

HAMBLETON DISTRICT COUNCIL

Report To: Licensing Committee
21 July 2015

From: Executive Director

Subject: **FOOD SERVICE PLAN 2015/2016**

All Wards

1.0 PURPOSE AND BACKGROUND:

- 1.1 This report is required to demonstrate that food safety services and their enforcement within Hambleton District are properly organised in order to minimise the risk of food poisoning or harm to consumers within Hambleton and beyond.
- 1.2 The Plan is required to comply with the requirements of the Food Standards Agency (FSA) and the Regulators' Code in relation to the development of food enforcement services and their enforcement.

2.0 INFORMATION AND ANALYSIS

- 2.1 A Code of Practice was issued under section 40 of the Food Safety Act 1990, regulation 26 of the Food Safety and Hygiene (England) Regulations 2013 and regulation 6 of the Official Feed and Food Controls (England) Regulations 2009. This prescribes how food legislation must be enforced by Food Authorities.
- 2.2 As part of the Food Standards Agency's work to strengthen and develop links with local authority enforcement, an Enforcement Liaison Group was established. This group developed a Framework Agreement on Official Feed and Food controls by Local Authorities. The 5th amendment was published in April 2010. This takes into account the Government's better regulation agenda and the principles of good regulation.
- 2.3 The Framework Agreement requires that three principle policy documents should receive member approval:-
 - a) The Food Service Plan (appendix 1) ensures that national priorities and standards are addressed and delivered locally. It also enables services to reflect local needs and priorities and provides a means for monitoring compliance with the Code of Practice.
 - b) The Food and Environment Sampling Policy is required to indicate the Authority's basis for the sampling programme and an estimate of the numbers and types of samples that will be taken from establishments, or submitted in relation to complaints. This is unchanged since 2014.
 - c) The Food Safety Enforcement Policy should be up to date, available to food business operators and should cover all areas of food law that the Food Authority has a duty to enforce and include criteria for the use of all the enforcement options that are available. A generic Environmental Health Enforcement Policy has been produced which covers general issues. This is also unchanged since 2014.

2.4 The proposed Service Plan has been expanded from that of previous years to include the detailed breakdown of service costs, allocation of resources, key achievements in the previous year and plans for service improvement in the coming year. This information was specifically required following a recent audit by the FSA of a neighbouring Authority and will therefore apply to all Authorities.

3.0 LEGAL IMPLICATIONS:

3.1 The Food Service Plan has been developed in accordance with the FSA 'Standard' and Guidance which set out the required format and contents of such a plan.

4.0 FINANCIAL IMPLICATIONS AND EFFICIENCIES:

4.1 There are no financial implications in this report. All services will provided from within existing budgets.

5.0 RISK ASSESSMENT:

5.1 There are no risks associated with this report.

6.0 DIVERSITY:

6.1 Equality issues will be taken into account during future Service Plans once the levels of representation of minority communities and the perceptions of communities have been ascertained and their needs understood.

7.0 RECOMMENDATIONS:

7.1 That the Food Service Plan 2015-2016 be approved.

MICK JEWITT

Background papers: The Framework Agreement on Official Feed and Food Controls by Local Authorities – amendment 5, April 2010 – Food Standards Agency Regulators' Code. BRDO. July 2013.

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HAMBLETON DISTRICT COUNCIL
ENVIRONMENTAL HEALTH SERVICE

FOOD SERVICE PLAN
2015/2016

Date of Issue

Version Control

<i>Version No.</i>	<i>Amended by</i>	<i>Date</i>
1.0	Maria Bentley	8/4/15
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Executive Summary

This Service Plan sets out how Hambleton District Council will work over the coming year and focuses on ensuring that food made or sold, wholesome in Hambleton is safe and complies with the law.

The overall cost of the Environmental Health service in the coming year will be around £86003 which is equivalent to around 98.5p per Hambleton resident.

This Service Plan details the food safety enforcement service for 2015/16. The plan reflects the work required of food authorities by the Food Standard Agency (FSA), in its national “Food Standard” and guidance documents. It is designed to ensure that local people and residents can clearly see what we do, how our services are delivered and the resources we have available to us to. Food Standard Agency is able to assess the services that we offer, so that they can ensure that our services meet the standards required and that we are effectively implementing and enforcing national law at a local level.

The main focus of work will be in the following areas:

A planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice targeting in particular those premises that are not currently ‘broadly compliant’ with food safety legislation;

- Complete all overdue interventions;
- The use of alternative interventions as defined by the Food Standards Agency Code of Practice for businesses that are ‘broadly compliant’;
- A coordinated food sampling programme in support of the above making use of the Public Health England allocation;
- Investigation of food and food premises complaints, and all outbreaks and incidents of food related illness;
- Develop existing officers to maintain competence and increase flexibility.
- Food Hygiene Rating Scheme – assessment of all businesses that have not been rated.
- Improvements to the Uniform Database accuracy and validity.
- The provision of information and advice on food safety to food businesses and consumers.
- Consider any requests from local businesses for the Council to enter into a Primary Authority Agreement.

Introduction

The Council, being a Food Authority, is responsible for the enforcement of food safety in approximately 1119 premises within the area of Hambleton District Council (HDC). This includes premises at all stages in the food chain with the exception of primary production of food, ranging from farm producers of food, food manufacturers and processors through to retail food premises, food vehicles, restaurants and other premises involving catering.

The FSA amended its Framework Agreement in April 2010 to take into account the Agency's new Vision for food law enforcement, and the FSA Framework for Regulatory Decision Making, which takes account of the Government's better regulation agenda and principles of good regulation. This Framework Agreement requires all local authorities to prepare a Food Service Plan which reviews the implementation of the previous year's plan and details the delivery of their food safety enforcement responsibilities for the current year.

This plan is seen as an important document ensuring that national priorities and standards are addressed and delivered locally.

This service plan will also:

- Focus debate on key delivery issues;
- Provide an essential link with financial planning;
- Set objectives for the future, and identify major issues that may cross service boundaries;
- Provide a means of managing performance and making performance comparisons.

This Food Service Plan has been drafted having regard to the FSA "Standard" and guidance and has been produced by the Environmental Health Service.

The plan seeks to ensure that all national priorities and standards are delivered locally and provides a balanced approach to local food safety enforcement. This is achieved by not merely directing resources towards the programmed inspection and intervention process, but also by ensuring that adequate provision is made to address food complaints, food poisoning notifications and other reactive work, advice to businesses, and also the ability to follow-up intelligence driven areas of work such as food fraud, sampling and targeted inspections.

Local authorities are permitted to select the most appropriate action to be taken to drive up levels of compliance by food establishments with food law.

Service Objectives and Links

The Aim of the food service plan

The Aim of the service is to ensure the safe and hygienic production, storage, distribution and sale of food and drink through the enforcement of legislation, the provision of advice and information to consumers and the operators of food businesses, and the collection of information about the microbiological quality of food produced or bought within the District

Objectives of the food service plan

- Delivery of an annual programme of food hygiene interventions including inspections and enforcement in accordance with statutory requirements, codes of practice and guidance.
- Supporting the annual interventions programme with an annual microbiological food and water sampling programme.
- Investigating complaints within service standards and to take appropriate action in accordance with Codes of Practice and Guidance.
- Supporting food businesses through the Business Friendly Scheme with targeted promotional advice and educational initiatives together with providing information and advice on food safety to food businesses and co-ordinating training.
- Taking appropriate enforcement action in accordance with the Council's Food Safety Enforcement Policy.
- Investigating cases and outbreaks of food borne infections in close co-operation with Public Health England and, where appropriate, other health care professionals.
- Ensuring that public and private drinking water supplies are safe and wholesome.
- Investigating and assessing the fitness of food and the hygienic conditions of food premises, practices and personnel.
- The inspection of hygiene on food vehicles and mobile food premises trading within the District.
 - Providing information about the hygienic standards of food premises through the Food Hygiene Rating Scheme
 - The provision of food safety advice to consumers, including taking part in food safety seasonal promotions.
 - Working with others to encourage healthy eating
 - Improving the way information is collected, analysed and used.
 - Ensuring that food imported from outside the EU, complies with the EC Regulations and, where this is found not to be case, taking appropriate action.

