

Oadby and Wigston Borough Council Community Service Environmental Health Team Food Safety Service Delivery Plan 2014/15	Food Safety Policies and Procedures Ref FS.2.1 (FSAFA Ref 3.1)
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Food Law Enforcement Service Plan 2014/15

Date Approved: July 2014

Date of Review: March 2015

Introduction

This plan sets out the food law enforcement and regulation services that Oadby and Wigston Borough Council intends to provide in 2014/15.

It is compiled with reference to the joint agreement between local authorities and the Food Standards Agency, known as the Framework Agreement.

1. Aims and Objectives

1.1 Corporate Aims and Objectives

1.1.1 Oadby and Wigston Borough Council have adopted the following 7 Corporate priorities. These are -

- Protect front line services
- Enhance the green environment so residents take full advantage of it
- Revitalise town centres
- Safer Borough
- Listen and use the 3 forums
- Work smarter to delivery efficiency savings required to meet budget cuts
- Improve the health and wellbeing of our residents

1.1.2 The council seeks to address these priorities in a manner that is open, while listening to the views of, and serving, its community.

1.1.3 This section will be updated to reflect any changes in priorities that occur during the year.

1.2 Service Aims and Objectives

1.2.1 The Food Law Enforcement Service is provided as part of Oadby and Wigston Borough Councils environmental health function in its Community Service.

The service has the following overall vision –

To protect public health and safety by ensuring that all food prepared, manufactured, stored and sold in the borough is of a safe, wholesome and healthy standard and to control the occurrence and spread of cases of food poisoning within the borough.

1.2.2 The specific aims of the Food Law Enforcement Service are as follows –

- Provide expert advice and assistance to customers on all aspects of food safety.
- Ensure Oadby and Wigston Borough Council meets its statutory responsibilities for the enforcement of legislation relating to food safety.
- Promote best practice in food hygiene to local businesses and residents.
Provide services that have the full confidence of all customers, including Councillors, Central Government, other organisations, local businesses and residents.
- Apply the principles of quality management and improvement.
- Achieve financial and performance targets set by the council.

1.2.3 These aims have been reviewed to ensure they –

- ❖ Deliver the corporate aims of the Council
- ❖ Support the Council's 7 objectives in as many ways as possible
- ❖ Satisfy the requirements placed on the Council by statute

1.2.4 In order to achieve these aims, the environmental health team will meet the following objectives –

- Complete annual programmes of inspection of business premises in accordance with statutory requirements for the enforcement of food safety.
- Enforce the requirements for licensing and/or registration of activities involving food businesses and process applications for such in accordance with Council policy.
- Investigate and respond, in accordance with Council policy, to complaints, enquiries and requests for service regarding food safety.
- Investigate and respond, in accordance with Council policy, to notifications and outbreaks of food poisoning.
- Promote food safety, including participation in the national Food Safety Week and Food Standards Agency initiatives.
- Monitor the safety of food sold or produced in the Borough by undertaking an annual programme of food sampling in partnership with other Leicestershire authorities and in conjunction with national surveys of specific products.

- Maintain a well informed workforce by providing appropriate training, access to comprehensive technical/legal data systems and liaising with other relevant organisations.
- Provide reports to Councillors and an annual report to the Foods Standards Agency on the services provided and performance against targets.
- Provide informed choice for food business customers by maintaining a published indicator of food safety standards.
- Promote a consistent approach to enforcement and service provision by creating and maintaining documented policies and procedures for the services provided.
- Monitor customer satisfaction in the services provided and take their requirements into account when reviewing service provision.

2. Background

2.1 Profile of Oadby and Wigston

The Borough of Oadby and Wigston lies to the south east of Leicester City and, at 2,352 hectares, is the smallest in area of Leicestershire's seven districts.

The borough is predominantly urban, consisting of three main settlements – Oadby, Wigston and South Wigston – with a population of almost 57,000.

There has been extensive residential development since 1945 and as a result although the total number of food premises is small in comparison to other authorities, there is a wide variety of food businesses ranging from national food manufacturers to small local retail outlets supplying the local population.

2.2 Organisational Structure

- 2.2.1 The council operates a Committee Structure approach to local government as the most appropriate to the needs of Oadby and Wigston.

For the regulatory aspects of its service, including food safety, environmental health reports to the Service Delivery Committee.

