



2018-19

# Service Plan: Food and Safety

John Grayling  
Corporate Manager

# Summary

## This Service Plan:

- Sets out the key activities the service area delivers;
- Reflects on the key service activity and achievements for 2017-18;
- Sets out the key targets for the service area and the resources allocated to achieve these targets;
- Identifies the main risks and performance measures associated with the delivery of the service;
- Provides a high-level action plan for the service.

## Contents

1. Introduction
2. Description of Service
3. Links to the Joint Strategic Plan
4. Resources
5. Service Delivery
6. Performance and Review
7. Challenges to service delivery & Risk Management
8. Service Action Plan

## 1. Introduction

The Food and Safety Service Plan is an expression of the Councils' continuing commitment to the provision of the Food Safety, Health and Safety and ancillary Services. It covers the key areas of Food Safety and Health and Safety enforcement and the relevant management arrangements and objectives against which Babergh and Mid Suffolk District Councils will monitor service delivery.

It has been compiled both in accordance with the guidance issued by the Food Standards Agency (FSA), including the information required by the Framework Agreement on Local Authority Food Law Enforcement and guidance issued by the Health and Safety Executive (HSE) under the Health and Safety Executive National Local Authority Enforcement Code.

Section 18(4) of the Health and Safety at Work Act etc. 1974 specifically places a duty on Local Authorities to make 'adequate arrangements for the enforcement' of health and safety and the Code sets out what is meant by 'adequate arrangements for enforcement'.

This service plan, agreed by elected members, makes clear the arrangements Mid Suffolk and Babergh District Councils will put in place to ensure that there are adequate arrangements for food safety and health and safety enforcement and how they will take account of local needs whilst contributing to current FSA and HSE priorities.

The plan also identifies other work undertaken by the Food and Safety team and objectives relating to that work.

## 2. Description of Service

### Specific functions undertaken by this service area:

The Food and Safety team provides a range of regulatory services to the business community and the general public as follows:

- **Food Safety.** Sustaining and improving the standards of safety and quality of food manufactured, prepared and supplied in Babergh and Mid Suffolk.
- **Health and Safety.** Ensuring that risks in the workplace for both workers and the public are properly and proportionally managed.
- **Infectious Diseases.** Investigating incidents of infectious diseases to control spread and identify causes.
- **Private Water Supplies.** Assessing risk and sampling water to ensure that supplies do not pose a threat to health.
- **Health Promotion and Education.** Facilitating the Mission Possible programme in schools, providing training for food handlers, running campaigns on food safety and hygiene and a healthy catering award (Eat Out Eat Well) amongst others.
- **Animal Welfare licensing.** Maintaining the standards of animal welfare in premises such as breeding and boarding establishments, pet shops and riding establishments.
- **Our business customers** rely on the food and safety service to maintain a level regulatory playing field in the areas they operate so that non-compliant businesses do not gain a competitive advantage. They expect us to be consistent and fair, providing advice and guidance when it is needed, using enforcement tools when appropriate.
- **The public** expect us to ensure that they are protected and increasingly that they have access to information that allows them to make educated choices about the businesses they engage with.

## The service area operates in the following way:

The Food and Safety team is mostly made up of qualified Food and Safety Officers who are required to meet and maintain high standards of training and competency. The team also has a Business Support Officer who works with a number of delivery teams, particularly in respect of systems administration for the environmental health IT database and a Technical Officer role providing support to the team and maintaining some of the project work we do such as 'Mission Possible'.

The members of the team at the time this service plan was written are as follows:

- Senior Food and Safety Officers: Wai Jarvis, Robert McDermott, Emma Richbell and Sara Proctor.
- Food and Safety Officers: Caroline Johnson, Jane Gartland, Vincent Dreau and Jo Wyatt.
- Technical Officer - Food and Safety: Sophia Calderley.
- Business Support Officer: Sally Farthing.
- Corporate Manager: John Grayling.

The service operates through a combination of programmes, interventions and initiatives, endeavouring to ensure that people are encouraged to make healthy choices, have safe food, water and workplaces and that businesses are supported in creating an environment where this is possible.

The team works closely with other organisations, in particular Trading Standards and the Public Health teams at Suffolk County Council, the Food Standards Agency and the Health and Safety Executive.