We will deliver this service in accordance with the 5 principles of good regulation:

1. Targeting (to take a risk based approach)
2. Proportionality (such as only intervening where necessary)
3. Accountability (to explain and justify service levels and decisions to the public and to stakeholders);
4. Consistency (to apply regulations consistently to all parties)
5. Transparency (being open and user-friendly)

Our work, detailed within this document aims:

- To achieve high levels of compliance with food law
- To assist businesses to understand and meet their legal obligations
- To target resources at those businesses in most need;
- To seek and respond to customer feed back;
- To minimise the risk of food poisoning and control outbreaks should they occur.

Links to corporate priorities

The Council’s Plan sets out the prioritises as

- Providing Customer Excellence
- Driving Economic Development
- Promoting Health and Wellbeing
- Improving Waste and Recycling
- Delivering Services for a Changing Population

The Priorities for the Director of Planning and Environmental services are:

SERVICE AREA	PRIORITIES 2015/16
Development Management	Customer Care and Performance Supporting Council Priorities North Northallerton Implementation of CIL
Environmental Health and Licensing	Public Health Initiative Business Friendly Scheme Housing and Health Scheme
Housing	Gold Standard for Housing Options Service Affordable Housing Delivery
Pest Control	New Structure
Planning Policy and Conservation	New Local Plan Implementing the LDF

Waste and Street Scene

Waste Management Strategy
New Recycling Service
Procurements of Vehicles and
treatment of Recyclables
Health and Safety

The Business Friendly Scheme links with the Food Service plan by adding to the assistance given to business to aid compliance and promote good practice. The Food Service is an integral part of the Environmental Health Service.

Background

Profile of the Local Authority

Hambleton District Council
87,300 population
131,117 hectares
28 Local District Councillors
177 Parishes
78 Parish Councils
5 market towns
2 Parliamentary Constituencies

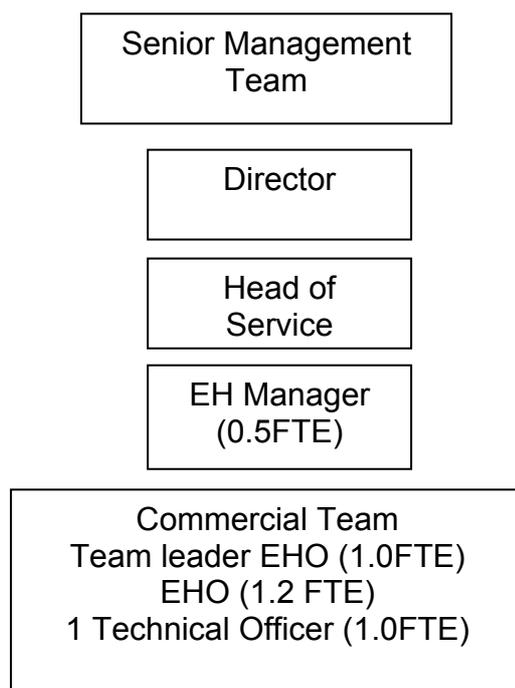
The District is a mixed area of urban and rural landscape. Predominant employment is associated with rural/farming and food manufacturing.

Being a rural district, there are 280 private water supplies. Many food businesses, outside the main towns and villages, are served by private water supplies and this poses additional problems in ensuring the safe operation of these businesses.

Political Arrangements

Under the Constitution of the Council the Director of Environment and Planning Services has delegated authority for all enforcement including food safety.

This Food Service Plan is reported to the Senior Management Team and the Licensing Committee



The Scope of the Environment Health Service

As the competent food authority the District Council is responsible for the full range of food hygiene duties under the Food Safety Act 1990, Food Safety and Hygiene (England) Regulations 2013

With the following exceptions:

The North Yorkshire County Council, Trading Standards Service. is responsible for:

- Primary Production of Food,
- Food Standards (including Allergens labelling)
- Animal Feeding Stuffs
- Animal By-products

The FSA is responsible for:

- Meat Production,
- Egg Production
- Raw Cows Drinking Milk.

The environmental health commercial team deliver the following services:

- Food Hygiene Interventions
- Health & Safety Inspections, complaints and the investigation of accidents.
- Infectious Disease Control
- Animal Welfare Licensing
- Smoking enforcement
- Water Supplies (Private and Public)

The competencies of officers carrying out enforcement activities are based on qualifications, training and experience. These are reviewed as part of the annual performance review process, and whenever new legislation is introduced. Officer competency is a priority for the coming year, given the change in the Food Law code of practice.

Specialist External Services/Partners

Food Analytical Services	West Yorkshire County Analysts plus specialist service providers as necessary
Food Examiner	Public Health England - Microbiological Services, Food, Water and Environment Microbiology Laboratory at York
Proper Officer	Public Health England – Yorkshire and the Humber Consultant in Communicable Disease Control
Public Health	Director of Public Health, North Yorkshire County Council

Service Delivery Point:

Hambleton District Council
Civic Centre
Stone Cross
Northallerton
North Yorkshire
DL6 2UU
Tel: 01609 767085
Fax: 01609 767248
Website: www.hambleton.gov.uk
Email: ehealth@hambleton.gov.uk

Demands on the Environmental Health Service

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

<i>Types of Premises</i>		
Laems cat.	Laems description	
A	Primary producers	16
C	Manufacturers etc	64
E	Importers/exporters	5
F	Distributors/transporters	30
G	Retailers	230
H	Restaurants & caterers	774
Total		1119
Of which:		
Approved premises (including egg packing establishments)		23
Large Food Manufacturers (Not Approved but supplying food on a national and European basis.		10
Premises where the Service acts as Primary Authority		0

Enforcement Policy

The Food Safety Enforcement Policy has been approved by members that incorporates all aspects of the food enforcement activity.

All enforcement action will be undertaken having regard to the Food Safety Enforcement Policy. This may range from informal action, through to the service of formal hygiene improvement or hygiene emergency prohibition notices, or ultimately the issue of simple cautions or recommendations for prosecution.

The aim of the food enforcement policy is to ensure that all food businesses within the District produce food that is safe to eat and that they comply with the requirements of food safety legislation. This enforcement policy is available through the Council's website.

In 2012 The Food Standards Agency completed a consultation exercise of the Framework for Policy Making in the FSA and we are awaiting the revision of the document. In the meantime we will continue to work the Framework Agreement Document dated April 2010.

Quality Management System

The Food Standards Agency requires that enforcement work be carried out in a consistent way throughout the United Kingdom. The mechanism for this is using Liaison Groups. The North Yorkshire Chief Environmental Health Officers have vested this work to the North Yorkshire Food Liaison Group. The North Yorkshire Quality Management System, is overseen by the North Yorkshire Food and Safety Liaison Group, and has been developed to address the issue of consistency.

The Council is a signatory to the North Yorkshire Chief Environmental Health Officer's Food Safety Quality Management System (QMS) It is the Council's policy to carry out all areas of food service delivery in accordance with this system and in particular to fulfil the inter authority audit requirements as set out in the quality system. The QMS helps to deliver a consistent service across the region. The implementation of local procedures within the QMS, and monitoring, has to be undertaken by the Lead Officer for Food.

