The NAS target for 2010/11 is 83%.

Staff are working towards increasing their knowledge in food standards and health and safety and have changed the inspection regime to cover a much wider remit. Work is undertaken to look at the impact of allergens, waste, etc. The inspection also includes looking for compliance with smoke-free legislation.

Enforcement Policy

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

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

There is a South Yorkshire Food Enforcement Protocol which has been agreed between Barnsley, Doncaster, Sheffield and Rotherham. This outlines the approach to local enforcement which is graduated and proportionate. In Rotherham, the high risk premises are prioritised to improve compliance.

Premises Profile by Risk Category

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

The risk assessment profile on 16th April 2010 was:

Category A	26
Category B:	176
Category C:	908
Category D:	347
Category E:	634
Category U:	47

Plan to maximise food hygiene premises inspections carried out

- Prioritisation of non-compliant premises and following an intervention procedure
- Review of procedures and training for staff
- Combined food hygiene/health and safety/food standards inspections, where appropriate
- Fill vacant posts
- To release staff to focus on inspections, one officer will deal with reactive work such as food complaints, infectious disease enquiries, water complaints, etc
- Continue training staff to improve their competency in line with the FSA work on Scores on the Doors, and to give them experience of different premises
- Improve customer satisfaction
- Implement changes from Pennington Inquiry report
- New technology to improve efficiency

Other factors which will continue to affect food hygiene performance

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

Food Standards

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

Category A premises: at least every 12 months

Category B premises: at least every 24 months

Category C premises: alternate enforcement strategy

This year there are 16 Category A premises due for inspection

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

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

Total number of interventions 2009/10: 565 (2 high risk)

Estimated number of Category A primary inspections 2010/11: 16

Total number of revisits 2009/10: 0

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

The number of inspections in the food standards programme and the projected outcome for 2010/2011 is detailed below.

	High Risk
Total Number of Premises to Inspect	16
Number of inspections to achieve target	16 (100%)
Number of Officers available to carry out inspections	8.5

3 Plans

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

Food Complaints

It is the Authority's policy to respond to all food complaints within 5 working days of receipt. Demand upon the service is not quantifiable and 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 LACORS guidance.

The Food Enforcement Policy is being reviewed to take into account food complaints. The Authority will review its procedure for dealing with complaints in accordance with the new Code of Practice. In 2009/2010 486 service requests were received for food complaints and regarding premises. Trading Standards received 0 food and feedstuffs complaints in 2009/2010.

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

Primary Authority Scheme

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

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

Advice to Business

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

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

Sampling

Food samples are submitted to the HPA in Leeds and the Analyst in Morley. The Authority attends liaison meetings to target the resources for sampling. The Authority includes LACORS and HPA surveys in the sampling undertaken.

The Food, Health and Safety sampling budget for 2010/2011 is £11,791 and this is allocated for samples submitted to the public analyst and food examiner.

In 2009/2010 329 samples were submitted to the food examiner/analyst. We participated in a number of surveys such as microbiological examination of pre-packed sandwiches, ice, ice cream, hand blenders in care homes, swabbing in takeaway premises, and the large scale events survey we included vendors at Rotherham Show. We also participated in the imported foods survey.

In 2010/2011 it is estimated that Food, Health and Safety will submit 250 food samples to the food examiner/food analyst. Estimated number of hours to be devoted to sampling is 500.

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

Promotional Activity

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

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

Control and Investigation of Outbreaks and Food Related Infectious Diseases

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

There were 922 people notified as cases/contacts between April 2009 and March 2010. In April 2010/March 2011 the number of cases investigated is estimated at 750. Estimated number of officer hours to be devoted to infectious disease investigation and control is 900 hours.

Food Safety Incidents

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

In 2009/2010 Food and Infectious Diseases Section received 35 Food Alerts. Food, Health and Safety staff ensure that the Food Alerts are actioned and the information is disseminated, where appropriate, for example, checking for premises selling chickpeas with specific date codes.

Estimated number of Food Alerts for 2010/2011 is 40.

