

**REGENERATION &  
ENVIRONMENT SERVICES**

**COMMUNITY SAFETY & STREET SCENE**

**Food Service Plan  
2018/2019**

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## Introduction

Community Safety and Street Scene Services are part of the Regeneration and Environment Services Directorate. It is a diverse service area that touches every household and business in the Borough. Its aim is to set high standards to promote, regulate and protect the quality of life in Rotherham. In addition, the work undertaken by the Service can affect people and businesses outside the Borough. The Service plays both an enforcing and educating role.

Service relating to Food Hygiene, Food Standards and Feed Services are part of the Regulation and Enforcement team and are collectively known as the Food, Health and Safety Team. The Food Service Plan links to the Council Plan 2017- 20.

### **The Council's Vision and Priorities**

The Council's Vision is defined as:

Rotherham is our home, where we come together as a community, where we seek to draw on our proud history to build a future we can all share. We value decency and dignity and seek to build a town where opportunity is extended to everyone, where people can grow, flourish and prosper, and where no one is left behind.

The Council Plan sets out what the Council plans to do in order to deliver against the Vision and priorities. The Council's four priorities are:

- 1 Every child making the best start in life
- 2 Every adult secure, responsible and empowered
- 3 A strong community in a clean, safe environment
- 4 Extending opportunity, prosperity and planning for the future

Underpinning these four priorities, to support better outcomes and an enhanced quality of life for Rotherham's residents, is a further priority to make sure the organisation is capable of delivering this vision through being a "modern, efficient Council".

In terms of service-based priorities, within the Community Safety and Street Scene Service Plan, the Food, Health and Safety Team contribute to:

- A strong community in a clean, safe environment
- Running a modern, efficient Council

The Regulation and Enforcement team has a suite of performance measures which are reported through quarterly performance monitoring, with monthly reports from the Food, Health and Safety Team submitted to the Head of Service, Regulation and Enforcement.

The key performance measure which applies to the Food, Health and Safety Team is:

- Food establishments compliant with food hygiene law

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

The Team Objectives of the Food, Health and Safety Team are:

- to provide safe food and feed; and
- to safeguard public health.

The Food Service Plan provides a focus for improvements within Food, Health & Safety for 2018/2019. It also seeks to ensure that the aims and methods of service delivery are consistent with, and contribute significantly to the Council's corporate priorities.

The Plan:

- explains the purpose of the Food Hygiene and Standards Service;
- explains the purpose of the Animal Feed Service;
- links to the Food Standards Agency Framework Agreement;
- matches current resources against existing service levels;
- sets targets against which the performance of the Unit can be measured;
- provides a performance management framework to ensure continuous improvement.

## 1 Priorities – Aims and Objectives

Staff in the Food, Health & Safety Team will be:

- Honest - Open and truthful in everything we say and do
- Accountable – We own our decisions, we do what we say and we acknowledge and learn from our mistakes
- Respectful - We show regard and sensitivity for the feelings, rights and views of others
- Ambitious - We are dedicated, committed and positive, embracing change with energy and creativity
- Proud - We take pride in our borough and in the job that we do

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

- undertaking programmed food hygiene, food standards and feed inspections, targeting high risk inspections in accordance with the frequency determined under the inspection rating system set out in the relevant legislation, Food Law and Feed Law Codes of Practice and guidance. Lower risk premises will be targeted via different interventions such as questionnaires;
- participating in the Food Standards Agency’s Food Hygiene Rating Scheme in accordance with the Brand Standard and Food and Feed Law Codes of Practice and Practice Guidance;
- inspecting, approving, registering and auditing relevant premises in accordance with the relevant legislation, Codes of Practice, guidance, etc;
- producing food/feed sampling programmes and annual reports on sampling activities;
- investigating food/feed complaints and infectious disease referrals within service request initial response times and initiating appropriate actions in accordance with Codes of Practice and guidance;
- having regard to the Primary Authority Scheme with respect to certain premises in Rotherham and carrying out enquiries referred from other agencies;
- supporting the annual inspection programme with targeted advice, press releases and proactive investigations and surveys;

- provide education, advice and information on food and feed safety to food and feed businesses and consumers;
- maintaining and implementing a database of food/feed premises which is accurate and up to date. Ensuring all reasonable security measures are in place to prevent access and amendment by unauthorised persons;
- responding to Food/Allergy Alerts and have procedures in place to notify the Food Standards Agency of any serious localised incident or a wider food/feed safety problem.
- deal with imported and exported food/feed.

