



# **South Cambridgeshire District Council Environmental Health & Licensing Service**

## **Food Safety Service Plan 20014/15**

**This Plan links to the Corporate Aims and Approaches  
and also the service objectives, which are provided in  
the Health & Environmental Services Plan**

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INVESTOR IN PEOPLE

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## **Introduction**

South Cambridgeshire food businesses are amongst the best in the country. The high levels of food hygiene and safety and commitment to maintaining standards by local businesses contributes to the high standards of health for people and communities of our District. This Service Plan sets out how South Cambridgeshire District Council (SCDC) will work with local food businesses over the next year to maintain these high standards and high levels of public confidence. Maintaining and improving standards of hygiene at food businesses is a local and national priority because of the potential high impact in terms of ill health caused by unhygienic food businesses and the high costs of treatment and care to the economy.

This Service Plan sets out the food safety and hygiene law enforcement activities to be delivered by SCDC under the Food Safety Act 1990 and associated EU Directives. We work closely with Cambridgeshire County Council Trading Standards Service who are responsible for food standards and descriptions, and controls on animal feedstuffs.

This Service Plan is a comprehensive document covering the entire food hygiene enforcement function set out in accordance with the requirements contained in the Framework Agreement on Local Authority Food Law Enforcement, published by the Food Standards Agency.

All businesses are treated in an equal manner in line with Council's guidance, policies and procedures.

In all our activities, account is taken of the ability of proprietors to understand written and spoken English. Where appropriate, written and verbal translations are provided. Contraventions and recommendations are always phrased in a clear manner.

## **Background**

### **1.0 Profile of the Authority**

The area served by SCDC is approximately 350 square miles, much of which is farmland given to primary production of food, mainly cereals and vegetables. Villages range from small rural settlements to suburban and new village settlements such as Bar Hill and Cambourne. There are no large towns within the district, the largest village currently having a population of 7,060.

There are increasing opportunities in the District from economic development, particularly research and high technology industries and new housing, and the population of approximately 149,000 is rapidly expanding. New build and new villages will take the population to an estimated 188,000 by 2031, a 26% increase. The village of Cambourne is continuing to develop and will have a growing population of up to 10,000. Work has commenced on the proposed development of Northstowe and it is currently estimated that when completed, its population will be about 15,000. A revised Local Plan for the period 2011 – 2031 has been submitted for independent examination to the Secretary of State for Communities and Local Government via the Planning Inspectorate and a response is likely by late 2014 the plan includes options for the further expansion of Cambourne and possibly new developments at Bourn Airfield and Waterbeach.

With this projected growth it is anticipated that there will be an increase in the number of food businesses in the District. This increase has already started,

with the SCDC Environmental Health & Licensing Service (EH&L) receiving an average of 20 requests for advice from new businesses each month.

## **2.0 Service Overview**

**2.1** The service aims and approaches and actions are included in the overarching Health and Environmental Services Plan 2013/14.

### **2.2 Profile of the Service**

The Environmental Health and Licensing Service reports into the Health & Environment Services directorate led by Mr Mike Hill who in turn reports directly to the Chief Executive Mr Jean Hunter. The team contributes to the health and wellbeing of South Cambridgeshire's people and communities by ensuring that risks to human health from food are properly controlled via education, advice and enforcement. It is the aim of the Service to ensure that food produced, prepared or sold in South Cambridgeshire is safe and without risks to health and meets appropriate quality standards.

**2.3** The key tasks to deliver these objectives are:

- To maintain a register of all premises where the service enforces food safety legislation.
- To take the most appropriate action to ensure safe food following inspection of relevant food premises including the use of advice, informal correspondence, improvement and prohibition notices, formal cautions and the institution of legal proceedings.
- To educate proprietors of food businesses in food safety matters and their legal responsibilities in relation to their business by the provision of advice, information and training courses.
- To advise on the design of relevant food business premises prior to and during alterations and construction.
- to seek feedback from food businesses on the service provided via our business customer surveys .