- 2.2.2 The Environmental Health Team Leader reports to the Head of Community and also keeps regular contact with the Committee Chair.

Delegated powers for authorising enforcement officers are vested in the Chief Executive. It is the responsibility of the Environmental Health Team Leader to ensure that officers who are authorised have the necessary levels of competency, experience and training appropriate to the level of work they are asked to undertake.

- 2.2.3 The Consultant in Health Protection employed by the Public Health England (PHE) is the Proper Officer appointed by Oadby and Wigston Borough Council for the purposes of the Public Health (Control of Disease) Act 1984 and the Public Health (Infectious Diseases) Regulations 1988.

- 2.2.4 The Public Analyst appointed by Leicestershire County Council undertakes analysis of food samples and complaints.

- 2.2.5 Microbiological examinations of food and water samples will be carried out by the Food, Water & Environmental Microbiology Laboratory at the Good Hope Hospital, Sutton Coldfield, and Birmingham.

2.3 Scope of the Food Service

- 2.3.1 In addition to undertaking the statutory enforcement responsibilities imposed by food safety and public health legislation, the council adopts an educative approach to food safety through health promotion and the provision of advice to local businesses.

- 2.3.2 The Council also supports the “Better Business for All” initiative which is being co-ordinated through the Leicester & Leicestershire Chamber of Trade.

- 2.3.2 The scope of services provided by the environmental health team is as follows :-

2.3.2.1 Planned Inspections of Food Premises

There are 375 (end March 2013) registered food businesses operating with Oadby and Wigston. These comprise a range of premises including manufacturers, caterers and retailers. All food premises are contacted on a regular basis by the Council’s food safety officers who advise on good practice and ensure compliance with legal requirements. Where the business is on the inspection programme, the inspection frequency of each food premises is programmed according to the risk assessment system prescribed in the current Food Standards Agency Code of Practice, which takes into account potential hazards, level of compliance and confidence in management control systems.

2.3.2.2 Investigation of Complaints

Food safety officers respond to all justifiable complaints about food premises and food purchased within the borough of Oadby and Wigston. Each complaint is thoroughly investigated to determine the appropriate enforcement action and to ensure that all reasonable precautions are taken to prevent any recurrence. This frequently involves contact with manufacturing companies and local authorities in other areas. In 2013/14, there were 19 complaints or concerns about food premises and food handling and 20 complaints about food purchased.

2.3.2.3 Revisits

Where the operator of a food business is required to undertake works in order to comply with food safety legislation, a revisit may be undertaken after the date specified for compliance.

2.3.2.4 Food Alerts

On occasions, Food Alerts are issued by the Food Standards Agency in respect of certain foodstuffs and, where necessary, the team takes all appropriate measures to ensure that stocks of all such food are removed from sale by traders within this Borough. During 2013-14 a number of alerts were received including ones relating to the horsemeat scandal.

2.3.2.5 Food sampling

Sampling is undertaken to monitor food safety standards during inspection and as part of national and local microbiological food sampling programmes.

2.3.2.6 Investigation of food borne illnesses

The Council receives notification of food poisoning cases from GP's, the local health authority and their laboratory services. Each notification is investigated and appropriate action taken to prevent spread of infection.

2.3.2.7 Food hygiene promotion and education

As part of the Council's commitment to promoting the health and quality of life of residents, the environmental health team undertakes various food safety initiatives. These have included supporting Food Safety Week.

The Council is participating in the National Food Hygiene Rating Scheme (FHRS).

2.3.2.8 Food premises approvals and licensing

Certain food operations require prior approval or licensing by the local authority. In Oadby and Wigston these include the manufacture of meat products. Premises and food operations are inspected prior to issuing licences or approvals and systems regularly monitored thereafter, to ensure continued compliance with legal requirements.

2.3.2.10 Other services

These include –

- Advice to prospective new businesses
- Occupational health and safety matters arising during the course of food safety inspections.
- Response to any type of environmental health enquiry.
- Support for the Consultant in Communicable Disease Control (CCDC), where required in investigations and control of waterborne incidents and infectious diseases other than food poisoning.
- Interactions on application for licences, planning permission and building regulations, where there is a food safety implication.