## 2 Profile

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

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

Food Hygiene, Food Standards and Feeding Stuffs are dealt with by staff in the Food, Health and Safety team.

The offices are currently located at:

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

Tel: (01709) 823164

Fax: (01709) 371149

Website: [www.rotherham.gov.uk](http://www.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) 823161 which is checked daily Monday to Friday.

## Organisational Structure

Rotherham has a Cabinet Model to enable an open and efficient decision making process.

Councillor Hoddinott is the Lead Cabinet Member for Food, Health and Safety Team services.

Community Safety and Street Scene Services are part of the Strategic Directorate of Regeneration and Environment Services which is reportable to the Chief Executive.

- Staff who perform food hygiene, food standards and animal feed services inspections are part of the Food, Health and Safety Team.
- The Manager of this section reports to the Head of Service Regulation & Enforcement, who reports to the Assistant Director of Community Safety and Street Scene.

### **Provisions for specialist services:**

- The Authority has appointed Duncan Campbell as the Public Analyst and Agricultural Analyst.
- Microbiology Department, Leeds General Hospital, Great George St, Leeds LS1 3EX examines faecal samples and Public Health England (PHE), Food, Water and Environmental Microbiology Network (Leeds Laboratory), Block 10, FERA, Sand Hutton, York, YO41 1LZ acts as the food examiner.
- Other specialist service providers are used as necessary.
- The Local Authority has appointed Nachi Arunachalam as 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 Head of Service, Regulation & Enforcement has overall managerial responsibility for the services.

Services relating to Food Hygiene, Food Standards and Feeding stuffs are delivered by the Food, Health and Safety Team. The following services are also delivered:

- health and safety;
- water quality;
- private water supplies;
- infectious diseases;
- animal health;
- advisory services;
- public health, including smoke-free legislation;
- health promotion;
- registration and licensing functions, e.g. tattooists, acupuncturists, etc.  
(NB: this is not an exclusive list).

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

## 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, Polish, Slovak, Punjabi, Urdu, etc. The Directorate has the access to translators of many languages.

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

- Outbreaks of various illnesses
- Unplanned events, eg large concerts, etc.
- 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 of those in the programme as at 9 April 2018:

Primary Producers	9
Manufacturers/Packers	24
Importers/Exporters	1
Distributors/Transporters	33
Supermarket/Hypermarket	58
Small Retailers	129
Retailer Other	329
Restaurant/Cafe/Canteen	335
Hotel/Guest House	16
Pub/Club	214
Take Away	253
Caring Premises	283
School/College	138
Mobile Food Unit	99
Restaurants and Caterers Other	220
<b>TOTAL</b>	<b>2141</b>

There are 174 businesses registered with the Authority for feeding stuffs.

### Internal Factors

Internal Factors which can affect food hygiene performance include:

- Changes in legislation;
- Staff training;
- Holiday/flexi-time/sickness/maternity leave;
- Vacant post in Health and Safety and Customer and Admin Support Officer.

## Enforcement Policy

The Council has adopted a General Enforcement Policy which is periodically reviewed to reflect current legislation and guidance. High risk premises are prioritised. A number of internal procedures and policies also support the work undertaken by the service.

The work undertaken by the Service:

- Gives priority to inspecting high risk non-compliant premises;
- Priority is also given to high risk visits. Where possible the service uses questionnaires for low risk businesses as part of the Alternate Enforcement Strategy;
- Combines food hygiene and food standards inspections where appropriate.

## Premises Profile by Risk Category for Food Hygiene Inspections

Officers from the Food, Health and Safety Team use the Code of Practice issued under Section 40 of the Food Safety Act 1990 and the guidance in the Brand Standard for the Food Hygiene Rating Scheme, to determine the risk rating of food premises in terms of food hygiene and food standards inspections. The Authority inspects, approves and registers premises in accordance with the relevant legislation and Code of Practice made thereunder.

The risk assessment profile for food hygiene inspections on 9 April 2018, which determines the inspection programme, for 2018/19 was:

Category A	6
Category B:	84
Category C:	359
Category D:	772
Category E:	907
Category U:	13

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. One FTE officer undertakes reactive work, including service requests relating to premises and food, as well as undertaking food sampling. Resources are targeted to achieving 100% of category A to C inspections. Unrated premises are also prioritised. Category D and E premises are inspected when resources are available. Compliant category D and E premises may be subject to alternative enforcement approaches. Food inspections, revisits, as well as other interventions are carried out by 4 FTE.