Food Liaison Meeting and associated paper work 20 x 7.4	148 hours
File Monitoring across all enforcement activity	20 hours
Accompanied Inspections	15 Hours
Team meetings	80 hours
Development of local procedures	148 hours
Total Estimated Hours required to implement QMS	411 hours

In addition to improved consistency the QMS helps operational staff to build better working relationships with staff within other authorities, removes any insularity and helps to improve the speed at which best practice is developed, as officers recognise the value of their own input.

The authorities have a pragmatic approach to the use of such systems and they recognise they are there to push standards forward not just develop paper mountains. The integrity of the system must however stand up to examination and in this respect the Chief Officers Group challenges the integrity of the system through the review system.

The main purpose of the participating Authorities is the enforcement of legislation but within that work are a number of discrete areas.

The QMS aims to:

- Carry out inspections and investigate complaints to a consistently high standard. To achieve this, checks will be carried out on various stages within the process and recorded in an appropriate manner consistent with either the QMS or the authority's internal systems.
- Continuously monitor performance of the system and make changes and improvements where appropriate. To achieve this, the QMS will be subject to audits and management reviews.
- Ensure that only properly qualified, experienced and competent personnel are involved in Food Enforcement. To achieve this Nominated Officers have specific responsibilities for assessing officers against the QMS competency matrix.

- The QMS has been designed to suit the needs of each individual authority whilst maintaining consistency. The discrete Law Enforcement processes are detailed in the Framework documents and will be reflected in local procedures. All personnel dealing with these areas of Law Enforcement are expected to contribute to the quality effort and comply with the relevant Quality Management and Local Procedures.

The issue of consistency is discussed at Food and Safety Liaison Group and we regularly conduct consistency exercise within the team and across North Yorkshire.

The food service operates out of the Council's Civic Centre with members of the public having access during office hours. A range of information concerning Food Safety and enforcement is available on the Council's web site which allows online application for registration of a food business establishment, and queries and complaints to be submitted via e-mail.

Much of the service is delivered at the business premises and officers also visit residents to complete questionnaires, collect/deliver specimen pots and collect statements etc. Although most work is carried out during normal office hours, inspections, complaints and food complaint/premises investigations can also be undertaken outside of office hours.

The Council has an emergency call out system outside normal office hours with access to advice in the event an emergency.

Service Delivery

Interventions at Food establishments

The Council's policy is to carry out programmed interventions in accordance with the minimum frequencies specified in the current Food Safety Act; Food Law Code of Practice (England) (April 2015).

The Code defines the different types of interventions that Food Authorities may use and the circumstances in which they should be applied. Interventions are key to improving compliance with food law by food business operators. The range of possible interventions allows authorised officers to use their professional judgement to apply a proportionate level of regulatory and enforcement activities to each food business. Interventions are applied in a risk-based manner such that more intensive regulation is directed at those food businesses that present the greatest risk to public health.

Interventions are defined as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to, "official controls".

"Official controls" are defined at EU level at Article 2(1) of Regulations 882/2004. They are any form of control for the verification of compliance with food law. Interventions that are official controls include:

- Inspections

- Monitoring
- Surveillance
- Verification
- Audit and
- Sampling where the analysis/examination is to be carried out by an Official Laboratory

Other interventions, i.e. those which do not constitute official controls include:

- Education, advice and coaching provided at a food establishment; and
- Information and intelligence gathering (including sampling where the analysis or examination is not be carried out by an Official Laboratory).

Where possible, any intervention delivered at a food establishment will be undertaken without prior notification. There will, however be circumstances when it is advantageous to give advance notice, particularly when the purpose of an intervention is to see a particular process in operation. Authorised officers will exercise discretion in this area guided by the overriding aim of ensuring compliance with food legislation.

Inspections/audits are all prioritised in accordance with the food safety risks posed by the premises. This is assessed in particular, in relation to the nature of the food handling involved, the level of compliance, and the quality/confidence of management.

The Code sets out how to risk-rate businesses and sets the minimum frequency of inspection. The risk categories range from A to E and inspection frequencies are shown below, alternative enforcement strategies may be used for low risk E rated premises.

Premises Risk category (and minimum inspection frequency)	Total Number of premises April 2015	Number of Premises due Inspection In 201516	Number of Premises Overdue As of 1 April 2015	Time (hours) required for each Intervention	Total Time Required for Intervention Program
Category A (6 Months)	8	16	1	17	225
Category B (12 Months)	67	67	2	7.5	517.5
Category C (18 Months)	331	184	17	5	269
Category D (24 Months)	199	118	5	4	492
Category E * (36 Months)	272	62	20	3	246
Unrated and others not recently visited*	266	(266)		3.5	931
Total	1143	447**			1503.5***

*Alternative enforcement strategies will be implemented for the majority of these low risk food premises in accordance with the Food Safety Act Code of Practice, and the North Yorkshire Chief Environmental Health Officers' Quality Management System procedures. This has not been done for over 5 years.

** Not including unrated premises

*** Not include E's or unrated premises

		Total Time (hrs)required
Estimated number of revisits	92	184
Estimated number of additional inspections to new premises	138	207
Estimated FHRS Revisits	50	100
Estimated Enforcement Formal Action 8% of all Inventions	35	138
Total	289	629 hours

Performance Indicators:	100% Category A premises 90% Category B premises 85% Category C premises 70% Category D
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National additional prioritises

The Food Standards Agency has issued guidance that requires all cold stores handling products of animal origin, without a genuine retail element to the final consumer to be approved under Regulation EC 853/04 within this financial year. Work will need to be conducted to identify such premises, request applications and subsequently approve them or take appropriate enforcement action. Initial investigations suggest that is approximately 5 of cold stores within the district.

An neighbouring District Council was audited as part of focussed Food Standard Agency Audit in 2015 following a Food and Veterinary Office (FVO) mission to the UK on implementation of the EC Official Dairy controls in the UK., All Milk and Dairy Establishments will need to be visited in 2015 to ensure that controls are in place and the files comply with the current Code of Practice Guidance.

All premises with a FHRS score of 0, 1 or 2 are required to be re-included in the Intervention program after 3 - 6 months regardless of the risk rating, to stop consumers losing confidence in the Food Hygiene Rating Scheme.

FHRS Score	Number of Premises	Total Time (hrs) required to include these inspections prior to program inspection.
0	3	15
1	25	125
2	15	75
3	52	
4	109	
5	406	
Unrated	151*	
Total	761	215 hours

*As of April 2014

In addition to the Intervention program we have identified several local areas of targeted intervention.

- Approved premises (food manufacturers not selling to the final consumer)
- Festivals and outdoor events
- Category E premises not included in the FHRS, where the consumer would expect them to be included, for example B&B's and home caterers.
- Category E's that have not had an alternative intervention for over 5 years.
- Schools which have fallen out of the Food Hygiene program as they were rated as a Category E premises.

All premises subject to inspection are risk rated in accordance with the Code of Practice, and the details entered on the database so that future inspections can be programmed.

Each year, the number of inspections to be carried out in the following year are calculated, based on their risk, the date of the last inspection and other factors as appropriate, and these are then included in the Service Plan.

All new food establishments registered for the first time will be subject to an initial inspection and intervention ratings determined. When a Food Registration form is received it will be entered onto the Uniform database and added to the inspection programme for the year. New premises should be inspected within 28 days or as soon as is practicable and where appropriate, having regard to the likely risk the premises present in terms of their size and the types of operation carried out. In order to establish the risk a pre-inspection questionnaire is sent out with an “awaiting inspection” sticker, in order to prioritise inspections.

Premises registered with the authority cannot be subject to immediate inspection where they are not yet ready to open for business and/or where they are low risk. We aim to inspect all new premises where a desk top assessment indicates that they are high risk within 60 days and the remaining within 180 days of registration.