Liaison with Other Organisations

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

- South Yorkshire Food Liaison Groups
- Food, Water and Environmental Microbiology Regional Network
- HPA Liaison meetings
- Rotherham Hospital Control of Infection Committee
- Rotherham PCT Control of Infection Committee
- Yorkshire Water

Resources

Financial Allocation

The Food Safety Service financial costs are contained within the Housing and Neighbourhood Services, Food, Health and Safety cost centre.

Staff Budget for Food and Infectious Diseases 2010/2011

Employee Expenses: £508,378

Transport Related Expenses: £7,590

Supplies and Services: £43,214

Income: -£54

Net Food Hygiene/Infectious Disease Budget: £559,128

Staffing Allocation

This budget also covers activities such as health and safety, licensing, water quality, infectious diseases and health promotion.

There is a Manager, 1 Principal Officer (Health and Safety) and 1 vacant Principal Officer post (Food Safety). Staff are in 2 teams, totalling 9.8 FTE, plus 2.6 vacant posts. Within the team there are also 1.4 staff dedicated to undertaking the higher risk health and safety inspections and service requests, as well as a full-time Animal Health Inspector and part-time Assistant Animal Health Inspector. There are 2.5 clerical support staff of which approximately 80% is allocated to support food safety/infectious diseases. There is 1 vacant clerical post.

Staff Development Plan

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

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

Ad hoc training will also be carried out throughout the year to inform officers of new legislation and current issues. Training is also undertaken with the other South Yorkshire authorities to address consistency issues and provide updates.

Quality Assessment

Quality Assessment

The performance of the Food Safety Service is monitored by interrogation of the AUTHORITY computer database. A monitoring procedure will be introduced to undertake internal checks to improve compliance with the Code.

Customer satisfaction forms are used to monitor satisfaction.

Performance for 2009/10

The Food Service Plan projected that 95% of high risk food hygiene premises and 100% of high risk food standards premises would be inspected during 2009/2010. The outcome for the year end was 99% for food hygiene, which exceeded the projected out turn, and 29% for food standards.

The target for “other” food hygiene premises was set at 0%; however, the out turn for the year was 89% of category C premises, 47% of the lower risk category D and E premises and 82% of unranked premises. We carried out 344 food hygiene revisits.

There were 185 Improvement Notices served and several Notices were re-served where extensions were granted. Two Hygiene Emergency Prohibition Notices were granted which resulted in closure of the premises due to rodent infestation. There were four Voluntary Closures.

We continued to participate in national and local sampling initiatives. These include HPA/LACORS surveys into pathogens in takeaway burgers, ice cream and pre-packed sandwiches. We undertook some survey work on imported foods on behalf of the Food Standards Agency. We have also participated in a number of local surveys such as fish speciation and histamines in fish. The Authority submitted 329 samples.

It was estimated that between April 2009/March 2010 the number of suspected and actual cases of infectious diseases/notifiable diseases would be 700, however, the number of notifications was 922. A large number of these notifications were cases of Norovirus.

There were 35 Food Alerts which were assessed and those requiring a response were actioned.

We participated in Rotherham Show, highlighting the importance of food hygiene and standards, as well as animal health. We stressed the importance of checking labels on food for salt, sugar and fat content. We distributed Safer Food Better Business (SFBB) packs to all the caterers at the show to help them meet the requirements of hazard analysis.

We were awarded a grant from the FSA to deliver SFBB coaching for food business operators across South Yorkshire to help them put in place food safety management systems. This project was in conjunction with NSF-CMi Ltd.

A considerable amount of work was carried out on the AUTHORITY database to produce the LAEMS return for 2009/10.

Review against the Service Plan

The Food Service Plan will continue to be reviewed annually and the Plan reported to Members. Performance against Indicator 182 is reported to Performance and Quality.