Staff are working towards increasing their knowledge of food standards and health and safety, and the inspection regime has been amended to ensure employees cover a wider remit of inspections, to broaden their knowledge. At the same time as undertaking the core work, focussing on food, assessments of the impact of allergens and waste, and compliance with smoke-free legislation, are also undertaken.

The Service achieved 100% of category A – B inspections due in 2017/18, and 98.78% of category C inspections, overall 72.64% of category A – E inspections were carried out. Compliant category D and E premises may be subject to alternative enforcement means, such as questionnaires or self-assessment.

The Service aims to support 85% of food establishments in the area to be broadly compliant with food hygiene law. In 2017/18, 91.74% were broadly compliant, which is above the national average of 90%.

### **Premises Profile by Risk Category for Food Standards Inspections**

The number of inspections in the food standards programme for 2018/2019 is as follows:

	<b>High Risk</b>
Total Number of Premises to Inspect	A 2 B 190
Number of inspections to achieve target	192 (100%)
Number of Officers available to carry out inspections (FTE)	2

The frequency of Food Standards inspection programme is determined by the Food Standards Agency scoring system as follows:

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

In 2018/19 there are only two category A premises due for inspection, and 190 category B premises. Resources will be focused on achieving the target of 100% of high risk premises (category A and B) inspected.

Premises rated as low risk need not be included in the planned inspection programme but they must be subject to an Alternative Enforcement Strategy, such as a questionnaire or self-assessment, at least once in every 5 years. There are 525 category C premises. These are inspected at the same time as the food hygiene inspection where appropriate.

When fully staffed there are sufficient resources within the team to undertake 100% of category A and B inspections. There are two FTE staff who undertake food standards inspections and revisits as well as other interventions. Any vacant posts or sickness could impact upon service delivery.

In 2017/18 the Service inspected 100% of category A and 96% of category B premises. In addition 75% of category C premises were inspected.

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

### **Imported Foods**

There are a number of companies in Rotherham who import a wide range of foods. The Authority works closely with the ports and airports to ensure any problems found are followed up.

In 2017/18 there were a number of issues referred to the Authority regarding products which had been imported into Rotherham containing banned products, which required removing from the market. There were also a number of issues regarding traceability which also resulted in them being re-exported.

## 3 Plans

The following plan is designed to deliver our strategic objectives and step change improvements that are specific, measurable, achievable and realistic and are linked to both Government and local Council agendas. They are outcome based and have lead officers who are responsible for their delivery.

### **Food Complaints**

It is the Service standard to respond to all service requests within 5 working days of receipt. Predicting future service demand can be challenging and is dependent on many factors, not least of which are the introduction of new legislation and any media-driven issues. Each complaint is assessed, and appropriate action is taken in accordance with the relevant Code of Practice and using appropriate guidance.

In 2017/2018, 424 service requests were received for food complaints and regarding premises. It might be estimated that the number of complaints for 2018/2019 can be projected as around 400 by year end based on the number of complaints already received. At an average of 4.4 hours to investigate each complaint, it can be projected that 1,777 working hours will be required to deal with these complaints.

### **Primary Authority Scheme**

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

The Service acknowledges the importance of the Primary Authority Scheme in enforcement and advisory work. The Food, Health and Safety Team does not have statutory partnerships for Primary Authorities. We do however provide information regarding several large businesses such as: KP Snacks, Greencore Prepared Meals Crawshaws, Greens Desserts UK Ltd, Maple Leaf Foods Ltd, AMB Products, and Staniforths Rotherham Ltd, and have regard to advice and inspection plans by routinely accessing the Primary Authority Scheme's secure ICT system.

### **Advice to Business**

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

Advice is provided during the course of inspections and other interventions to assist businesses. Follow up letters and reports contain recommendations and advisory leaflets where necessary. Businesses are sign posted to a range of food safety publications. Local businesses are given information on food hygiene training available locally. The Service respond to requests from trade organisations. Officers work closely with other agencies such as Customs and Excise, Border Agency and the Police.

## **Sampling**

Food samples are submitted to the Public Health England (PHE) and the Public Analyst. The Authority contributes to conference calls to target the resources for sampling. The Authority includes Food Standards Agency and PHE surveys in the sampling undertaken.

The Food, Health and Safety sampling budget for 2018/2019 is £8,375 and this is allocated for samples submitted to the public analyst and food examiner.