2.4 Demands on the Food Service

2.4.1 Of the 375 food premises operating in Oadby and Wigston:-

183	Fall into the higher risk A, B or C categories for inspection
1	Is high volume manufacturers whose products are distributed internationally and who refer to the council as their originating authority
2	Have been approved by the environmental health department under product specific legislation
0	Have informal arrangements for the Council to act as its primary home authority

2.4.2 The Food Safety service is delivered from a single location situated at the Council Offices, Wigston. The office opening hours are Monday to Thursday 8.45 a.m. to 4.45 pm except on Wednesday 8.45 am to 4.00 pm and Friday 8.45 a.m. to 4.15 p.m.

2.4.3 Arrangements are in place for contacting senior officers regarding emergency matters arising out of normal working hours e.g. food poisoning outbreaks, food safety incidents and food hazard warnings.

2.4.4 Factors likely to have major impact on service delivery in 2014/15 include:-

- continuing implementation of the food hygiene rating system to businesses in our borough, including responding to requests for revisits and appeals
- training requirements for existing food safety officers;
- adherence to rigorous documented procedures and submission of returns to meet Food Standards Agency Framework Agreement requirements;
- joint FSA/ Health and Safety Executive approach to business regulation
- potential development of a local enterprise partnership to support businesses in Leicestershire, in partnership with the Better Regulation Delivery Office (BRDO)
- government drive for reduction of burden on businesses
- requirement for flexibility, to react to unforeseen opportunities and situations of risk
- reactive requirements of other unscheduled environmental health enforcement duties.

2.5 Enforcement Policy

Oadby and Wigston Borough Council's Enforcement Policy applies to food safety work. Formal enforcement is taken by a team of regulatory enforcement officers led, by the Council solicitor in consultation with Head of Corporate Resources. Food Safety Officers will receive instruction and guidance as necessary on the application of the enforcement policy and procedures. Enforcement decisions will be documented and monitored to demonstrate adherence with the policy.

3. Service Delivery

3.1 Food Premises Inspections

- 3.1.1 In March 2004 Oadby and Wigston Borough Council adopted a formal policy for food safety inspections to be undertaken in accordance with Codes of Practice issued under section 40 of the Food Safety Act 1990 and guidance issued by then Local Authorities Co-ordinators of Regulatory Services (LACORS) (now defunct).
- 3.1.2 In accordance with this policy and the current Food Safety Codes of Practice, a management system for food safety inspections has been introduced. The current version comprises the documented procedure for food hygiene inspections which will be reviewed annually and revised as and when legislation/guidance changes.
- 3.1.3 Following every full food safety inspection, officers assess the risk posed by the food business with reference to:
- the nature of its operation
 - level of compliance with food safety requirements
 - confidence of its management

This is used to determine the frequency of inspection.

- 3.1.4 Previous inspections and risk assessments of food businesses established that the following number of food premises was operating in Oadby and Wigston in March 2013.

Risk Level and description	Number of Premises
A Risk (minimum inspection period 4 months)	1
B Risk (minimum inspection period 12 months)	39
C Risk (minimum inspection period 18 months)	143
D Risk (minimum inspection period 2 years)	52
E Risk (minimum inspection period 3 years)	140

3.1.5 Based on the dates of previous inspections, the proposed programme of food safety inspections for 2014/15 are as follows:-

Risk Level of premises	Number of inspections
A	2
B	39
C	80
D	22
E	40 (Self assessments)

In addition, there will be a number of new food businesses that are not yet categorised. Following inspection, they will be given a risk rating and this will determine how frequently they are inspected in future. The inspection programme will also include those new businesses that open during 2014/15, although exactly how many we cannot predict.

3.1.6 In addition to visits undertaken as part of the risk assessment programme, inspections are also undertaken in respect of:

- licensing and approvals of food businesses;
- complaints regarding food business operations;
- enquiries and request for advice from food businesses;
- investigation of poor sampling results;
- transient stalls and mobiles
- new business operations

3.1.7 Revisits will be undertaken where significant breaches of hygiene regulations are identified during an inspection. Based on the percentage of inspections previously generating revisits, it is estimated that approximately 10% will be required in 2014/15. Revisits will also be made in response to requests and appeals that meet the criteria set in the food hygiene rating scheme procedures. As this is a new scheme, the impact of this is as yet unknown.