Premises requiring approval under EC Directives will be inspected, and conditional approval issued prior to opening for business by experienced officers with specialist knowledge of the process and appropriate legislation, and by suitably qualified staff thereafter.

When intelligence is received, in the case of a justified complaint or unsatisfactory sampling result, the Council will consider whether it is appropriate to conduct an inspection, partial inspection or audit to investigate the matter on a risk based approach.

Food Enforcement Interventions

All interventions will be carried out at appropriate intervals in accordance with the frequencies specified in the code of practice.

Establishments intervention rated category E

Establishments that have been given an intervention rating of category E for food hygiene may be subject to an Alternative Enforcement Strategy. Establishments will continue to be subject to official controls when investigating complaints. They must, as a minimum, be subject to an intervention which may take the form of an Alternative Enforcement Strategy, not less than once every three years.

Alternative enforcement strategies will be considered for the majority of low risk E category food establishments in accordance with the Food Safety Act Code of Practice, and the North Yorkshire Chief Environmental Health Officers' Quality Management System procedures.

However where the establishment in question is subject to approval under Regulation 853/2004 (Egg packing establishment) the use of Alternative Enforcement Strategies is not an appropriate form of intervention and will require a formal intervention.

The alternative enforcement strategy will involve questionnaire surveys to assess the hazards and risks associated with the businesses. Where risks are perceived as low and outside the scope of the FHRS these premises will be put on a 3 year inspection programme and not receive an inspection. Premises such as those providing only Bed and Breakfast will now require an inspection in order to receive a food hygiene rating. Inspections of these premises will only be undertaken upon request by the food business operator. Where intelligence is received suggest that problems may exist, those premises will be inspected as a matter of course.

New legislation is responded to, as necessary, through additional inspections and/or information for affected businesses. Where the impact of new legislation is known in advance, it will be included in the Service Plan and in the resource planning process as appropriate.

Food Information Regulations 2014

The Authority has entered into a memorandum of understanding with North Yorkshire Trading Standards Service. The MOU states that we will provide information and signposting to Food Business Operators (FBO) on allergens during programmed interventions and referred concerns about non-compliance to the North Yorkshire Trading Standards Service.

The National Food Hygiene Rating Scheme

On the 1st October 2010, the Food Standards Agency launched its 'Food Hygiene Rating Scheme' (FHRS). The FHRS has been designed to provide consumers with an indication of the food hygiene standards within premises within the scope of the scheme. The aim of the scheme is to give consumers an informed choice about hygiene standards when choosing where to eat or buy food.

Hambleton District Council launched the scheme in September 2011, the scores for businesses included in the scheme and inspected since 2008 can be found on the Food Standards Agency website.

The promotion of the FHRS is seen as a priority for the environmental health service and the Director, has stated that safe Food is important to every resident and visitor to the district.

In December 2014 we received a FSA grant to increase display of the FHRS stickers among premises with a rating of 3, 4 and 5 in the 5 market towns. This was part of a national initiative. The number of FHRS 5 premises displaying a sticker after a visit increased by 21% in Hambleton. We will continue to promote FHRS via targeted press releases and other initiatives.

One of the safeguards for food businesses is the ability to request a re-visit following an inspection. The revisits cannot take place until after a standstill period of 13 weeks following the initial intervention.. The re-inspection which is a full invention, will be undertaken within 13 weeks of the request, following the end of the standstill period.

There has been a steady increase in requests for revisits to check changes in score

Year	12/13	13/14	14/15	15/16
Number	11	12	32	50*
Hours	44	48	128	200

We predict that as the more members of the public become aware of the scheme, FBO are more likely to request a revisit or appeal, especially when the score is reduced from 5.

The time implication is the same as for the initial inspection as the majority of premises are rated A, B or C an average time taken to re-inspect is 4 hours per premises.

Appeals against the FHRs score.

The FHRs was launched in September 2011. When businesses were first notified of the score which was based on last inspection we had on record we received 3 appeals; the scores were based on the FSA guidance at the time and were amended in line with the FHRs guidance.

We received no further appeals until 2014/15. In 2014/15 we received 2 appeals, which were both upheld. We have already received one appeal this financial year again the appeal was upheld.

The time it takes to review the file and associated paper work is approximately 6 hours per appeal. Again this is likely to place increased burdens on the service and have allocated the time for 4 appeals within the calculation, for the resources required to operate the food service.

This is one of the FHRs scheme safeguards for business.

Actions following inspections

Each premises inspected will receive a written report of that inspection giving, where appropriate, information on any contraventions found, the action needed to remedy these contraventions and an appropriate timescale for any work, and any recommendations being made by the inspecting officer. Information and advice will also be given as appropriate, including a range of leaflets, face to face advice and information on-line via our web-site.

The actions that can be taken by the officer following an inspection are outlined in the Environmental Health Enforcement Policy and the Food Enforcement Policy, these will include the full range of enforcement action available including informal letters and advice, statutory notices, voluntary and emergency closure procedures through to prosecution where appropriate. In most instances, statutory and formal actions are only considered in the most serious cases, where informal action is unlikely to succeed or has previously failed to bring about improvements, or where there is a clear need to take such action to protect the public interest. Repetitive poor performance over the last 6 years will be criteria for appropriate enforcement action. This will also include those premises that improve after a formal intervention but standards deteriorate substantially between formal interventions.

Food hygiene premises may require re-visits to ensure compliance. The decision to make a revisit is based on;

- The seriousness of the risk to health represented by the work required and/or the nature of the non-compliance with appropriate legislation.
- The likelihood that the business will carry out the work and the period of time allowed for the work compared to the date of the next inspection.
- Premises with a FHRs score 0, 1 or 2 will be prioritised for re-visit and will re-programmed back into the inspection program early. It is important that consumers do not lose confidence in the FHRs and the up to date hygiene data is available,

However we will also revisit establishments as specified in the Code of Practice Intervention rating scheme, when a Food Business scores;

Hygiene	15 or greater
Structure	15 or greater
Confidence in Management	20 or greater

Establishments scoring one of the above scores will also be considered for formal action in accordance with the enforcement policy.

Recording Inspections

Premises inspections are recorded on our Uniform database for commercial premises, which generates the inspection program and statistical reports as required by the FSA. This information is backed up and saved as appropriate to minimise the risk of corruption or the loss of data.

Food hygiene records of premises, premises inspections and any contraventions found are kept on electronic file, along with details of any food complaints and other correspondence relating to that premises. Premises records are maintained for a minimum of 6 years with all earlier data deleted.

Food Complaints

Requests for service about the condition of food, food premises, practices or personnel are investigated. The Council's policy is to give a first response within 3 working days to all food and food premises complaints. The performance standard is to respond to 95% of complaints within 3 working days.

	Time (hr) per complaint	Resource required in hours	
	14/15		Total
Estimated number of food complaints per annum	15	10	150
Estimated number of food premises complaints per annum	87	7	609

Home and Primary Authority Scheme

The operation of the Primary Authority scheme is a statutory responsibility of the Better Regulation Delivery Office (BRDO). The Primary Authority scheme ensures that businesses trading across authority boundaries are regulated in a consistent way. Companies have the legal right to form a partnership with a 'primary authority', providing robust and reliable advice on compliance that other councils must take into account, and setting inspection plans to guide and coordinate activity.

The Council is currently in conversation with several possible partners. A briefing paper has been prepared to senior management team and we are seeking approval from cabinet in summer to be able make formal agreements. This will done on a cost recovery basis.

The Council will continue to comply with the requirements of the Home Authority Scheme.

Advice to Business

The Council has a policy of offering advice to any business that has trading premises within our area unless the trader has a Primary Authority arrangement with another Local Authority.