In 2017/2018, 172 samples were submitted to the food examiner/analyst. The Service participated in a number of surveys, such as checking ovens for cooking meat joints in catering premises, swabbing in catering premises and examining mince preparations. A number of products from an approved premise were checked to ensure the pasteurisation process was operating effectively.

In 2018/2019 it is estimated that Food, Health and Safety will submit 150 food samples to the food examiner/food analyst. The estimated number of hours to be devoted to sampling is 400.

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

## **Promotional Activity**

Throughout the year the Food, Health and Safety team raise awareness by:

- Promoting food hygiene courses provided by other agencies
- Providing press releases on relevant food issues
- Providing information regarding Safer Food, Better Business packs on the FSA website
- Promoting the Food Information Regulations resources
- Providing advice on food safety, as appropriate

## **Control and Investigation of Outbreaks and Food Related Infectious Diseases**

Food, Health and Safety work closely with Public Health England (PHE), in particular the Consultant in Communicable Disease (CCDC) and other agencies to investigate cases of food poisoning and other notifiable and communicable diseases. Rotherham has adopted a range of standard forms, letters and advice sheets to assist in the investigation of food poisoning notifications and outbreaks which have been agreed and developed across the four South Yorkshire Authorities and Public Health England.

There were 511 people notified as cases/contacts between April 2017 and March 2018. It is estimated that around 500 cases will be investigated in the 2018/19 financial year based on current levels of reporting.

### **Food Safety Alerts / Incidents / Food Fraud**

Rotherham Borough Council to have regard to the Food Law Code of Practice in relation to the handling of Food Alerts and Food Safety Incidents.

Food, Health and Safety staff ensure that the Food Alerts are actioned and the information is disseminated, where appropriate.

In addition, the Service received numerous notifications regarding allergens in certain foods, product withdrawals and product recalls.

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

### **Liaison with Other Organisations**

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

- Food and Feed Liaison Groups
- Food, Water and Environmental Microbiology Regional Network
- PHE Liaison meetings / telephone conference calls
- Control of Infection meetings
- Yorkshire Water/Severn Trent
- Liaison meeting with Public Health



## Resources

### Financial Allocation

The Food Safety Service financial costs are contained within the Community Safety and Street Scene, Food, Health and Safety Team cost centre.

### Staff Budget for Food and Infectious Diseases 2018/2019

- Direct Employee Expenses: £406,872
- Indirect Employees Expenses £197
- Transport Related Expenses: £3,200
- Supplies and Services: £16,445
- **Total Expenditure 426,714**
- Income: £56,744
- **Net Food Hygiene/Infectious Disease Budget: £369,970**

### Staffing Allocation

The team also cover activities such as health and safety, licensing, water quality, infectious diseases and health promotion.

There are two Principal Officers with one taking the lead for food and feed, and the other for health and safety. 6.8 FTEs undertake food and feed activities and 1.4 FTEs deal with health and safety. There is a full-time Animal Health Inspector and part-time Assistant Animal Health Inspector. There is 1 clerical support member of staff of which 50% is allocated to support food safety/infectious diseases. Staff resources are targeted at the higher risk non-compliant premises. One FTE undertakes reactive work, including service requests, sampling, etc. Currently 4 FTEs undertake food hygiene and 2 FTEs carry out food standards inspections. The Principal Officer and 0.2 of a member of staff undertake feed inspections. Revisits and other interventions are included in this breakdown. Any vacant posts and sick leave could impact on service delivery.

### Staff Development Plan

Performance and Development reviews are carried out annually, and reviewed every six months, to enable performance standards to be set and to contribute to the training undertaken.

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

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

## Quality Assessment

### **Quality Assessment**

The performance of the Food Safety Service is monitored by interrogation of the AUTHORITY computer database and reports upon the compliance figures to the Head of Service.

## Performance for 2017/18

The Food Service Plan projected that 100% of high risk food hygiene premises and 100% of high risk food standards premises would be inspected during 2017/2018. The outcome for the year end was that 100% of category A and B food hygiene and 99% of Category C inspections were carried out. 72.4% of category A to E premises were inspected. The Service carried out 100% of category A and 96% of category B food standards inspections.