The key outcomes delivered by the service are year on year improvements in the standards of food businesses and the control of locally identified workplace health and safety risks.

### 3. Links to the Joint Strategic Plan

In operation, the Food and Safety service supports the stated organisational vision of Babergh and Mid Suffolk District Councils relating to ‘Business Growth and Increased Productivity’ and will continue to ‘Engage with and support businesses to thrive’. The service also contributes to ‘Community Capacity Building and Engagement’ through support for Health and Well Being outcomes.

Food businesses are central to the economy of the two districts and food safety important to the wellbeing of residents, visitors and other consumers of food produced in the area. Additionally, food, drink and agriculture are one of the New Anglia LEP priority sectors and so recognised as having regional importance. Consequently, one of the fundamental purposes of the Food and Safety service is to sustain and improve the standards of safety and quality of food manufactured, prepared and supplied in Babergh and Mid Suffolk. To achieve this, the service works to support individual food businesses and provides a level regulatory playing field for them through advice, risk-based audits, complaint investigation, training and a programme of sampling as well as through the use of formal enforcement when this proves necessary.

The continued use of a publicised national food hygiene rating system (FHRS) will give well run food businesses the opportunity to demonstrate how good they are in relation to others and this continues to help raise standards generally as it becomes increasingly referred to by consumers and valued by businesses. The FHRS helps those consumers make more educated choices over the food they buy and where they eat. The healthy catering award ‘Eat Out Eat Well’ (EOEW) offered in partnership with the County Public Health service and assessed by officers of the Food and Safety team provides an additional mechanism by which catering businesses can differentiate their offer to consumers whilst contributing to a significant public health objective.

The purpose of the service, with regards to health and safety, is to work in partnership with businesses, the Health and Safety Executive, and other local authorities in Suffolk to protect people’s occupational health, safety and welfare. To achieve this, the service will endeavour to ensure that risks in the workplace are properly and proportionally managed through: targeted and risk-based interventions; investigation of complaints; investigation of accidents and dangerous occurrences and; through business support so that businesses are helped to sustainability and resilience through providing safe places to work.

## 4. Resources

### Financial

The service is split 50/50 between Babergh and Mid Suffolk as there are very similar level of service demand and numbers of relevant business premises in both districts. For 2018/19 the Food and Safety service has a budget of approximately £808.5K (including corporate overheads) of which staff costs are approximately 85%. The food safety functions of the Food and Safety service account for approximately £541.5K of the total service budget and the health and safety function £93.0K with the residual £174.0K going to the delivery of the remaining functions and management of the service.

### Staffing allocation

For 2018/19 the Food and Safety service establishment is:

1 full time equivalent (FTE) Technical Officer, 1 FTE Business Support Officer, 4 FTE Food and Safety Officers, 3 FTE Senior Food and Safety Officers and 1 FTE Corporate Manager.

All members of the service team carry out food safety related work with an estimated full time equivalent staffing allocation to food law related matters as follows: 2.0 (of 3) Senior Food and Safety Officers; 3.0 (of 4) Food and Safety Officers qualified in accordance with the Food Law Code of Practice and; 0.5 (of 1) Technical Officer not qualified in accordance with the Food Law Code of Practice.

With approximately 471 planned food business inspections in 2018/19 for 5.0 FTE Food and Safety Officers, there will be approximately 94 planned inspections per FTE competent officer. In addition to this there will be advisory visits, particularly for new businesses and revisits as follow up to the planned inspections which will double that total.

The Food and Safety service also carries out 'alternative intervention' work in relation to monitoring any changes to E rated food premises of which there are over 1000. Around 317 need to be checked during 2018/19 and this work will initially be predominantly the responsibility of the Technical Officer. Some of these checks will also result in inspection visits for the Food and Safety Officers.

The full time equivalent staffing allocation to Health and Safety law related matters in the establishment structure is as follows: 0.5 (of 3) Senior Food and Safety Officers; 0.5 (of 4) Food and Safety Officers; 0.1 (of 1) Technical Officer.

The remainder of the staffing allocation, 1.5 FTE Food and Safety Officers and 0.4 FTE Technical Officer is allocated to the other services provided by the Food and Safety team including the investigation of infectious diseases, the monitoring of private water supplies, health promotion and education, animal welfare licensing and broader business support activities.