Areas for Improvement

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

- Continued production of policies and procedures with regard to current legislation and guidance from agencies such as the FSA
- Training on each policy/procedure
- CPD training and internal training where necessary in order to maintain officer competence
- Development of AUTHORITY software to generate more documentation automatically
- Explore new ways of mobile working
- Development of links for the UK Food Surveillance System (UKFSS)

Action Plan for 2010/2011

To provide safe food

- To undertake 95% of the category A – B food hygiene inspections.
- To achieve broad compliance with food hygiene law of 83% of the food establishments in the area and improve business satisfaction with the local authority.
- To produce a food sampling programme in accordance with the policy of 250 samples.
- To respond to Food Alerts issued by the Food Standards Agency within 4 working days and to take any necessary actions.
- To undertake training to ensure staff complete their 10 hours Continual Professional Development and comply with the Framework Agreement set by the Food Standards Agency.

To safeguard public health

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

SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks
1. To deliver 95% of category A-B food hygiene inspections in the programme for 2010/11 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2010/11 in accordance with the Code of Practice. Carry out monthly monitoring of the programmes	Food Standards Agency (FSA) Return	Janice Manning	Food, Health and Safety team	Failure to meet the FSA targets set in the Framework Agreement could result in loss of the food hygiene service by the Local Authority. The Authority would be required to meet the cost of an external agency performing this function.
2. To meet the local target of 83% of the food establishments in the area which are broadly compliant with food hygiene law.	To inspect food establishments in the area, and take appropriate action to encourage them to become broadly compliant with food hygiene law.	Food Standards Agency (FSA) Return and Local Indicator	Janice Manning	Food, Health and Safety team	The Authority submits a return to the FSA on risk rating of premises.

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3.	To achieve 80% satisfaction of food businesses with local authority regulation services.	To monitor satisfaction of businesses with local authority regulation services.	NI182	Janice Manning	Food, Health and Safety team	The Authority is required to send returns to show compliance with the Local Government National Indicator Set. Failure to meet the 80% level will affect the performance of the Council.
4.	To deliver 100% of high risk food standards inspections in the programme for 2010/11 to ensure the priority of providing safe food to consumers is met.	To devise a food standards programme for 2010/11 in accordance with the Code of Practice. Carry out monthly monitoring of the programmes	FSA Return	Janice Manning	Food, Health and Safety team	Failure to meet the FSA targets set in the Framework Agreement could result in loss of the food standards service by the Local Authority. The Authority would be required to meet the cost of an external agency performing this function.
5.	To deliver the food sampling programmes by 2010/11 to ensure the priority of providing safe food to consumers is met.	To devise food sampling programmes for 2010/11 in accordance with the Code of Practice.	FSA Return	Janice Manning	Food, Health and Safety team	Failure to meet the FSA targets set in the Framework Agreement could result in loss of the food hygiene/standards services by the Local Authority. The Authority would be required to meet the cost of an external agency performing this function.
6.	To assess all food alerts issued by the FSA during 2010/11 for relevance to safeguard public health and provide safe food within 4 working days.	To assess and implement any necessary actions to protect public health or safeguard the food chain.	FSA Framework Agreement and NAS Service Standard	Janice Manning	Food, Health and Safety team	Failure to respond to food alerts could have serious consequences on the health of the public and may result in death or serious illness of a number of people. It could also compromise food safety.

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7.	To respond to all requests for service regarding food safety within 5 working days in 2010/11.	To assess and implement any necessary actions to protect public health or safeguard the food chain.	NAS Service Standard	Janice Manning	Food, Health and Safety team	Failure to respond to certain service requests could jeopardise the health of the public or may result in unsafe food.
8.	To deliver a regime to ensure all food poisoning outbreaks and incidents are investigated in 2010/11. An initial response will be made within 4 working days.	Ensure that 100% food poisoning outbreaks and incidents are investigated.	NAS Service Standard	Janice Manning	Food, Health and Safety team	Failure to respond to food poisoning outbreaks could have serious consequences on the health of the public and may result in death or serious illness of a number of people. It could also compromise food safety.
9.	To ensure all staff are competent in the delivery of their food safety / enforcement duties in 2010/11.	Deliver a programme of education and a training plan for all EHOs/food enforcement officers carrying out the food safety function.	FSA Framework Agreement	Janice Manning	Food, Health and Safety team	Failure to have trained staff could have substantial and significant effects, both financially and on public health in the event of an officer closing premises or making an inappropriate judgement regarding fitness or recalling a product.