- 91.74% of food establishments in the area were broadly compliant with food hygiene law. Those premises which were not broadly compliant were awarded 0, 1 or 2 ratings attracting further enforcement action to bring them to compliance. Such low ratings can have a significant impact on individual businesses as public perceptions of the scores and promotion through social media, can adversely affect the business of those with poor hygiene.
- 17 feed visits were undertaken, which meant that the service delivered on grant funded work.
- The service submitted 172 food samples and participated in a number of national and local sampling initiatives.
- 450 service requests were received.
- 511 people were notified as cases/contacts of suspected and actual cases of infectious / notifiable diseases between April 2017 to March 2018.
- All Food Alerts were assessed, however none required any action with the Alerts being dealt with between the Food Standards Agency's Incident Branch and the company

### Review against the Service Plan

The Food Service Plan will continue to be reviewed annually, with the next review taking place in May 2019, prior to the 2019/20 Plan being submitted to Members.

The Local Authority Enforcement Monitoring System (LAEMS) return is submitted annually by the Head of Service.

## Areas for Improvement

During the 2018/19 financial year the Service will be examined in accordance with the Food Standards Agency Framework Agreement. Any gaps will be identified and measures introduced to improve the Service.

- Continued production and revision of policies and procedures with regard to current legislation and guidance from agencies such as the FSA
- CPD training and internal training where necessary in order to maintain officer competence Lead Food Officers and authorised officers must obtain a minimum of 20 hours CPD per year, split into:
  - A minimum of 10 CPD hours on relevant core food matters directly related to the delivery of official controls for which the Officer is authorised;
  - 10 hours on other professional matters. This could include training needs identified by the Lead Food Officer during competency assessments/ appraisals.
- Documented process for recording CPD and compliance with statutory Codes of Practice
- Introduce any revisions to reflect the Brand Standard
- Work with businesses to promote understanding of the Food Information Regulations
- Further develop the Food Alert process to ensure effective recording and reaction

## Action Plan for 2018/2019

### To provide safe food

- To undertake 100% of the category A – C food hygiene inspections.
- To undertake 100% of the category A – B food standards inspections
- To achieve broad compliance with food hygiene law of **85%** of the food establishments in the area and improve business satisfaction with the local authority.
- To produce a food sampling programme
- To respond to Food Alerts issued by the Food Standards Agency within 4 working days and to take any necessary actions.
- To undertake training to ensure staff complete their 20 hours Continual Professional Development and comply with the Framework Agreement set by the Food Standards Agency.

### To safeguard public health

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

	SMART Objective	Actions	PIs and Measures	Responsibility	Resources	Risks
1.	To deliver 100% of category A-C food hygiene inspections in the programme for 2018/19 to ensure the priority of providing safe food to consumers is met.	To devise a food hygiene programme for 2018/19 in accordance with the Code of Practice.	Food Standards Agency (FSA) LAEMS Return	Lewis Coates / 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 85% of the food establishments in the area which are broadly compliant with food hygiene law.	To inspect food establishments in the area, and take appropriate action to encourage them to become broadly compliant with food hygiene law.	Food Standards Agency (FSA) Return	Lewis Coates / Janice Manning	Food, Health and Safety team	The Authority submits a return to the FSA on risk rating of premises.

Community Safety & Street Scene  
Food & Feed Service Plan 2018/2019

	<b>SMART Objective</b>	<b>Actions</b>	<b>PIs and Measures</b>	<b>Responsibility</b>	<b>Resources</b>	<b>Risks</b>
3.	To deliver 100% of high risk food standards inspections in the programme for 2018/19 to ensure the priority of providing safe food to consumers is met.	To devise a food standards programme for 2018/19 in accordance with the Code of Practice.	FSA Return	Lewis Coates / 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.
4.	To deliver the food sampling programmes by 2018/19 to ensure the priority of providing safe food to consumers is met.	To devise food sampling programmes for 2018/19 in accordance with the Code of Practice.	FSA Return	Lewis Coates / 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.
5.	To assess all food alerts issued by the FSA during 2018/19 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	Lewis Coates / 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.

Community Safety & Street Scene  
Food & Feed Service Plan 2018/2019

	<b>SMART Objective</b>	<b>Actions</b>	<b>PIs and Measures</b>	<b>Responsibility</b>	<b>Resources</b>	<b>Risks</b>
6.	To respond to all requests for service regarding food safety within 5 working days in 2018/19.	To assess and implement any necessary actions to protect public health or safeguard the food chain.	FSA Framework Agreement	Lewis Coates / 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 recorded in 2018/19. An initial response will be made within 4 working days.	Ensure that 100% food poisoning outbreaks and incidents are actioned.	FSA Framework Agreement	Lewis Coates / 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 2018/19.	Deliver a programme of education and a training plan for all EHOs/food enforcement officers carrying out the food safety function.	FSA Framework Agreement	Lewis Coates / 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.