The Business Support Officer works across the various food and safety services as well as contributing to database provision and support for other services including Sustainable Environment, Private Sector Housing, Public Realm and Customer Services.



## 5. Service Delivery

### i. Food Safety

#### a. Inspection of food businesses

The Council is committed to carrying out inspections at a frequency that is not less than that determined by the Food Safety Act Code of Practice. The service has approximately 788 routine or initial food safety interventions scheduled for the period 1 April 2018 to the 31 March 2019.

In line with the Food Law Code of Practice interventions other than inspections have been adopted in respect of certain, particularly low risk, premises. For the lowest risk businesses, a telephone call is made to the business in order to assess whether there have been any changes since the last inspection, the extent of the business and the level of food safety control. Many low risk premises may still need to be visited by an officer to gather information regarding food safety. It is possible to use an officer not qualified in accordance with the Code of Practice to do the initial work thereby maximising the use of resources. The information gathered is assessed and a decision made as to what further action is required. This could range from no further action to a full inspection. A visit is likely to be triggered if other contact cannot be made or if the activity of the business has changes

As in previous years, the concentration of activity for qualified officers will be in carrying out all high risk and approved premises inspections due as part of the inspection programme.

Usually, inspections of food businesses do not need a follow up until the next scheduled date which will be in accordance with the assessed inherent risks but revisits will be made where significant breaches of food safety legislation are found at the time of an initial inspection, where there are a large number of minor offences, where there is a history of non-compliance, where there is little or no confidence in the management of the premises and where businesses have requested and paid for an FHRS rescore visit. Revisits are made if an FHRS is 0, 1 or 2 as these are considered non-compliant to the extent that it is not appropriate to leave them until the next scheduled date.

The breakdown of food safety inspections due in 2018/19 is as follows:

Risk Rating	Inspection Interval	Total Number of premises	Number of planned interventions
A	6 monthly	7	14
B	12 monthly	62	47
C	18 monthly	235	126
D	24 monthly	614	284
E	36 monthly	1036	317
Outside scope and unrated		50	N/A
<b>Total</b>		<b>2004</b>	<b>788</b>

There are 2004 food premises recorded on the Babergh/Mid Suffolk database of which 14 are approved under EC Regulation 853/2004.

In addition to food businesses that are based in the two districts, there are a variety of events and occurrences that involve visiting food businesses where the food and safety team need to spend some time ensuring food safety. These include: regular town markets in Stowmarket and Sudbury; farmers markets in Hadleigh, Sudbury, Lavenham, Harkstead, Hartest, Stradbroke, Rickingham, Needham Market and Stowmarket; fairs and; festivals, amongst others.

The risk rating of food businesses determining the frequency of inspection includes the three factors: hygiene; structure and; confidence in management; which are used to determine the Food Hygiene Rating when that applies and also included in the risk rating are the type of food involved and the method of handling it, the method of processing and the type and number of consumers at risk. The nature of the food business determines these things, i.e. at one end of the spectrum a corner shop only selling packaged foodstuffs that require no temperature control and at the other a manufacturer using high risk ingredients for cook-chill meals and distributing internationally. By this process, a business may be very well managed, but we still audit frequently (up to twice a year) due to the inherent risks.

**b. Food complaints and complaints about food premises**

The Council investigates all complaints it receives relating to food where it is the enforcement authority and will liaise with Home, Primary and Originating Authorities as appropriate. The Food Safety service aims to make a first response to this type of complaint within one working day.

**c. Advice to businesses**

Officers are committed to building positive working relationships with food business operators (FBOs) and work with them to help them comply with the law and to improve food safety standards. Increasingly officers will point businesses at web-based resources, particularly those produced by the FSA although, as with the change in regulations relating to allergens, when appropriate, printed or emailed information is supplied. Both new and existing businesses are encouraged to contact the service for advice and are obliged by law to tell us when significant changes are made.

**d. Training for Food Handlers**

The service offers a variety of food hygiene training courses on a cost neutral basis fulfilling the need that businesses and food-handlers have as well as to developing a constructive relationship with food businesses in the districts, identifying the local authorities as a source of help and guidance.