### **2.4 Service Delivery**

Service is mainly delivered during office hours from the main Council offices situated at South Cambridgeshire Hall, Cambourne Business Park, Cambourne. The service is delivered proactively through programmed inspections and reactively by responding to complaints, intelligence or requests received by the Service. Service delivery can take place at any food business or at people's homes or place of work.

Businesses which trade out of hours, at weekends or during evenings only are inspected accordingly. An "Out of Hours" 24x7 emergency service exists for dealing with food hazard alerts and warnings and emergency food related issues.

## **3.0 National and Local Drivers which shape the service**

### **National Regulators code**

**3.1** The code was laid before Parliament in accordance with Section 23 of the legislative and Regulatory Reform Act 2007. South Cambridgeshire District Council acknowledges that it performs functions specified by the order and will develop an enforcement and inspection policy that is compliant with the

Act. South Cambridgeshire District Council will approach its enforcement activities in the following ways:-

- To carry out our activities in a way that supports business to comply with regulation and grow. Provide business with simple and straight forward ways to engage with ourselves. Base our regulatory activities on risk. Work with other agencies to share information relating to compliance and risk. Ensure that information, guidance and advice is available to those we regulate in order for them to meet their responsibilities of compliance.
- Our approach to regulation shall be done in an open and transparent manner

### **3.2 Home Authority Principle and Primary Authority Scheme:**

The Authority endorses and supports the Home Authority Principle as promoted by BRDO (Better Regulation Delivery Office). Officers give advice to companies and other food authorities on either a 'Home Authority' (see section 3.4.2 below) or 'Originating Authority' basis. The Service will liaise with the Home and or Originating Authority of a company whose premises have been inspected to pass information and if necessary, take enforcement action.

The EH&L Service currently has no Home Authority arrangement but is an Originating Authority for one large manufacturer and as such receives requests for information and advice from other Local Authorities investigating complaints or wishing to find out details on processes and refer food complaints for investigation and comment.

- ### **3.3**
- BRDO also oversees the regulatory requirement that all Local Authorities should act as a 'Primary Authority' for any locally based businesses operating across more than one LA boundary, if so requested by that business. A Primary Authority agreement provides a much higher level of advice and support to businesses and liaises on their behalf with other Local Authorities on any policy and enforcement issues. At present SCDC does not hold any Primary Authority agreements, but, is working with partners in CCC Trading Standards to offer such partnerships during the year 2014/15

## **Local Drivers**

### **3.4 Health and Environmental Services Service Plan 2014/15**

The Council is in the final stages of adopting a corporate Enforcement & Inspection policy that has been through a consultation with a number of businesses within the district covering a wide range of activities. The council supports the new Regulators Compliance code and aims to adopt a new policy by October 2014 ( draft policy attached as Appendix)

### **3.5 Liaison with Other Organisations**

The established County Officer Food Liaison Group collaborates well. Departmental procedures are shared Countywide to promote consistency and ensure that any "national" changes are reported and acted upon accordingly. A Chief Environmental Health Officers Group functions at a strategic and management level. It approves the work of the Food Liaison Group and monitors its activities.

Liaison with the FSA, CQC, HPA, and CCC Trading Standards exists through the County Food Liaison Group and ensures regular updates of food

premises registration information is provided to our Trading Standards and HSE colleagues.

Other partnerships with a food safety agenda include:

- The Cambridgeshire Health & Wellbeing Board and South Cambridgeshire Local Health Partnership.
- Both the Cambridgeshire Obesity Group and the South Cambridgeshire and Cambridge City Locality Obesity Group.
- The Cambridgeshire Food and Health Group.

Close liaison exists with SCDC colleagues in Building Control, Planning and Business rates with regard to food businesses

## **Quality Drivers**

### **3.6 Performance Measures**

The role of EH&L Officers when undertaking food duties is to provide advice to businesses to get it right, and to identify and remedy matters that might pose a risk to food safety. The EH&L Service has identified its key performance measure as the percentage of major non-compliant businesses brought to compliance. Additionally, the Service monitors intelligence received from partners and members of the public, as well as key management information, including:

- The percentage of food safety inspections carried out for high risk premises and the percentage of other risk food businesses carried out including alternative intervention strategies.
- The percentage of complaints and requests for service, which are responded to within 3 working days.

