

**NEIGHBOURHOODS & ADULT  
SERVICES**

**HOUSING & NEIGHBOURHOOD  
SERVICES**

**Food Service Plan  
2011/2012**

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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 2010/13 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 2  
We will tackle local concerns of crime and anti-social behaviour so that citizens feel that Rotherham is one of the safest places in the country.
- Objective 5  
We will ensure that citizens are satisfied with their community as a place to live.
- Contributing to National Indicator NI182 and a Local Indicator based on NI184

The Neighbourhood and Adult Services Service Priorities for this year are:

- Vulnerable people are protected from abuse
- People in need of support and care have more choice and control to help them live at home
- People in need get help earlier, before reaching crisis
- Carers get the help and support they need
- Anti-social behaviour and crime is reduced and people feel safe where they live
- People are able to live in decent, affordable homes of their choice

The Food Service Plan provides a framework for the staff within Food, Health and Safety 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

The Food Service Plan will provide the focus for improvements within Food, Health & Safety for 2011/2012. 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.

**Our Core Values**

- Customer is paramount
- Honesty and integrity
- Teamwork
- Action – making things happen
- Results – performance and quality
- Clear sense of direction
- Clear approach to management of change
- Emphasis on communication
- Financial management
- Reward and recognition

We contribute to all of the above values.

The links to the Neighbourhoods and Adult Services Priorities are:

- We will make it easier for customers to access our regulatory services
- We will improve the protection of vulnerable people from rogue traders and scams
- We will reduce the incidence of anti-social trading which has a negative impact on public health

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 12,000 people.

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

E.mail: [env.health@rotherham.gov.uk](mailto:env.health@rotherham.gov.uk)

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

Reception Opening Hours: 08.30-17.30 Monday to Friday

Out of hours messages can be left on 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 Rose McNeely for Safe and Attractive Neighbourhoods.

- 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, Nepshaw 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, Gujerati, Hindi, Mirapuri, Kurdish, Surami, Turkish, Persian, Polish, Slovak, 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 13 April 2011

Primary Producers	16
Manufacturers/Packers	24
Distributors/Transporters	44
Supermarket/Hypermarket	58
Small Retailers	52
Retailer Other	409
Restaurant/Cafe/Canteen	274
Hotel/Guest House	22
Pub/Club	291
Take Away	268
Caring Premises	430
School/College	141
Mobile Food Unit	124
Restaurants and Caterers Other	133
TOTAL	2286

We have one approved premises.

There are 27 businesses registered with the Authority as manufacturers of feedstuffs for use on their own premises.

The number of inspections in the food hygiene programme for 2011/2012 is detailed below. These are premises that will require an inspection during this financial year.

<b>Risk Band</b>	<b>Number</b>
Total Number of Premises to Inspect (A) These require 2 inspections.	19
Total Number of Premises to Inspect (B)	188
Total Number of Premises to Inspect (C)	488
Total Number of Premises to Inspect (D)	132
Total Number of Category E Premises	430
Total Number of Premises to Inspect (U)	39
Number of interventions to achieve target	885
Number of Officers undertaking premises inspections (FTE) – Food Hygiene ONLY	4.8

The officers undertaking the food hygiene inspections also carry out other functions as previously described. Generally one FTE officer undertakes reactive work, including service request relating to premises and food as well as undertaking food sampling. There are sufficient resources within the team to undertake a 100% of category A to D. Approximately 5 staff undertake food inspections, revisits etc. as well as other interventions. The vacant posts and staff on maternity leave will impact on service delivery.

The target for the number of category A – C inspections undertaken for 2010/11 was 95%, however, we achieved 100% as all category A – D premises were inspected.

Local Indicator No.12 required 85% of food establishments in the area to be broadly compliant with food hygiene law. We achieved 82%; this was attributed to a number of factors such as reduced compliance with regard to maintaining food safety management systems. A number of premises had changed ownership and therefore the food business operators needed guidance upon complying with this legal requirement. Several managers had changed and taken the completed food safety management systems with them and hence businesses had no written systems in place. Officers have worked with the owners and managers to help them put suitable food safety management systems in place.

Some premises have been under financial constraints by not employing managers, cleaners, pest control contractors, etc, thus resulting in structural and hygiene contraventions.

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. This protocol is currently being reviewed and will be changed to reflect current legislation and guidance. In Rotherham, the high risk premises are prioritised to improve compliance.

### Premises Profile by Risk Category for food hygiene

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 13<sup>th</sup> April 2011 was:

Category A	19
Category B:	188
Category C:	841
Category D:	333
Category E:	662
Category U:	18

This represents all the premises in Rotherham, not all of these premises will require an inspection during 2011/12.