**e. Food Hygiene Rating System (FHRS)**

The FHRS is a system operated by all English local authorities and continues to create a positive environment where, due to the public nature of the ratings (published on the FSA website at: <https://www.food.gov.uk/business-industry/hygieneratings>), there is a desire on the part of businesses to achieve a good rating.

A change in FSA guidance has allowed local authorities to charge for FHRS rescores and BMSDC have implemented this. The charging regime allows businesses to request a rescore visit as soon as improvements are made, unlike previously, and there is no limit to the number of rescores a business can request.

f. Food inspection and sampling

Food samples are taken either in response to complaints or as part of the Council's proactive surveillance procedures for ensuring that food produced and/or sold in Babergh and Mid Suffolk is safe to eat. The Councils also participate in a regional sampling programme, coordinated from the Eastern Region Coordinated Food Sampling Liaison Group. The national sampling programme comes from Public Health England. Both provide intelligence that can help identify the focus of food safety visits.

2018/19 planned sampling will include proactive sampling from Butchers and Approved Premises. The national surveys are still to be advised but will include current study 64, pastry-based products.

g. Export Certificates

Businesses exporting foodstuffs to non-EU countries often need the local authority environmental health service to certify that the food they are exporting is produced in a safe way. BMSDC provide this certification as a chargeable service.

## ii. Health and Safety

Section 18(4) of the Health and Safety at Work etc. Act 1974 places a duty on Local Authorities to make 'adequate arrangements for the enforcement' of health and safety and the two councils have responsibility for the regulation of health and safety in the following types of businesses:

- Retail shops
- Wholesale shops, warehouses and fuel storage depots
- Offices
- Catering, restaurants and bars
- Hotels, camp sites and other short-stay accommodation
- Residential care homes
- Leisure and cultural services
- Consumer services
- Other premises (not classified above)

There are 2512 recorded businesses in the Babergh and Mid Suffolk districts that fall in these categories. The work involved is described below.

a. Proactive Health and Safety interventions

HSE guidance (LAC67/2) gives local authorities the following overarching principle regarding planning regulatory interventions:

*LAs should use the full range of interventions available to influence behaviours and the management of risk.*

The National Local Authority Enforcement Code (the Code) advises that LAs should achieve targeting interventions on those activities that give rise to the most serious risks or where the hazards are least well controlled and do this by:

- Having risk-based intervention plans focussed on tackling specific risks;
- Considering the risks that they need to address and using the whole range of interventions to target these specific risks;
- Reserving unannounced proactive inspection only for the activities and sectors published by HSE or where intelligence suggests risks are not being effectively managed; and
- Using national and local intelligence to inform priorities.

LAC 67/2 states proactive inspection should only be used:

- a) For high risk premises/ activities within the specific LA enforced sectors published by HSE; or
- b) Where intelligence shows that risks are not being effectively managed.

There are 12 activities/issues identified by the HSE where proactive inspections are specifically allowed:

1. Legionella infection.
2. Explosion caused by leaking LPG.
3. E.coli/ Cryptosporidium infection.
4. Fatalities/injuries resulting from being struck by vehicles.
5. Fatalities/injuries resulting from falls from height/ amputation and crushing.
6. Industrial diseases (occupational deafness/cancer/ respiratory diseases).
7. Falls from height.

8. Manual Handling at high volume warehousing/distribution.
9. Unstable loads at high volume warehousing/distribution.
10. Crowd management & injuries/fatalities to the public at large scale public gatherings
11. Carbon monoxide poisoning at commercial catering premises using solid fuel cooking equipment
12. Violence at work at premises with vulnerable working conditions

As is clear from the above, there are significant constraints as to the interventions that the local authorities are permitted to make and combined with resourcing pressures few proactive inspections are now made. Nevertheless, the Health and Safety service at BMSDC has continued to operate proactively where there is a clearly identifiable need as well as providing an appropriate responsive service.

In 2018/19 proactive campaigns in BMSDC are likely to focus on:

- Gas safety in catering premises (continuing programme)
- Warehouse safety (new initiative)

#### b. Accident Investigations

The law requires employers to report certain types of work related accidents, diseases or dangerous occurrences. Food and Safety Officers will investigate the most serious of these incidents to establish if health and safety law has been broken and also with the aim of preventing similar accidents from occurring and taking any appropriate enforcement action. LAs will, in accordance with their duty under Section 18 of the Health and Safety at Work etc Act 1974, allocate sufficient time and resources to investigate accidents, dangerous occurrences and causes of occupational ill health.