3.1.8 The environmental health department will endeavour to undertake all of these inspections during 2014/15 but it is accepted by the Council that this depends on other reactive environmental health duties that may be required. However, the council is committed to a high number of inspections and will consider contract employment when necessary to achieve this. The Council's annual performance targets reflect the high performance expected by the Food Standards Agency -

- to undertake 100% of the inspections required for A B and C risk premises;
- To undertake 100% of the inspections required for D risk premises.
- To deliver an alternative strategy to inspection for the lowest risk premises (E rated)

High risk premises inspections will take priority over low risk.

- 3.1.9 During 2014/15, our target is 100% of inspections programmed for all Premises to be undertaken within 28 working days of the programmed date.
- 3.1.10 All inspections are undertaken by officers employed by the authority as environmental health officers with the necessary authorisation, competence and experience for food safety enforcement.
- 3.1.11 Where existing resources are insufficient to achieve the inspection programme, specialist contractors may be employed to address any shortfall.
- 3.1.12 All authorised food safety officers have access to the following technical support:
- Food Standards Agency website, publications and seminars;
 - Better Regulation Delivery Office information
 - Internet Access;
 - Leicestershire CIEH Food Safety Network Group.
- 3.1.13 Resources required for food premises inspections in 2014/15, (excluding clerical and senior management support) are estimated as 1.00 full time equivalent qualified officers.

3.2 Complaints about Food and Food Businesses

- 3.2.1 In March 2004 the council adopted a formal policy for the investigation of complaints against service, in accordance with FSA Codes of Practice issued under Section 40 of the Food Safety Act 1990 and guidance issued by the Local Authorities Coordinators of Regulatory Services.
- 3.2.2 Procedures for responding to and dealing with complaints, enquiries and other requests for service are documented. These will be reviewed annually and revised as and when legislation/guidance changes or in the light of local experience.
- 3.2.3 Based on trends in food complaints received over the last six years it is estimated that between 30 - 35 complaints about food and 25-30 complaints or concerns about food businesses will be received in 2014/15.
- 3.2.4 Resources necessary for investigating complaints about food and food businesses in 2014/15 (excluding clerical and senior management support) are 0.05 full time equivalent qualified officers.

3.3 Home Authority and Primary Authority Principle

- 3.3.1 Oadby and Wigston Borough Council have no formal policy or arrangements in place regarding home authority or primary authority principles. However advice from the Local Better Regulation Office is considered when dealing with a business in the borough that does have a primary authority arrangement with another local authority.

3.4 Advice to Businesses

- 3.4.1. In accordance with its priorities the Council is committed to responding to all enquiries and requests for advice to food businesses. This is in the form of a service standard rather than a policy.

- 3.4.2 Procedures for responding to and dealing with complaints, enquiries and other requests for service are documented. These will be reviewed and, if necessary, revised as legislation/guidance changes and, in any event, at least annually.
- 3.4.3 Planning and building regulation applications relating to food businesses are examined regularly and, where appropriate, applicants are contacted to seek further information about their intentions for their prospective business and/or to provide advice.
- 3.4.4 Based on recent years' trends, somewhere between 20 to 30 requests for advice can be expected in 2014/15.
- 3.4.5 Resources required in 2014/15 for providing advice to food businesses are included in paragraph 3.7.4.

3.5 Food Sampling

- 3.5.1 The Council's policy regarding food sampling was adopted in March 2004 and is revised annually.
- 3.5.2 Routine food sampling is undertaken in accordance with a strategy and annual programme developed with the Leicestershire CIEH Food and Technical Sub Group. The annual programme for 2014/15 has been with the following partners - county authorities, trading standards and the public health laboratory service, and will be published shortly. It will then be appended to this plan.
- 3.5.3 Other food sampling is undertaken:
- as part of food poisoning and complaint investigations;
 - as part of food premises inspections to monitor hygiene standards and confirm adequacy of food processing systems.
- 3.5.4 Examination and analysis of food samples are undertaken at accredited laboratories detailed in paragraphs 2.2.4 and 2.2.5.
- 3.5.5 Most of the food sampling carried out in 2014/15 by the department will be undertaken for monitoring and surveillance purposes, on an informal basis. It will be undertaken by environmental health officers and a technical officer all of whom have, or will have received, specific training for this work. Where formal food sampling is required, it is undertaken by officers qualified in accordance with the current FSA Code of Practice.
- 3.5.6 Approximately 40 food samples were submitted for examination or analysis in 2013/14 and, a similar number is expected to be taken in 2014/15.
- 3.5.7 Resources required for food sampling in 2014/15 are estimated at 0.1 full time equivalent officers.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

- 3.6.1 The Council's policy regarding the investigation of food poisoning incidents was adopted in March 2004 and is checked each year to ensure it remains up to date.
- 3.6.2 A district plan in case of a major outbreak of infectious disease was documented and revised by the Leicestershire Control of Infectious Disease Group.