### **3.7 Access to Quality Services**

South Cambridgeshire has introduced a set of service standards that aim to put customers first, deliver outstanding services and provide easy access to services and information. They place the customer at the centre of its service delivery and the EH&L Service shares these standards.

The SCDC Contact Centre acts as a first point of contact for food safety enquiries. The staff are trained to answer questions on food and hygiene issues. The service is available 8.00 am to 5.30 pm, Monday to Friday.

Customer feedback is encouraged and welcomed. The EH&L Service carries out a Business Satisfaction Survey, the results of which are considered and acted upon to improve customer service.

### **3.8 Quality Assessment**

Regular team meetings and 1:2:1's of the specialist food officers take place to share learning and information and internal quality monitoring is undertaken in accordance with:

- The Internal Procedure Monitoring Note.
- Food Premises Inspections – Quality Control.
- Checking of correspondence.
- Checking of drafted notices.

## **4.0 Service Delivery**

#### **4.1 The Food Service, Organisational Structure**

- Qualified and competent officers undertake a range of duties including food hygiene, food fitness standards and the investigation of food borne illness.
- The Consultant in Communicable Disease Control (CCDC) is currently Dr Bernadette Nazareth at the Public Health England, Eastbrook Road, Shaftesbury, Cambridge, CB2 8DF
- South Cambridgeshire District Council deals with food safety issues whilst Cambridgeshire Trading Standards deal with food standards work. All Services work closely together on issues, for example dealing with food alerts from FSA and imported food matters.
- Eurofin UK provides Services of the Public Analyst.
- The Food Examiners are the Health Laboratory service at Addenbrooke's Hospital 6<sup>th</sup> Floor. The HPA laboratories at Collingdale process food samples that we provide from the sampling programme.
- The Product Contamination Liaison Officer who is based at Huntingdonshire Police Headquarters, will investigate any criminal food adulteration.
- The Environmental Health & Licensing Team is in the process of being organised into three geographical areas due to the rural nature of the area. Inspections are issued month-by-month based on intelligence and risk profiles and officers may inspect premises or carry out other duties in another officer's district. This helps to ensure that our limited resources are flexible. .

#### **4.2 Scope of the Food Service.**

For food safety and inspections the Environmental Health & Licensing Service provides the following services and key functions:

- Programmed food hygiene inspections of food premises within the District.
- Health and safety inspections and accident investigations in food premises.
- Responding to food alerts.
- Dealing with food and food related complaints and other service requests.
- Carrying out our annual food sampling programme.
- Registering and licensing food premises and mobile vehicles.
- Dealing with imported food and its origin.
- Website information, including the national Food Hygiene Rating System
- Investigating cases of food related illness and other infectious diseases.
- Food Safety awareness campaigns e.g. FSA campaigns and awareness projects.
- Securing compliance with the requirements of the Health Act 2006.

To facilitate maximum efficiency, external contractors are used, when necessary, to deliver low and medium risk food hygiene inspections, alternative enforcement work and food safety training courses. In order to maintain the best quality of service, SCDC retains the inspection of high risk premises by its own officers to ensure that resources are targeted on the appropriate categories of premises where risks have been identified. This allows for a greater degree of control over these premises and ensures continuity of enforcement activities.

Qualified and competent SCDC Officers also undertake dual food safety and health & safety inspections of Local Authority enforced premises, based on an intelligence-led, risk-focused inspection programme.

Emergency food safety issues are currently directed initially to a 24-hour out of hour's officer via a Contact Centre. In addition the Council's fully revised website is used to provide information about food safety services for consumers and business and also provides a direct email address for service requests [duty.hes@scambs.gov.uk](mailto:duty.hes@scambs.gov.uk)

## **Demands on the Food Service**

### **4.3 Profile of food premises – April 2013.**

There are 1, 392 local food businesses mainly of retail or catering nature. There are few large food manufacturers located in the District.