#### c. Complaints

Complaints from the public and employees concerning unsafe practices, poor working environment, excessive working hours and poor facilities e.g. toilet provision, are investigated. We have a range of legal powers to ensure the necessary improvements are made although it is our stated aim to work, wherever possible, with all parties concerned to achieve these objectives without having to take formal action.

#### d. Advice to Businesses

Officers are committed to building positive working relationships with business proprietors and work with them to help them comply with the law and to improve health and safety standards. Increasingly officers will point businesses at web-based resources, particularly those produced by the HSE and information is both held on and signposted from the Council website. Both new and existing businesses are encouraged to contact the service for advice.

#### e. Safety Advisory Group

The Safety Advisory Group (SAG) provides a forum where BMSDC and other agencies may develop a co-ordinated approach to crowd and spectator safety. The Food and Safety team provide advice on event health and safety to the organisers and promoters of events through the SAG.

#### f. Smokefree

The Food and Safety team enforce the smokefree legislation which since July 2007 has made it illegal for workplaces and indoor public places to permit smoking. Advice is given to businesses and complaint relating to this law are investigated.

#### g. Registration of skin piercing

Businesses that carry out skin piercing activities, including acupuncture, tattooing, cosmetic piercing, semi-permanent skin-colouring or electrolysis, are required to register both people and premises with the local authority. The Food and Safety service ensure that those operating registered businesses understand what they need to do to prevent the transmission of blood borne diseases.

### iii. Infectious Diseases

The Food and Safety service carries out the statutory responsibilities of the two local authorities with regards to infectious diseases. This includes but is not solely in relation to food borne illness so whilst the service will investigate outbreaks of Salmonella and E. coli for example, it will also follow up incidents of Legionella and Hepatitis. The duties include working

with Health Protection England (HPE) to identify sources of disease, reducing the risk of transmission, gathering data, liaising with people suffering from infectious diseases and when necessary taking formal legal action to prevent the spread of disease.

Investigation and control of major outbreaks is undertaken in conjunction with the Consultants in Communicable Disease Control at Public Health England. Investigation, the establishment of an Outbreak Control Team and control measures are all implemented in accordance with the agreed Joint Communicable Disease Incident/ Outbreak Management Plan.

#### iv. Private Water Supplies

The Water Industry Act requires a local authority to keep itself informed about the wholesomeness and sufficiency of every private water supply within its area. This is achieved through statutory duties which include; risk assessments, investigations, authorisations and monitoring (sampling and analysis). Regulations also make provisions for local authorities to charge fees to the relevant person(s) for conducting these duties.

If through these duties the councils deem a private water supply to be unwholesome and/or insufficient then it has the power to serve notices on the supply in order to mitigate against these.

There are 270 private water supplies in the Mid Suffolk and Babergh districts.

#### v. Health Promotion and Education

There are a variety of health promotion and Health education activities undertaken by the Food and Safety service as follows:

- **Mission Possible**  
This is a project-based activity for year 6 school pupils facilitated by the Food and Safety service across the two districts on a first come first served basis. Fitting in with the national curriculum, it involves a combination of food safety, personal hygiene, healthy eating and awareness of allergens. Children are given equipment to carry out an investigation in their homes and to report on what they find.
- **Eat Out Eat Well**



The service promotes and assesses the Eat Out Eat Well (EOEW) healthier catering award in partnership with the Suffolk Public Health team. The award can give businesses that wish to participate, a way of differentiating themselves and providing an additional selling point as well as contributing to combatting the significant issue of obesity faced by the county and forming one of the Health and Wellbeing board priorities.

- **Take Out Eat Well**  
With it in mind that achieving an EOEW award is often difficult due to the nature of the cuisine a healthier catering award for take away businesses has been in development and it is hoped will be fully launched in 2018.
- **FSA campaigns**  
Campaigns sponsored by the FSA to promote food safety including Food Safety week are participated in as appropriate.
- **Use of social media**  
The Food and Safety service uses Twitter to promote the Food Hygiene Rating System in particular including by publicising businesses achieving a 5 rating as well as supporting the health promotions of other organisations around food safety and healthy lifestyles.