3.6.3 Last year about 62 cases of infectious disease were received and, in the absence of any current trend indicating otherwise, we assume a similar number can be expected in 2014/15.

3.6.4 There were no major food poisoning outbreaks in the borough during 2012/13.

3.6.5 Resources required for food poisoning investigation in 2014/15 are estimated at 0.1 full time equivalent officers.

3.7 Food Safety Incidents

3.7.1 The council's policy for responding to and initiating food alerts in accordance with the current FSA Code of Practice was adopted in March 2004. It is subject to continuous assessment and every 2 years.

3.7.2 Procedures for responding to and initiating food alerts are documented. These will be reviewed annually and revised as and when legislation/guidance changes.

3.7.4 The resources necessary for the following services which relate to food safety incidents in 2014/15 are estimated to be 0.15 full time equivalent qualified officers:

- Complaints about Food and Food Business
- Home and Primary Authority liaison
- Advice to Businesses
- Responding to and/or initiating food hazard warnings

3.8 Liaison with other Organisations

3.8.1 Oadby and Wigston Borough Council are represented at regular meetings of the Leicestershire Food Safety Group.

To encourage consistency of enforcement within the nine Leicestershire Authorities, the Group:

- Formulates and reviews strategies and procedures for adoption by individual authorities.
- Liaises with other professional bodies e.g. representatives from the Public Health laboratory Service and Leicestershire County Trading Standards over general matters of enforcement;
- Liaises with the food trade and trade organisations, e.g. Leicestershire County Education and Social Services Departments, over specific matters arising;
- Liaises with advisory groups, e.g. Local Government Regulation
- Works with OFSTED to achieve acceptable standards in educational establishments particularly nurseries.
- Operates county wide the national food hygiene rating system.
- Undertakes peer review exercises, the aim of which is to assess the quality of each participant's service and improve consistency of regulation across the county

3.8.2 The Council is represented on the East Midlands (South) Health Protection Operational Partnership Group. This group was set up by Public Health England (Formerly, The Health Protection Agency) and the constituent district councils to:

- Develop guidelines on infection control issues;
- Act as advisory groups, making recommendations on all aspects of communicable disease (including food poisoning);
- Formulate exercises and, where necessary, implement outbreak control plans.

Members of the group include the Public Health Executive infection control nurses and consultant microbiologist, GP representatives and senior environmental health officers from local authorities within the East Midlands. These arrangements will be updated as and when changes to the health service are implemented.

3.8.3 Arrangements are in place for Environmental Health to be provided with details of all planning and building control applications received. These are utilised to identify new food businesses and changes to existing operations. Contact is made with applicants to provide advice on food safety matters.

3.8.4 The resources required in 2014/15 to maintain liaison with other organisations is estimated at 0.1 full time equivalent qualified officers.

3.9 Food Safety Promotion and Education

3.9.1 The Council has demonstrated a strong commitment to food safety promotion through support for Food Standards Agency initiatives, particularly the annual Food Safety Week.

3.9.3 Resources required for food safety promotions and education in 2014/15 estimated to be 0.05 full time equivalent officers.

3.9.4 The Council has adopted the national Food Hygiene Rating Scheme. As part of its risk rating, each food business is given a score on its performance in 3 areas, standards of hygiene, the structure of the premises and the confidence in management. These scores are used to provide a Food Hygiene Rating score. The scores are published on the Food Standards Agency Website and the scores can be displayed within the food premise. It is not a mandatory requirement for a food business to display their score. A maximum score of 5 means very good whereas a zero score means urgent improvement is necessary. Some food businesses are excluded from the scheme. The profile of the Borough at the beginning of April 2014 is as follows

Score	Number of Premises
zero	1
1	23
2	11
3	48
4	58
5	141

4. Resources

4.1 Financial Allocation

- 4.1.1 The projected budget figure for environmental health administration and enforcement in 2014/15 is £264,090, of which a portion is allocated to the Food Safety Service.

At the present time and given the resources available to deliver all environmental health services, it is not a priority in 2014/15 to identify a means of costing separately the food safety service.