### **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 as required
- 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 Food Hygiene Rating Scheme / Scores on the Doors, and to give them experience of different premises
- Improve customer satisfaction
- Continue to 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

In 2011/12 there are 10 category A premises due for inspection, and 261 category B premises. Resources will be focused on achieving the target of 100% of high risk premises (category A and B) due.

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. There are 810 category C premises.

In 2010/11 we inspected 100% of category A premises and 53% of category B premises.

Total number of interventions 2010/11: 1075

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 2011/2012 is detailed below.

	<b>High Risk</b>
Total Number of Premises to Inspect	A 10 B 261
Number of inspections to achieve target	271 (100%)
Number of Officers available to carry out inspections – Food Standards ONLY	2.0

There are sufficient resources within the team to undertake a 100% of category A and B. Approximately 2 FTE staff undertake food inspections, revisits etc. as well as other interventions. The vacant posts and staff on maternity leave will impact on service delivery.

### **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 Authority will review its procedure for dealing with complaints in accordance with the new Code of Practice. In 2010/2011 477 service requests were received for food complaints and regarding premises. Trading Standards received 1 food and feedstuffs complaint in 2010/2011.

Estimated number of complaints: 500, the 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 2011/2012 is £11,791 and this is allocated for samples submitted to the public analyst and food examiner.

In 2010/2011 148 samples were submitted to the food examiner/analyst. We participated in a number of surveys such as microbiological examination of sandwiches from institutional settings, *Listeria* in ready-to-eat foods, and swabbing of dishwasher interiors. We also participated in the Food Standards Agency's Imported Foods Survey.

In 2011/2012 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
- 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 899 people notified as cases/contacts between April 2010 and March 2011. In April 2011/March 2012 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 2010/2011 Food and Infectious Diseases Section received 6 Food Alerts. Food, Health and Safety staff ensure that the Food Alerts are actioned and the information is disseminated, where appropriate.

Estimated number of Food Alerts for 2010/2011 is 10.

The procedure for dealing with food alerts has recently been reviewed and shared with the other South Yorkshire Authorities.

### **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 2011/2012

Employee Expenses: £403,257

Transport Related Expenses: £4,378

Supplies and Services: £44,437

Income: -£54

Net Food Hygiene/Infectious Disease Budget: £452,018

### 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). Staff total 7.8 FTE, plus 2.56 vacant posts. There is 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. Staff resources are targeted at the higher risk non compliant premises. One full time equivalent deals with the reactive work including service requests, sampling etc. Currently approximately 4.8 FTE staff undertake food hygiene inspections and 2 FTE carry out food standards inspections, revisits and other interventions are included in this breakdown. The vacant posts and staff on maternity leave will impact on service delivery.

### 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 2010/11

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 2010/2011. The outcome for the year end was 100% for food hygiene, which exceeded the projected out turn, and 100% for category A food standards inspections.

We also achieved 100% for category C and D premises (food hygiene), and 18% of the lower risk category E premises and 100% of the unranked premises. We carried out 504 food hygiene revisits.

There were 66 Improvement Notices served which including several re-issued Notices where extensions were granted. Five Hygiene Emergency Prohibition Notices were granted which resulted in closure of the premises due to rodent infestation. There were no Voluntary Closures.

The Authority submitted 146 samples. We continued to participate in national and local sampling initiatives, these included HPA/LACORS surveys into pathogens in sandwiches from institutional settings and Listeria in ready-to-eat foods. We also participated in the FSA's imported foods survey.

It was estimated that between April 2010 / March 2011 the number of suspected and actual cases of infectious diseases/notifiable diseases would be 700. However, the number of notifications was 899. A large number of these notifications were cases of Norovirus.

There were 6 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.

### **Review against the Service Plan**

The Food Service Plan will continue to be reviewed annually and the Plan reported to Members. Performance against the national and local Indicator are 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 2011/2012

### To provide safe food

- To undertake 100% of the category A – D 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 100% of category A-D food hygiene inspections in the programme for 2011/12 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2011/12 in accordance with the Code of Practice. Carry out monthly monitoring of the programmes	Food Standards Agency (FSA) Laems 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 2011/12 to ensure the priority of providing safe food to consumers is met.	To devise a food standards programme for 2011/12 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 2011/12 to ensure the priority of providing safe food to consumers is met.	To devise food sampling programmes for 2011/12 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 2011/12 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 2011/12.	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 2011/12. 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 2011/12.	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.