## vi. Animal Welfare Licensing

The Food and Safety service is responsible for the administration and enforcement of a number of licenses concerning animal welfare. These are Animal Boarding Establishments, Dangerous Wild Animals, Dog Breeders, Pet Shops, Riding Establishments, and Zoos. Recently, there has been a large increase in the number of applications for home boarding of dogs and dog day-care. License fees are charged on a cost recovery basis.

## vii. General

### a. Enforcement Policy

The two Councils have adopted a joint enforcement policy. All officers are expected to act in accordance with this policy. The policy is freely available for inspection by the public and local businesses and is posted on the Councils' website. The newest version of the policy, approved by both Councils in December 2016, puts the Regulators Code at the centre of the

Councils' approach to regulating businesses and with that, an explicit commitment to carry out regulatory activities in a way that supports businesses to comply and grow.

**b. Home authority and primary authority principles**

The Food and Safety service of the two councils supports the Home Authority Principle and will provide advice to businesses where they act as the Home or Originating Authority. Officers have regard to information that they receive from any liaison with Home/Oriinating Authorities and where advice has been received, the relevant Authority will be kept informed of actions taken by this Council.

The Council acknowledges the primary authority system and appropriate adjustments are made to the way in which interventions are made when businesses have entered an arrangement with a local authority as a primary authority.

**c. The Food and Safety team will, when appropriate, endeavour to add value to the contact they have with businesses and will work with the New Anglia Better Business for All programme, the New Anglia Growth Hub and the BMSDC Business Account Manager service provided through the Open for Business project with this in mind.**

**d. Liaison with other organisations and partnership working**  
Officers represent the Councils at the following meetings:

- Suffolk Food Liaison Group
- Suffolk and joint Norfolk and Suffolk Health and Safety Liaison Groups
- FSA Food Leads Regional Meetings
- FSA FHRS User group
- Suffolk Event Safety Advisory Group
- The Suffolk Healthier Catering Award Steering Group

These Groups offer the opportunity to share information, organise low cost training for our food and safety officers, help to ensure consistent enforcement and provide an opportunity to influence the development of activity across the County. They also enable our professional officers to have access to regional and national food safety and health and safety information.

The joint warranting arrangements across the Suffolk authorities continue to be maintained. This was an initiative taken to counter the likely problems that would occur if there were an extensive problem in Suffolk such as a major food poisoning outbreak or a significant investigation where many witness statements were needed. The agreement enables officer of one council to take an enforcement role in another should that need arise and improves the resilience of the Suffolk services.

The Corporate Manager - Food and Safety is working with regulators in Norfolk and Suffolk and with the New Anglia LEP to develop partnership arrangements which help regulatory services support businesses, through a Better Business for All (BBfA) programme. A project Manager for the New Anglia BBfA programme is currently hosted by BMSDC.

## 6. Performance and Review

The current performance of the Service is measured and monitored via the Council's performance manager system.

The table overleaf shows the key indicators that the Corporate Manager for Food and Safety is responsible for delivering.

The data in the table only goes up to quarter 3 as the final quarter data was not available at the time of drafting. The key indicator for the service is that relating to the percentage of broadly compliant food businesses which is measured in terms of them achieving a 3, 4 or 5 rating under the FHRS. The figure in the table is 96.55% (taken at quarter 3). In the data below the table, this is given as 96.93% which was the figure mid-March when additional inspections and rating exercises have been completed.