4.2 Staffing Allocation

- 4.2.1 The resources required to undertake the services described in Section 3 above (including senior management but excluding clerical support) are detailed in the table below:-

Functions	Full Time Equivalent Officers Estimated for 2014/15
Food Premises Inspection	0.8
Food and Food Business Complaints Home Authority Principle Advice to Food Businesses etc. Food Safety Incidents	0.1
Food Sampling	0.1
Food Poisoning Investigation	0.1
Liaison with Organisations	0.1
Food Safety Promotion and Education	0.05
Administration and Research	0.10
Management/Supervision	0.20
Staff Development	0.05
Totals	1.6

- 4.2.2 In 2014/15, we anticipate sufficient resources will be available from permanent staff to undertake our food law enforcement programme.
- 4.2.3 Should it be necessary to make new appointments or to engage private contractors, these will be properly qualified officers. Where such officers have not undertaken food safety enforcement for some time, revision training, in accordance with the current FSA Code of Practice will be provided.
- 4.2.4 Clerical support is provided by the Community Service area (environmental health administration)

4.3 Staff Development

- 4.3.1 As part of the Council's Employee Development which includes performance management and training. All food safety officers undergo annual appraisal interviews which include review of training requirements and personal development objectives.
- 4.3.2 Communication within the environmental health department is very easy in view of its small size and therefore in practice many matters are discussed informally on a day to day basis, as part of the normal daily routine.
- 4.3.3 Officers authorised to undertake inspections must be suitably qualified and demonstrate their competency to undertake inspections and audits of food safety systems. The FSA Code of Practice also requires authorised food officers to receive at least 10 hours, structured on-going training, and each year.
- 4.3.3.1 To fulfil training needs, officers attend seminars and courses arranged by the Leicestershire Food Safety Group, Central Government advisory bodies, other local authorities and external training organisations. The Council also subscribes to the 5 + 1 Training scheme operated by the East Midlands authorities, which includes a dedicated session on food safety.
- 4.3.3.2 During 2014/15 attendance at relevant course and seminars will be considered as and when they are advertised and found to be relevant to our needs, or where deficiencies in authorised officers' knowledge become apparent by seeking out training courses. A training matrix now forms part of our training procedures and is used to help with the identification of training needs.
- 4.3.3.3 Subsidised training by the FSA is continuing in 2014/15 and the Leicestershire Food Group plans to use this for training events.
- 4.3.4 Should it necessary to use external contractors to supplement our food safety work in 2014/15, their CPD records will be checked and verified if necessary and only those meeting competencies in the specific areas of food safety work we require, will be employed.
- 4.3.5 The service recognises that formal courses and seminars are not the only means of developing and maintaining competence. Some of the other means that are used include
- cascade training to colleagues
 - liaising with colleagues, both internally through the corporate enforcement team and other local authorities and in other organisations
 - work shadowing with colleagues
 - internet research and on line training

4.3.6 Training records

All officers involved in this service are expected to keep a record of the training events they attend or other training they undertake.

This is a requirement of their professional body, the Chartered Institute for Environmental Health, which operates a Continuing Professional Development (CPD) scheme requiring all members to undertake a minimum of 20 hours CPD each year, 10 of which must be on the subject of food safety..

Officers are also encouraged to reflect on the effectiveness of their training, to determine

how useful it is, what new knowledge and skills they have acquired and what they might do differently or better as a result of the training.

Under the terms of the scheme, this reflection may also contribute to CPD.