<b>Risk Category</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>Other</b>	<b>Total</b>
Number of premises	<b>7</b>	<b>30</b>	<b>315</b>	<b>231</b>	<b>643</b>	<b>166</b>	<b>1392</b>

### **4.4 National Food Risk Category Descriptions.**

The visit frequency is the minimum we are required to carry out.

<b>A</b>	High Risk visit at least every 6 months	<b>D</b>	Low Risk visit at least every 24 months
<b>B</b>	High Risk visit at least every 12 months	<b>E</b>	Very Low risk visit every 60 months or use alternative enforcement strategy
<b>C</b>	Medium Risk visit at least every 18 months		

The profile of the district is updated continuously. The growth and development of the district results in continuous assessment of how the service is developed, this can be shown by the fact that the registered premises in 2009 numbered 1085 and had risen to 1332 in 2012 and 1635 in 2013, however, this has reduced in 2013/14 due to a major data clean of the M3 software system prior to implementation of the FHS scheme and changes that have removed certain activities off the food business register.

Currently there is one food business authorised under the vertical directive food legislation. Additionally, the following specialist businesses are located in the District:

- a) A production plant for Histon Sweetspreads producing preserves and Jellies for national and international export. They also produce dried potato products and peanut butter.
- b) A bottled-water Plant

### **4.5 Food Safety Incidents**

Officers will, on receipt of any food alerts relating to national food scares and issues, respond appropriately and in accordance with:

- The departmental standard operating procedure
- Code of Practice issued under the Food Safety Act 1990
- Instructions issued by the FSA

The majority of alerts issued by the FSA are for information only. The number of allergy-alerts is increasing but are primarily dealt with by CCC Trading Standards Officers. "Food Alerts For Action", whilst requiring immediate action, are not significant in number but can have an impact upon



programmed inspections. Given the nature of food alerts, it is impossible to predict with any accuracy the likely work demand and resources required. Each incident will require different levels of action, however if a food safety incident originates from an activity or business operating within the District then additional resources will be required in terms of officer hours.

#### **4.6 Food Safety Promotion**

Food safety promotion work is undertaken by the following methods:

- Activities are undertaken to promote food safety where possible including leaflet drops and magazine articles etc during Food Safety Week.

### **5.0 Service Delivery**

#### **5.1 Food Safety and Hygiene.**

Food Premises – Hygiene Inspections. The Authority currently follows the priority rating system identified in the Food Safety Code of Practice and aims to inspect 100% of due high risk premises each and every year, subject to intelligence gathered by officers on-the-ground. Inspections consist of questioning the food business operator to discover their knowledge of food hazards and an inspection of the premises and food prepared there by observing food handling practices and procedures.

Category A premises are those with the highest risk, whether by the nature of the activities carried on there, or because of poor operating conditions. Special database software package for logging and tracking inspections and other activities is used. Revisions in the FSA Code of Practice provides the opportunity to deal with low risk premises by means other than an inspection; The Food service is continuing to develop a strategy for these premises through the year in consultation with local businesses and partners.

Revisits are made where there are concerns about food safety, using a structured risk-based criteria to enable revisits to be prioritised. It is anticipated that 10% of premises inspected will be revisited.

In line with the Enforcement Policy, Hygiene Improvement Notices are issued if work detailed on a previous inspection report has not been completed or if there are serious concerns about food safety during a current visit. These legal notices ensure that improvements are made within a reasonable timescale.

Hygiene Emergency Prohibition Notices are used where there is an imminent risk to health. This will normally involve the immediate closure of the premises. The reasons for closing premises include, for example, the discovery of pest infestations (mice, cockroaches), the absence of water / hot water; or very poor control over food hazards and / or cleaning.

#### **Food Hygiene Inspection Changes**

- 5.2** The revised Food Safety Code of Practice allows Authorities greater flexibility in how to ensure compliance with food safety legislation (including the use of alternative interventions to inspections, particularly in lower risk premises). The EH&L Service will be working with businesses, BRDO & The Food Standards Agency to continually assess alternative interventions for Category C premises and below, particularly where a premises is judged to be “broadly compliant whilst still ensuring compliance by the authority with food law codes of practice”. The alternative methods employed for food

hygiene inspections may be by postal questionnaire for low risk premises. The inspection technique and follow up, including post inspection correspondence will relate to the risk to food safety that was identified from the questionnaire.