Food & Safety								
Carrying out programmed interventions and investigations to detect, eliminate and/or control hazards by engaging with business communities and the public and applying fair enforcement								
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T1. No: of inspections carried out in line with the Food Safety Act Code of Practice <b>NEW MEASURE</b> Cabinet Member: Tina Campbell/ David Burn Corporate Manager: John Grayling	I1	<b>2017/18</b>		924		Both	<b>Last Update 10/17</b> A significant amount of time has been taken up with the office accommodation changes which has distracted from service delivery but the team expects to achieve the targeted inspections by year end.	
		Qtr. 2	163					
		Qtr. 3	281					
		Qtr.4						
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T2. No: of complaints received relating to food where the Council is the enforcement authority <b>NEW MEASURE</b> Cabinet Member: Tina Campbell/ David Burn Corporate Manager: John Grayling	I2	<b>2015/16</b>	105			Both		<b>Last Update 10/17</b> In 2016/17 there were 149 food and premises complaints, these relatively low numbers were up from the previous year of 105, however considering the large number of retail food businesses across both districts are an indication of the good levels of general compliance of our food businesses.
		<b>2016/17</b>	149					
		<b>2017/18</b>						
		Qtr.2	39					
		Qtr.3	80					
Qtr. 4								
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. % of broadly complaint food premises ( Food hygiene rating 3, 4, 5) <b>NEW MEASURE</b> Cabinet Member: Tina Campbell/ David Burn Corporate Manager: John Grayling	T1	<b>2014/15</b>	93.29%			Both	<b>Last Update 10/17</b> Please note 2017/18 is figure at Qtr.3	<b>Last Update 10/17</b> One of the primary purposes of the Food and Safety service is to improve the safety of food produced in BMSDC and whether businesses are broadly compliant is a reasonable indicator of this. Total businesses 1935 at the start of 2017/18
		<b>2015/16</b>	94.35%					
		<b>2016/17</b>	96.05%					
		<b>2017/18</b>	96.55%					
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I2. No: of food premises achieving 5 ratings <b>NEW MEASURE</b> Cabinet Member: Tina Campbell/ David Burn Corporate Manager: John Grayling	T2	<b>2017/18</b>	1015			Both	<b>Last Update 10/17</b> Please note 2017/18 is figure at Qtr.3	<b>Last Update 10/17</b> This is a figure that will gain meaning when year on year comparisons can be made

Monitoring arrangements are in place to assist in the quality assessment of the work being carried out by the team as follows:

- Annual peer review of inspections (shadowing)
- Structured quarterly review of a sample of post inspection records
- Regular team meetings
- Individual performance review
- Regular FHRS consistency training exercises with the FSA

### 2017/18 in numbers

- Food Safety planned interventions carried out - 1100
- Health and Safety proactive interventions carried out - 38
- Number of Food Hygiene notices served - 4
- Number of Health and Safety notices served - 3
- Prosecutions - 1
- Simple Cautions Administered - 5
- Food Businesses rated as broadly compliant (3 rating or greater) - 1863 which is 96.93% of the total (from 96.05% 2016/17)
- Food Businesses with a 5 rating - 1018 which is 60% of the total
- Accidents investigated - 21
- Infectious diseases investigated - 76
- Number of food samples taken - 81
- Number of water samples taken - 123
- Number of licenses issued - 117

## Service Standards

The Food and Safety service has adopted the following service standards:

### Food hygiene

- Provide an inspection report at the time of inspection clearly indicating required and recommended actions.
- Respond to requests for advice and information about food safety within 3 days.
- Respond to complaints of poor hygiene and unsatisfactory food within 3 days.

### Health and safety enforcement

- Respond to complaints of poor health and safety within 3 days.
- Respond to requests for advice and information about health and safety within 3 days.

### Infectious diseases - control

- Respond to reports of any notifiable infection where the risk to public health is immediate and significant, including outbreaks, within the same working day.
- Respond to reports of less serious notifiable infections within 3 days.

Until now, measurement against these standards has been made only by failure. The way information is collected on the environmental health database has recently been modified so that in the future, it will be possible to extract the data necessary to measure and report against standards set.

## 7. Challenges to Service Delivery & Risk Management

### Challenges to service delivery

- **Brexit.** The food law currently enforced by local authorities is predominantly based on European regulations and will require reproducing domestically.
- **The FSA Regulating Our Future (ROF) review** includes some proposals that may change the focus of the way we currently regulate food businesses. These are quite complex and still under development and consultation.
- **New animal welfare licensing law** is due to be enacted during 2018 which will simplify and modernise the current multiplicity of licensing acts we enforce.
- **The FSA require Food Safety Officers** to do at least 20 hours food related training (continuing professional development/CPD) each year to maintain competency. Unfortunately, the FSA have stopped providing funding for training so that it will be more difficult to sustain the required CPD.
- **Office Arrangements.** Loss of the offices in Hadleigh and Needham Market has created challenges for the Food and Safety team as a predominantly field based service. Mitigation measures, ensure that touchdown points and interview facilities are all regularly available and accessible. Communication between team members is more challenging with the previous opportunities for informal office conversations now lost.