5. Performance Management

5.1 The proposed performance management for 2014/15 is set out below

Target	Expected Outcome	Eval. Method	Resources	Deadline	Officer
Complete annual programmes of inspection of business premises in accordance with statutory requirements for the enforcement of food safety	100% Inspections carried out that were due	Check of actual inspections carried out against action forward planning programme produced on 1 April 2014. This identifies all the businesses due an inspection during the year. Monthly Monitoring Monitoring Reported in Performance Reviews	Officer Time	31 March 2015	Team Leader EH Team " 0.1 Full time EH Officers
Enforce the requirements for licensing and/or registration of activities involving food businesses and process applications for such in accordance with Council policy.	All food business in the Borough to be operating within proper registration and, where needed, licensing.	New businesses sent a registration form when they begin to trade – follow up letter/visit if registration form not returned. Annual licensing inspection programme undertaken at the appropriate frequency as set out in the Code of Practice (this is part of the forward planning inspection process set at the beginning of the year) Periodic reviews of registration and licensing requirements, including monitoring to confirm appropriate procedures are being met.	Officer time	Deadlines set by reference to the Code of Practice and OWBC performance standards	As above
Investigate and respond to complaints, enquiries and requests for service regarding food safety, in accordance with Council policy.	All complaints, enquiries and requests for service to be investigated in accordance with policy and procedures.	Electronic records will confirm response times. Sample surveys are undertaken to monitor individual cases. Customer satisfaction surveys, to provide customer perception of the service.	Officer time	Within OWBC performance standards	As above
Investigate and respond to notifications and outbreaks of food poisoning in accordance with council policy	100% of outbreaks to be responded to and investigated in accordance with council property	Sample monitoring to confirm Policy and Procedures are met	Officer time	Within OWBC performance standards	As above
Promote food safety, including participation in the national Food Safety Week and Food Standards Agency initiatives.	At least one activity during National Food Safety Week	Food Safety Promotional Event in June 2014 Other initiatives as prompted by the Food Standard Agency	Officer time	June 2014 Food Safety Week Other deadlines as set for other	As above

Target	Expected Outcome	Eval. Method	Resources	Deadline	Officer
		Other Events during the year		specific initiatives	
Monitor the safety of food sold or produced in the Borough by undertaking an annual programme of food sampling in partnership with other Leicestershire authorities and in conjunction with national surveys of specific products	90% of sampling target met, for sampling appropriate to our borough. All result of sampling to be 'satisfactory'.	Annual county sampling programme is set in line with national and local priorities and in conjunction with the County Public Health Analyst at the beginning of the year. Monthly records are kept to chart the progress through the year. The programme and progress to its achievement is published in the Councillors Update.	Officer time	Completion of programme by 31 March 2015	As above
Maintain a well informed work force by providing appropriate training, access to comprehensive technical/legal data systems and liaising with other relevant organisations.	Minimum 10 hours continuous professional development training for food safety officers	Evidence of attendance at CPD events (Certificates or Personal Records) Evidence of research or cascade training that will count towards CPD.	Officer time and Training budget	31 March 2015	As Above
Provide interim reports internally and an annual report to the Food Standard Agency on the service provided and the performance against targets.	Electronic annual report to Food Standards Agency.	Reports published and accepted	Officer time	FSA report to their deadline date	Head of Service and team leader EH Team
Promote a consistent approach to enforcement and service provision by creating and maintaining documented policies and procedures for the services provided	All Food Safety enforcement carried out in accordance with the policies and procedures	Policies and Procedure documents written and published. Policies and Procedures updated annually, in line with changes in good practice and FSA guidance Sample monitoring to ensure policies and procedures are being followed.	Officer time	30 June 2014	As above

5.2 Summary of Food Safety Service Performance Standards in 2014/15

National Indicators

There are no national indicators relating to food safety work.

Local Indicators

Food Premises Inspection	% of food premises inspected/audited, of those that should have been inspected.
Low Risk Enforcements	% of low risk food business self assessment forms that are returned, assessed and re-categorised where necessary.
Response to	Response within specific times to requests and notifications.

Requests	
Improvement in standards	% of food businesses in each Food Hygiene Rating System category and change over time.
Food Sampling	% of 'credits' used in the annual county food sampling programme (where appropriate to our borough).

6. Quality Assessment

6.1 The quality of service provided by the environmental health food safety service is assessed by:

- Monitoring performance against targets for food premises inspections and responses to requests for service;
- Monitoring actual working practice against procedures and protocols for:
 - Inspections of food businesses;
 - Investigation of complaints and food poisoning notifications;
 - Enforcement;
- Undertaking customer satisfaction surveys of local businesses receiving inspection.

6.3 Complaints regarding services provided will be investigated under the council's formal complaint procedure. No complaints were received in 2013/14.

7. Review

7.1 Identification of Variation from the Service Plan

7.1.1 Reports on performance against targets will be made available quarterly on the Council Website as part of the Service Charters and exceptions reported to the Service Delivery Committee as required. Any variations to the performance standards or targets will be reported to the Council's Management Team at the earliest opportunity.