Advice is also given when planning applications are submitted relating to new food businesses

The Council is continually developing its website in order to improve, in particular, the access to specialist food safety advice.

	14/15	Resource required in Hours
Estimated number of advice contacts per annum:	106	53*

*No time is specified within the service plan for further development of advice leaflets or the website.

Food and Environment Sampling and Inspection

The Council has a written and approved Food and Environment Sampling Policy in compliance with the Food Law Code of Practice. The Policy is to sample food and drink supplied, produced or sold within the District, in accordance with a planned sampling programme, to assess its safety and quality and where necessary in response to food complaints/investigations. The Council will also participate in North Yorkshire, Regional, National and European sampling programmes where relevant.

		Resource required	
Estimated number of routine food samples as part of the sampling programme per annum	305	1 hr per sample	305
Estimated number of complaint samples which will be	4	2 hours	8

submitted for examination/analysis			
Estimated number of surrender visits	1	4 hours	4
Number of Formal Samples submitted to Public Health England	1	4 hours	4
Investigations into unsatisfactory results including follow up samples.	45	2 hr per sample	90
			411

All formal food samples will be submitted to the West Yorkshire County Analyst for analysis or to Public Health England, Microbiological Services, Food, Water and Environment Microbiology Laboratory at York for examination.

All sample details will be submitted, where possible to the PHE Laboratory by UKFSS (a FSA software package.) and we will investigate uploading the results from the PHE laboratory to Uniform by UKFSS, to improve the accuracy of the data and prevent double handling.

Control and investigation of Outbreaks and Food Related Infectious Disease

The Council investigates all outbreaks and notifications of food related disease in accordance with procedures agreed with its North Yorkshire partners and advice from its Proper Officer. Close working links exist with North Yorkshire & York Community Infection and Control service, and other health organisations and groups in the region.

	14/15	Hours
Estimated number of notifications of food related infectious diseases per annum*	18	26
Investigation into case of E.coli 0157	3	37
Estimated number of outbreaks	1	37
Total		100

Note: The numbers reduced due change in notification of Campylobacter isolations, which are no longer reported to food authority by Public Health England.

Food Safety Incidents

The Council will comply with the Food Law Code of Practice in relation to the handling of national food safety incidents and alerts. This now includes Allergy Alerts.

	14/15	Hours
Estimated number of food alerts where action is required p.a.	12	24

Liaison with other organisations and partnership working

The Council participates in the following liaison groups or organisations related to food safety issues in an endeavour to ensure that the service and/or any enforcement action taken within the District is consistent with those of neighbouring local authorities, that service improvements can be identified, and that competence based training can be assessed.

- North Yorkshire and York Community Infection Prevention Team
- Public Health England – Yorkshire and the Humber team
- North Yorkshire Chief Environmental Health Officers Group and Associated Food Liaison Groups
- Uni-*form* User Group (Environmental Health IT system)
- Care Quality Commission (CQC)
- North Yorkshire District Control of Infection Committee (NYDCIC)
- North Yorkshire Health Protection Board
- Yorkshire Zoonoses Group
- Public Health England, PHE Food, Water and Environment Microbiology Laboratory, York Sampling Liaison Group
- Yorkshire Water
- Northumbrian Water
- OFSTED
- Better Regulation Delivery Office

The resources required for this work depends on the nature of issues discussed and frequencies of meetings, which are largely beyond the control of the Council.

We will work with other organisations to undertake joint initiatives and extend our effectiveness through this increased capacity.

Food Safety Promotion

We will be considering bidding for funds to undertake food safety promotions. The Service aims to be active in food safety promotions and tries to employ innovative approaches to ensure the food safety message reaches the widest possible target audience.

To assist proprietors of small businesses in meeting the legal requirements which came into force in January 2006, (the legislation was amended in 2013 the requirements remained the same.) In 2006 the Food Standards Agency introduced a simplified food safety management system, “Safer Food Better Business”, that they suggest should be promoted to catering businesses that need help. In 2015/16 we will continue to promote the uptake of this food safety management model within the District.

We promote food safety with messages on the Council’s website and with leaflets available from the Council offices.

We have promoted and will continue to promote Food Safety Week.

Since 2011/12 40 advice leaflets have been developed and publicised concerning food hygiene and safety. We will continue to develop this source of advice to the food trade and consumers.

We currently have a supply of SFBB packs available to assist for new and existing business comply with the legal requirements.

Food and Nutrition

The development of the new Public Health arrangements will result in opportunities for Local Authorities to develop food nutrition initiatives. These are especially valuable in this District because of the high levels of obesity and comparatively low levels of consumption of fruit and vegetables. This will be part of the Healthy Business Scheme.

Staff Development Plan

The Council's policy is to comply fully with the requirements of the Food Law Code of Practice in relation to staff training and the qualifications of Authorised Officers. This requires that food safety work is only undertaken by appropriately trained and experienced officers. This necessitates access to external training on specialist topics, supplemented by regular in-house and liaison group arranged update training for authorised food safety officers.

The Food Code of Practice which came into force on the 7th April 2015, states that we must implement the requirements of Chapter 4 in full by April 2016.

Lead and Authorised officers must now possess the relevant baseline qualification (or equivalent).

A staff competency scheme will be prepared to incorporate the existing national food competency schemes and to conform with the Council's Competency Scheme. This will be reviewed during 2015/16 and will incorporate the RDNA Tool on the BRDO website.

This is estimated to take over 40 hours per officer, plus the additional training.

The Authority has a Staff Development Scheme and general staff development is subject to annual appraisal and ongoing monitoring. In addition the Environmental Health Service subscribes to the North Yorkshire Chief Environmental Health Officers' Training Group and is able to influence training delivery based upon known training needs.

The revised code of practice also requires that we review training needs and CPD requirements of their officers on an annual basis and 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 core food matters directly related to the delivery of official controls;

- 10 hours on other professional matters (could include training needs identified by the Lead Food Officer during competency assessments/appraisals.)

The cost in hours of the training based on the existing team of 4 Officers is 240 hours.

Resources required

Financial Allocation

The Food Safety Service financial costs are contained within the 'Food Safety' cost centre. Further work will be undertaken during 2015/16 to ascertain the true cost of the service. The budget for the total food hygiene service is as follows.

Food Safety Service	2015/2016 budget
Staff costs	£88503
Transport costs	£4000
Supplies & services	£4000
Recharges	£1500
Total costs	£98003
Income	£12000
Net costs	£86003

Staffing Allocation

The Environmental Health Service is responsible for the delivery of a range of services in addition to food safety i.e. health and safety, health promotion, licensing, pollution control, air quality, contaminated land, environmental protection, housing standards & abatement of nuisance.

	f.t.e
The total resource currently available for the Commercial service	3.4
Technical Support	2.4
Of the above, the estimated in-house resource to deliver the food safety service of Technical support	0.8

Hours required to run the service.

Based on a Full time officer working 1736.5 hours per year, the Food service at Hambleton requires **2.65 FTE** Officers working solely on Food Safety

	Hours
NY QMS	411
Intervention Program and Enforcement	1503.5 + 629 = 2132.50
FHRS	215 + 200+24 = 439
Food / Premises Complaints	609+150 = 759
Advice to Business*	53
Sampling Program	411
Infectious Disease	100
Incidents and Alerts	24
Training	240 hours
Primary Authority	20
Total	4589.50

Managing the lack of resource.