### Risk Management

The Food and Safety service currently has no significant risks identified on the corporate risk register. Identified service level risks relate to resourcing, having appropriate structural elements in place (service planning, enforcement policy and delegation of authority) and to maintaining the level of skills needed within the team (retention and recruitment).

**Service level Risks:**

No	Risk Description	Owner	Current Risk			Planned Control Measures (including timescale)	Target Risk (after Mitigation)		
			Probability/Likelihood	Impact/Consequence	Risk grading		Probability/Likelihood	Impact/Consequence	Risk grading
1	<ul style="list-style-type: none"> <li>If food and safety team resources are insufficient, then there will be an inability to provide support and guidance to help businesses achieve compliance.</li> </ul>	Corporate Manager - Food and Safety	2	3	6	<ul style="list-style-type: none"> <li>Service planning. Food and Safety service plan to be taken to April 2018 Executive and Strategy Committees.</li> </ul>	1	3	3
2	<ul style="list-style-type: none"> <li>If mandatory service plan(s) not in place, then BMSDC at risk of potential legal challenge</li> </ul>	Corporate Manager - Food and Safety	2	3	6	<ul style="list-style-type: none"> <li>Food and Safety service plan to be taken to April 2018 Executive and Strategy Committees.</li> </ul>	1	3	3
3	<ul style="list-style-type: none"> <li>If team members holding key skills are lost or they do not maintain competency, then some elements of the professional and technical service will be difficult to provide</li> </ul>	Corporate Manager - Food and Safety	3	3	9	<ul style="list-style-type: none"> <li>As far as is possible, all Food and Safety Officers maintain competency across the range of services the team provides and a training matrix for the team is maintained and monitored to identify training gaps. This reduces the impact from the loss of any one individual. Nevertheless, it is impossible for all to maintain the high-level skills needed in every discipline.</li> </ul>	3	2	6

Impact / Consequence	Disaster	4 (Medium)	8 (High)	12 (Very High)	16 (Very High)
	Bad/Serious	3 (Low)	6 (Medium)	9 (High)	12 (Very High)
	Noticeable / Minor	2 (Low)	4 (Medium)	6 (Medium)	8 (High)
	Minimal	1 (Low)	2 (Low)	3 (Low)	4 (Medium)
		1	2	3	4
	Highly Unlikely	Unlikely	Probable	Highly Probable	
Probability / Likelihood					



## 8. Service Action Plan 2018/19

- To undertake a food premises intervention programme in accordance with the requirement of the FSA Code of practices to protect the public.
- Continue to engage with the Food Standard Agency on promotion of food safety initiatives.
- Continue to promote and publicise the FHRS.
- Participation in local and national sampling programmes.
- Continue to promote and implement the Eat Out, Eat Well healthier catering award and assist in the launch of the Take Out, Eat Well award for takeaway food businesses.
- Continue to work with schools using the Mission Possible project to improve knowledge of food safety, personal hygiene, healthy eating and allergens.
- Undertake an intervention programme in accordance with the requirements of HSE guidance LAC67/2 and the National Local Authority Enforcement Code to protect people in the workplace and the public. This will include continuing interventions relating to gas safety in catering premises and the planning and initiation of work relating to warehouse safety.
- Continue to engage with the HSE and other Suffolk local authorities on promotion of health and safety initiatives and interventions.
- Continue to improve support for small and medium sized businesses in Babergh and Mid Suffolk in conjunction with other council services, external regulatory services and the New Anglia LEP.
- In partnership with the New Anglia LEP, the Growth Hub and all Norfolk and Suffolk local authorities, deliver a Better Business for All programme for Suffolk and Norfolk as the strategic regulatory approach for those counties.

## Document Control

### Food and Safety Service Plan 2018/19

Corporate Manager: John Grayling

Date: 01.04.2018

Date

Version

Description/Section Affected

02/03/2018
05/03/2018
07/03/2018
08/03/2018

1.1
1.2
1.3
1.4

First Draft
Revisions 1
Revisions 2
Revisions 3