7.2 Reviews against the Service Plan

7.2.1 The process of review will begin at the end of May each year and will have regard to information provided by the Environmental Health Team Leader

Performance and resources available for the year

- Responses to consultation with local businesses and the community
- Observations from Members, the Management Team and the environmental health officers
- Advice from the Food Standards Agency and examples of best practice observed elsewhere
- Information arising from the Leicestershire CIEH Food Safety Group

7.2.2 A review of the work plan will be included as an appendix in the following year's service plan.

7.3 Areas of Improvement

7.3.1 In producing the 2014/15 service plan and taking into account the advice provided in the Food Standards Agency's Framework Agreement on Local Authority Food Law Enforcement, the following service developments were identified and are to be addressed during 2014/15 –

- To introduce food hygiene audits as a means of assuring compliance with the premises holding a Food Hygiene Rating Scheme mark of "5".
- To increase numbers in higher categories of the national food hygiene rating system.
- To work with the businesses holding a Food Hygiene Rating Scheme of "0", "1" or "2", in order to improve their rating – known to be a "Zero 1,2" project.

7.3.2 The council's existing policy for food law enforcement is reviewed annually and any significant changes are put to Member approval. Major reviews of the policy take place every 3 years, the next one being due in June 2015.

7.3.2 All policies and procedures will be reviewed at intervals of no more than every two years, unless

- Changes in legislation or guidance dictate more frequently, or
- failures in the service can be addressed by revising policies and/or procedures and that the matter or matters are of such urgency it is not considered advisable to wait until the annual review.

8. Work Plan

In addition to maintaining services and performance in line with Section 5 (Performance Management), the following are specific targets or projects for the 2014/15 food safety service work plan –

1. Joint work and projects planned and delivered by the Leicestershire CIEH Food Liaison Group, whose work is designed to promote good, consistent food safety standards between its members across the county. Their work plan for 2014/15 is attached.
2. Delivering the areas of improvement identified at 7.3.
3. Following the changes within the service workforce, to improve knowledge and resilience across the team by addressing the development targets identified above in 4.2.3, (Should it be necessary to make new appointments or to engage private contractors, these will be properly qualified officers. Where such officers have not undertaken food safety enforcement for some time, revision training, in accordance with the current FSA Code of Practice will be provided)

Leicestershire Food Liaison Group - Work Plan 2014

Key Priority Theme	Activity	Implementation Date	Completion/Review Date	Lead Responsibility
Performance	<u>Sampling</u> (a) Complete 2013/14 Programme	1 April 2014	31 March 2015	Food, Water & Environment Lab, Birmingham in conjunction with all Authorities
	Draft Protocols for sampling subjects	2 months prior to sampling topic	31 March 2015	Food, Water & Environment Lab, Birmingham in conjunction with all Authorities
	<u>Peer Review</u> Undertake a peer review exercise following up on the lessons learnt from May 2011 exercise	30 June 2014	31 December 2014	Leicester City /Blaby District Council
	<u>Inter Authority Auditing</u> Review results of the IAA exercise carried out in the last quarter of 2012 on E coli	1 January 2014	31 September 2014	All
	<u>Newsletter</u> Develop a newsletter template for Food Businesses in the County	1 June 2014	31 December 2014	Blaby District Council
	<u>Food Hygiene Rating Scheme</u> Continue to embed the Food Standards Agency (FSA) Food Hygiene Rating Scheme <u>Intervention Policy</u> To draft a common Intervention Policy for all Local Authorities	1 January 2014 Delayed until new Code of Practice issued	31 December 2014 Review position 31 December 2014	All except Rutland To be Agreed at future date

Key Priority Theme	Activity	Implementation Date	Completion/Review Date	Lead Responsibility
Inter Agency Working	Invitation to Dairy Hygiene & Egg Inspectorate to attend one meeting	1 January 2014	30 June 2014	Secretary
	Review of Officer Training Needs in Leicestershire.	1 January 2014	30 June 2014	Training Officer/All Authorities
	To facilitate one joint project with Trading Standards Officers in the County	30 June 2014	31 December 2014	Leicestershire County Council Trading Standards
Continuing Professional Development	<u>Facilitation of Courses</u>			
	Arrange 2 courses for Enforcement Officers in the County	1 March 2014	31 December 2014	Training Officer
	Organise 5 + 1 Training Session on Food Hygiene	1 st January 2014	30 th September 2014	Hinckley and Bosworth Borough Council and North West Leicestershire District Council