The service will prioritise work by focusing on the following priority areas:

- Intervention Program, Officers will focus on premises which are rated A B or non-broadly compliant C's, in accordance with the FSA Code of Practice.
- New food premises registrations, We will prioritise the premises producing or handling high risk foods.
- Premises with a FHRS score of 0, 1 or 2 - including targeted enforcement action where progress is inadequate.
- Infectious Disease investigations, especially in relation to E.coli 0157, Listeria and Salmonella.
- FSA Incidents and Alerts for action, in all cases where we have a responsibility.
- Approved premises Interventions- in all cases we will maintain our involvement.
- Primary authority we aim to develop one or two arrangement's as part of our business friendly scheme.
- Advice and support to FBO's via the business friendly scheme.
- The business friendly scheme will be implemented by using where possible, external funding to provide additional staff.

Review

Reviews against the Service Plan

This Service Plan is prepared by the Commercial team leader together with the Environmental Health Manager. The draft plan is then agreed with the appropriate Director and submitted for approval by the Licensing Committee.

The Service Plan will be reviewed by the Environmental Health Manager against the 5 key service monitoring indicators identified in Annex 3 of this Service Plan at least annually and results reported to the Portfolio Holder. The review will be linked with the annual budgetary process and the review of service performance. Performance is monitored monthly within the service with a quarterly management review of progress reported to Hambleton District Council's Senior Management Team.

The Plan is reviewed every year or whenever legislation or Guidance is published that affects the content of the plan and in the light of previous performance, feedback from food businesses, consumers, other stakeholders and partners

Identification of any variance from Service Plan 2014/15

Last year has again been another exceptionally busy year with the staff involved in working on developing the District's services and developing processes.

Our involvement in work associated with the approval of new manufacturing premises under the product specific legislation, has continued. This work requires a high level of technical skill and is very demanding on resources.

Significant input was made to the food hygiene standards in readiness for the Tour de France in July 2014.

Key Service Achievements 2014/15

Key service achievements over the period of the plan included:-

- Produced information leaflets to help food businesses during Tour de France in July 2014.
- Changed all documents, letters and notices following changes in food hygiene legislation;
- Whistleblowing Policy created and approved;
- Promotions undertaken in relation to food hygiene in Village Halls, The use of eggs in catering establishments and the dual use of vacuum packing machines;
- Participation in a North Yorkshire exercise in relation to theft and illegal slaughter of sheep;
- Work started with Fire and Rescue Service promoting joint issues in bed and breakfast premises;
- FSA funded coaching on the 4 C's to 14 Takeaway premises with a FHRS score of 2 or below.

- FSA grant funded work on encouraging the display of FHRS scores in the 4 Market Towns for premises with FHRS of 3 or above.
- Considerable amount of time and effort was put into defencing an appeal against service of Remedial Action Notice on a home producer of pate which required approval. As well as the appeal, the FBO went through the council's complainants procedure to the ombudsman where the complaint was dismissed and the Council insurance company.

Details of further achievements in relation to the service plan 2014/15 in Annex 3.

Customer Satisfaction Survey

Business perception of the service was surveyed during 2014/2015. The responses were as follows:-

FOOD HYGIENE INSPECTION SURVEY							
2014 summary							
42 paper responses received							
Please indicate below:							
			Yes	No	Not sure		
	Did the officer clearly explain the reason for the visit?		42 (100.0%)	0 (0.0%)	0 (0.0%)		
	Were you given the opportunity to ask questions?		42 (100.0%)	0 (0.0%)	0 (0.0%)		
	Was the contact helpful?		42 (100.0%)	0 (0.0%)	0 (0.0%)		
	Did you feel you were treated fairly?		41 (97.6%)	1 (2.4%)	0 (0.0%)		
	Did you understand what actions were required after the visit?		42 (100.0%)	0 (0.0%)	0 (0.0%)		
If you felt you were dealt with unfairly, what issues caused you concern?							
1) Excellent and helpful Inspector. Jane was very informative and approachable.							
		<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>N/A</i>
	Your satisfaction with the overall service provided?	37 (88.1%)	5 (11.9%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

Areas for Improvement 2015/16

The following areas of service development have been identified for 2015/16: and are included in Annex 2.

Glossary of Terms

Duty Holder

The individual or corporate body with the primary responsibility for meeting the legal requirements in the area under consideration.

Enforcing Authority

All authorities are enforcing authorities and accept that, notwithstanding the Home Authority Principle, each local authority retains its ultimate statutory responsibility for the enforcement of the law.

Food Business Operator.

Food Business Operator means the natural or legal persons responsible for ensuring that the requirements of food law are met within the food business under their control;

Food Hygiene Interventions

Food hygiene interventions are activities which are designed to monitor, support and increase Food Law compliance within a food establishment. These include 'official controls' such as monitoring, surveillance, verification, audit, inspection and sampling. In addition, there are other interventions which are not classed as 'official controls' which should assist in supporting food businesses achieve compliance with Food Law. These include the provision of targeted educational and advisory visits that take place at food establishments and also information and intelligence gathering.

Food and Veterinary Office FVO

The FVO carries out audits, inspections and related non-audit activities to ensure that EU legislation on food safety, animal health, animal welfare, plant health and in the area of medical devices is properly implemented and enforced. This means EU citizens enjoy a high level of safety, and that goods are traded under safe conditions.

Home Authority

A local authority acting as home authority has a particularly important role within the system. The function of giving advice on regulation, good practice and remedial action is a legitimate aspect of enforcement. The home authority will prioritise surveillance of the practices and policies of businesses based within its area. In particular it will:

North Yorkshire Chief Environmental Health Officers (NYCEHO) Food Safety Quality Management System

A quality system developed through the Chief Environmental Health Officers Group within North Yorkshire in order to raise standards and consistency of food safety enforcement within the region.

Originating Authority

An originating authority will closely monitor production and should acknowledge that advice and surveillance at source minimises duplication, enabling enforcing authorities to concentrate on hazard, fraud and complaint. It may also:

QMS

Quality management system (QMS) is a collection of business processes focused on achieving quality policy and quality objectives to meet customer requirements. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management

Primary Authority

The operation of the Primary Authority scheme is a statutory responsibility of the Better Regulation Delivery Office. The Primary Authority scheme ensures that businesses trading across council boundaries are regulated in a consistent way. Companies have the legal right for the first time to form a partnership with a 'primary authority', providing robust and reliable advice on compliance that other councils must take into account, and setting inspection plans to guide and coordinate activity.

Portfolio Holder

Elected Councillor with specific responsibility for food safety matters.

Regulators' Code

A code of practice developed by the Better Regulation Delivery Office (BRDO) intended to promote efficient and effective approaches to regulatory inspection and enforcement which improve regulatory outcomes without imposing unnecessary burdens on businesses, charities, public sector bodies and other regulated entities.

RDNA Tool

rdna-tool.bis.gov.uk/

The RDNA self-assessment tool is an interactive website that provides a robust process enabling regulators to identify and prioritise their development needs.

“Safer Food Better Business” (SFBB)

SFBB is a food safety model which has been adopted by the FSA in England, to assist small businesses with the implementation of suitable management arrangements to control food safety within their business.

Simple Caution

An alternative to prosecution which aims to:-

- deal quickly and simply with less serious offenders,
- divert offenders where appropriate from appearing in the criminal courts, and
- reduce the chances of people re-offending.

Stakeholder

A person or body, both within the community or the organisation in question, who either uses, or is affected by, or has some interest in, the service in question.

UKFSS

The UK Food Surveillance System (UKFSS) is a national database for central storage of analytical results from feed and food samples taken by enforcement authorities (local authorities and port health authorities) as part of their official controls

Annex 1 Food Service Plan - Monitoring Criteria

	Service Plan Section	Indicator	Standard	Target
1	4.1	To deliver the required number of premises inspections while maintaining quality.	Sec 7 – FSA*	100% A , 90% B, 85% C, 70% D All within the reporting year (April to March)
2	4.2	To resolve all food complaints and food premises complaints.	Sec 8 – FSA	95% first response within 1 working day 95% resolved within 3 months
3	4.3	To pursue the Home and Primary Authority Principle.	Sec 9 – FSA	To provide advice to all food businesses where Home and Primary Authority arrangements are in place.
4	4.4, 4.9	To promote safe food through advice to business and promotional activity.	Sec 10 - FSA Sec 21 – FSA	To include each year at least 1 of the FSAs examples within their enforcement mix.
5	4.5	To achieve the target demanded by the food sampling programme.	Sec 12 – FSA	90% of target within the local food sampling plan of which 10% is of imported food.
6	4.6	To investigate all incidents of food borne illness notified to the authority.	Sec 13 – FSA	To be determined by North Yorkshire Infectious Disease sub group (reporting to the North Yorkshire Food Liaison Group).
7	4.7	To investigate and take action on all food hazard warnings.	Sec 14 – FSA	100% actioned in accordance with local decisions.
8	4.8	To promote liaison with other key organisations.	Sec 18 – FSA	Each authority will be represented at the North Yorkshire Food Liaison Group, have liaison arrangements with their Public Health England Laboratory Service and the North Yorkshire Control of Infection Committee.
9	3.7	To monitor compliance of enforcement decisions with Enforcement Policy		To be fully developed following revision of the Food Safety Enforcement Policy

Annex 2 FOOD SERVICES

1. Proactive services

Ref.	Action	Anticipated outcome	Timescale	Progress
F.1.1	Carry out full or partial inspections or audits at all category A premises	Achieve 100% intervention rate within 28 days of due date at 6 monthly intervals	31/3/2016	
F.1.2	Carry out full or partial inspections or audits at all category B premises	Achieve 90% intervention rate within 28 days of due date of all premises not inspected within past 12 months.	31/3/2016	
F.1.3	Carry out full or partial inspections or audits at all category C premises that are not broadly compliant and interventions at all broadly compliant category C premises	Achieve 85% intervention rate at all targeted premises not inspected within past 18 months	31/3/2016	
F.1.4	Carry out interventions at all category D premises	Achieve 70% intervention rate alternating between inspections and other planned interventions at targeted premises not inspected within past 24 months	31/3/2016	
F.1.5	Participate in Inter-authority auditing scheme	Compliance with NYQMS requirements	31/3/2016	
F.1.6	Revisits to premises where significant statutory requirements have been identified *	Achieve 90% revisits to premises requiring a revisit.	31/3/2016	
F.1.7	Devise and implement proactive sampling programme	Achievement of 90% of programme of which 10% is of imported food.	31/3/2016	
F.1.8	Undertake private water sampling programme and risk assessments,	Compliance with PWS Audit Report 2014 and Regulations	31/3/2016	

	updating records on Uni-form			
F.1.9	Carry out routine calibration programme for temperature measurement equipment	Equipment maintained in efficient working order	31/3/2016	
F.1.10	Complete LAEMS return and submit to FSA	Completed statistical return.	30/6/2015	

*Defined as non-broadly compliant premises or FHRS score 0, 1, or 2

2. Reactive services

Ref.	Action	Anticipated outcome	Timescale	Progress
F.2.1	Investigate all requests for service in relation to defective food	Compliance with Food Enforcement Policy.	31/3/2016	
F.2.2	Respond to requests from other Authorities as the Originating Authority in relation to food complaints involving producers situated in the District	Provision of requested information	31/3/2016	
F.2.3	Respond to information obtained or provided in relation to food incidents/hazards and ENF letters	Compliance with requirements according to the nature of the food hazard	31/3/2016	
F.2.4	Respond to information obtained or provided in relation to food alerts	100% compliance with requirements according to the nature and priority of the advice from the FSA.	31/3/2016	
F.2.5	Consider applications for approval of premises under 853/04 Products of animal origin, and provide information to FSA	Efficient enforcement of product-specific legislation within time limits in procedure	31/3/2016	
F.2.6	Registration of new food businesses and amendment to existing registrations	Efficient maintenance of public register.	31/3/2016	
F.2.7	Inspection of new food premises following receipt of information.	Visits to all premises nominally rated A, B or C to check rating.	31/3/2016	
F.2.8	Implementation of Primary Authority Scheme	Development of Primary Authority scheme if requested by business	31/3/2016	
F.2.9	Provision of advice and information to food businesses	Respond to requests for information.	31/3/2016	
F.2.10	Investigation and control of cases	Efficient control of food borne	31/3/2016	

	and outbreaks of food borne infections	infections.		
F.2.11	Provide reports on PWS to Defra	Compliance with requirements	PWS	31/1/2016
F.2.12	Respond to matters of evident concern raised by whistleblowers, colleagues or other agencies.	Compliance with legislation		31/3/2016
F.2.13	Investigate all requests for service in relation to food premises, practices and personnel	Compliance with Enforcement Policy	Food	31/3/2016

3. Service development and improvement

Ref.	Action	Anticipated outcome	Timescale
F.3.1	Develop and implement private water supplies module on Uniform v10	Full electronic recording of information and data	31/12/2015
F.3.2	Investigate the feasibility of introducing electronic collection of information and data during food interventions (subject to IT availability)	Improved efficiency of recording information and reducing administration time.	31/3/2016
F.3.3	Develop and implement process to monitor quality and sufficiency of public water supplies and take action as required.	Provision of information to both Districts	31/3/2016
F.3.4	Undertake an interventions project involving all category E premises	Achieve 50% intervention rate in accordance with Alternative Enforcement Scheme at all premises not visited within past 36 months.	30/9/2015
F.3.5	Evaluate the feasibility of using standard phrases and revised reports for leaving on site following interventions	Satisfactory means of communicating results of inspections	30/9/2015
F.3.6	Review the laboratories used for drinking water analysis and examination in conjunction with procurement colleagues.	Approved contractor for competence and value for money	30/9/2015
F.3.7	Develop and host a private water supply training event for supply owners	Raised level of awareness of PWS requirements and how to comply with them	31/3/2016
F.3.8	Develop, market and hold SFBB hygiene training courses, 2 English, 1 Bengali and 2 Chinese	Raised level of knowledge about SFBB amongst attendees	31/3/2016
F.3.9	Develop Advice visit for new	New service to prospective food	31/3/2016

	businesses to be offered prior to first inspection visit	businesses		
F.3.10	Develop market and hold Level 2 food hygiene course using external trainer.	Raised level of knowledge amongst attendees.	31/3/2016	
F.3.11	Carry out a survey of food businesses to find out what they expect or want from us	Intelligence upon which services can be based	31/3/2016	
F.3.12	Improve process for assessing the risk associated with new premises and visiting in accordance with rating	Risk rated interventions at new premises.	31/3/2016	
F.3.13	Develop and implement BFDO financed initiative (if approved)	Support to businesses	31/3/2016	
F.3.14	Support Food Safety Week	Promotion of Food Safety in the home	15/05/15	
F.3.15	Review the Food Hygiene Inspection forms and develop new one to reflect the type of business and the requirements of the Code of practice.	A series of new aide memories	30/09/15	
F.3.16	Develop a documented procedure for enforcement	Develop a procedure for enforcement including model form which can be used on site.	30/06/15	
F.3.17	Development of a new competence framework for officers in accordance with Code of Practice.	New framework will be introduced	30/06/15	
F.3.18	Increase the use of UKFSS to submit samples to official laboratories and investigate the uploading of the results via UKFSS directly back into Uniform	Reduce handling	30/09/15	
F3.19	Develop a new website for all aspect of the food service	Develop new pages.	30/06/15	

Annex 3 ACHIEVEMENTS OVERALL SERVICE QUALITY OBJECTIVES for 2014-2015

COMMERCIAL SERVICES

FOOD SERVICES

Indicator	Target	Achieved	RAG	Definition
1. % of first responses to routine requests for service actioned in 3 w.d	90%	90%		A first response is the date when a response has been given to the requestor, either orally or in writing, with an explanation of what can be done, who will do it, their contact details, approximately how long it might take and what will happen next.
2. % compliance with quality procedures	90%	Not done		Quality procedures will be produced covering all significant services – an agreed list of services within each function. Internal monitoring systems will be developed to monitor compliance with procedures, each with a scoring system to represent the degree of compliance
3. % compliance with inspection programmes	95%	Unable to measure accurately		Inspection programmes.
4. % of compliant businesses	88%	80%		Compliant businesses will be rated according to service specific schemes
5. % of customer satisfied	90%	100%		Customer satisfaction processes to be implemented in relation to all significant services (as agreed). Satisfaction to be measured on a 5 point scale. Scoring to be undertaken by allocating scores of 5, 4,3,2,1 with 5 representing strong satisfaction. Scores to be aggregated on each quarter. Satisfaction will be the % of responses received with an average score greater than 3.

1.0 Proactive services

Ref.	Action	Anticipated outcome	Timescale	Achievements
F.1.1	Carry out full or partial inspections or audits at all category A premises	Achieve 100% intervention rate within 28 days of due date at 6 monthly intervals	31/3/2015	2 premises rated A were not inspected within target of 28 days.
F.1.2	Carry out full or partial inspections or audits at all category B premises	Achieve 90% intervention rate within 28 days of due date of all premises not inspected within past 12 months.	31/3/2015	Achieved
F.1.3	Carry out full or partial inspections or audits at all category C premises that are not broadly compliant and interventions at all broadly compliant category C premises	Achieve 85% intervention rate at all targeted premises not inspected within past 18 months	31/3/2015	Achieved
F.1.4	Carry out interventions at all category D premises	Achieve 70% intervention rate alternating between inspections and other planned interventions at targeted premises not inspected within past 24 months	31/3/2015	Achieved
F.1.5	Participate in Inter-authority auditing scheme	Compliance with NYQMS requirements	31/3/2015	Due to review of the NY QMS inter audit auditing was suspended until the system has been fully reviewed in accordance with FSA auditing toolkits
F.1.6	Revisits to premises where significant statutory requirements have been identified	Achieve 90% revisits to premises requiring a revisit.	31/3/2015	Achieved
F.1.7	Devise and implement proactive sampling programme	Achievement of 90% of programme of which 10% is of imported food.	31/3/2015	Sampling Programme achieved but no imported food samples taken.

F.1.8	Undertake private water sampling programme and risk assessments, updating records on Uni-form	Compliance with PWS regulations	31/3/2015	All Regulation 9 supplies were assessed but 65 Regulation 10 remains outstanding.
F.1.9	Carry out routine calibration programme for temperature measurement equipment	Equipment maintained in efficient working order	31/3/2015	Achieved
F.1.10	Complete LAEMS return and submit to FSA	Completed statistical return.	30/6/2014	Achieved

1. Reactive services

<i>Ref.</i>	<i>Action</i>	<i>Anticipated outcome</i>	<i>Timescale</i>		
F.2.1	Investigate all requests for service in relation to defective food	Compliance with Food Enforcement Policy.	31/3/2015		Achieved
F.2.2	Respond to requests from other Authorities as the Originating Authority in relation to food complaints involving producers situated in the two Districts	Provision of requested information	31/3/2015		Achieved
F.2.3	Respond to information obtained or provided in relation to food incidents/ hazards	Compliance with requirements according to the nature of the food hazard	31/3/2015		Achieved
F.2.4	Respond to information obtained or provided in relation to food alerts	100% compliance with requirements according to the nature and priority of the advice from the FSA.	31/3/2015		Achieved
F.2.5	Consider applications for approval of premises under 853/04 Products of animal origin, and provide information to FSA	Efficient enforcement of product-specific legislation within time limits in procedure	31/3/2015		Achieved
F.2.6	Registration of new food businesses and amendment to existing registrations	Efficient maintenance of public register.	31/3/2015		Achieved
F.2.7	Inspection of new food premises following receipt of information.	Visits to all premises nominally rated A, B or C to check rating.	31/3/2015		Premises were not nominally rated. XX % of new premises were inspected.
F.2.8	Implementation of Primary Authority Scheme	Development of Primary Authority scheme if requested by business	31/3/2015		Achieved
F.2.9	Provision of advice and information to food businesses	Respond to requests for information.	31/3/2015		Achieved

F.2.10	Investigation and control of cases and outbreaks of food borne infections	Efficient control of food borne infections.	31/3/2015	Achieved
F.2.11	Provide reports on PWS to Defra	Compliance with PWS requirements	31/1/2015	Achieved
F.2.12	Respond to matters of evident concern raised by whistleblowers, colleagues or other agencies.	Compliance with legislation	31/3/2015	Achieved
F.2.13	Investigate all requests for service in relation to food premises, practices and personnel	Compliance with Food Enforcement Policy	31/3/2015	Achieved

Service development and improvement

<i>ef.</i>	<i>Action</i>	<i>Anticipated outcome</i>	<i>Timescale</i>	<i>Achievements</i>
F.3.1	Develop and implement private water supplies module on Uniform v10	Full electronic recording of information and data	31/12/2014	Uniform was not up graded version 10
F.3.2	Investigate the feasibility of introducing electronic collection of information and data during food interventions (subject to IT availability)	Improved efficiency of recording information and reducing administration time.	31/3/2015	Ongoing
F.3.3	Develop and implement process to monitor quality and sufficiency of public water supplies and take action as required.	Provision of information to the Districts	31/3/2015	Achieved
F.3.4	Undertake an interventions project involving all category E premises	Achieve 50% intervention rate in accordance with Alternative Enforcement Scheme at all premises not visited within past 36 months.	30/6/2014	Ongoing questionnaires started to be developed.
F.3.5	Evaluate the feasibility of using standard phrases and revised reports for leaving on site following interventions	Satisfactory means of communicating results of inspections	30/9/2014	Paragraphs have been developed and currently investigating how to up load them on to uniform.
F.3.6	Review the laboratories used for drinking water analysis and examination in conjunction with procurement colleagues.	Approved contractor for competence and value for money	30/9/2014	Placed on hold until the service was repatriated.
F.3.7	Develop and host a private water supply training event for supply owners	Raised level of awareness of PWS requirements and how to comply with them	31/3/2015	Achieved
F.3.8	Develop, market and hold SFBB hygiene training courses, 2 English, 1 Bengali and 2	Raised level of knowledge about SFBB amongst attendees	31/3/2015	To be developed as part of the Business Friendly Scheme.

	Chinese				
F.3.9	Develop Advice visit for new businesses to be offered prior to first inspection visit	New service to prospective food businesses	31/3/2015		To be developed as part of the Business Friendly Scheme.
F.3.10	Develop, market and hold Level 2 food hygiene course using external trainer.	Raised level of knowledge amongst attendees.	31/3/2015		To be developed as part of the Business Friendly Scheme.
F.3.11	Carry out a survey of food businesses to find out what they expect or want from us	Intelligence upon which services can be based	31/3/2015		To be developed as part of the Business Friendly Scheme.
F.3.12	Improve process for assessing the risk associated with new premises and visiting in accordance with rating	Risk rated interventions at new premises.	31/3/2015		New procedure and system developed.
F.3.13`	Develop and implement BFDO financed initiative (if approved)	Support to businesses	31/3/2015		Ongoing
F.3.14	Implement Food Information Regulations in relation to allergens	Raise awareness of implications in relation to allergens	31/12/2014		MOU developed with NYCC TS and information sheets made available to business.