### **5.3 Food Complaints**

We investigate all complaints concerning food produced, stored, distributed, handled and / or intended for human consumption within the District to ensure that it is without risk to the health or safety of the public. Complaints regarding labelling etc. are forwarded to CCC Trading Standards in accordance with a county-wide documented protocol.

The scope of the EH&L Food Complaints procedure currently covers:

- Receiving food complaints.
- Investigation of food complaints.
- Action to be taken on completion of the investigation.
- Transfer of food complaints.

The team is currently appropriately staffed to meet demand.

Most of the complaints received about food relate to food produced outside of the District, although others relate to more freshly made local foods from establishments such as restaurants, takeaways etc. Service standards are set for response times to complaints. Performance against these targets is regularly monitored. In general, complaints will be responded to within 3 working days, however the more urgent the matter, the speedier the response.

### **5.4 Advice to Businesses**

It is a Council priority to support the local economy, targeting residents' problems whilst effectively supporting local business success. The Council is open for business in that it will provide business advice, diagnostics and workshops to enable the local economy to thrive. The recent Business Improvement and Efficiency Programme identified several projects to support business friendly approach, including a business register, regular newsletters, engagement with sectors which are in need of support, key account management and a stronger approach to dealing with enquiries. The service is looking to make stronger links with trading standards over the following year and is seeking to draft a business case for the creation of a business hub to provide consistency of approach and assured advice to business..

While the Authority will utilise its powers to enforce food legislation if needed, it is recognised that providing early advice and support to businesses is the best way to achieve compliance, protect public health, and increase business success whilst reducing costs. As a consequence it is the Authority's policy to provide advice to businesses in a number of different ways:

- During programmed or other inspections.
- .
- The provision of advice to any food business proprietor on how to comply with the law and on best practice. This may be prompted by Licensing, Planning or Building Control applications.
- The provision of free advice leaflets.
- The production of Food Safety News newsletters which are sent to all food businesses in the district.
- Information on our website.
- Business links –articles in business newsletters.

In support of the departmental and Council aims, the Environmental Health & Licensing team offers advice and information when required or when requested. Officers respond positively to requests for advice from proprietors of food businesses within 10 working days. In addition to around 135 requests for advice from new businesses, existing food businesses currently generate a further 150 advice requests per year approximately.

## **5.5 Food Sampling**

Microbiological food sampling is carried out to meet 5 main objectives:

- To determine the current state of food safety in the District as part of a structured sampling programme
- To improve the effectiveness of food hygiene inspections.
- To investigate suspected cases of food poisoning where a link with a local business or food is suspected
- To investigate complaints about food.
- To contribute to the recent online food sampling system (introduced 2013) known as STARLIMS, run by Public Health England

The formal food sampling plan links with Cambridgeshire Food Liaison Group, co-ordinated by Peterborough City Council as well as taking account of local trends and needs.

## **5.6 Control & Investigation of Outbreaks, Disease & Food Related Infectious Diseases**

GP's across the District report suspected cases of food poisoning to the Consultant for Communicable Disease Control (CCDC) at the Health Protection Agency. The Local Medical Microbiology Laboratory at Addenbrookes Hospital also advises the CCDC of positive results for food poisoning and food/water related illness. The Food Safety Team are then advised and carry out investigations to discover, if possible, the source of the infection and also to minimise the likelihood of secondary cases.

The Authority has a documented procedure which is currently under review for the investigation of incidents of reported or suspected cases of food poisoning and a formal plan to cover the management of the investigation of outbreaks of food borne infectious disease. These documented policies have been developed in conjunction with the Consultant for Communicable Disease Control at the Health Protection Agency, Dr Bernadette Nazareth.

Information and guidance relating to infectious diseases and enteric disorders, are available and are distributed to all infectious diseases / food poisoning cases within the district

## **6.0 Review of Previous Year's Performance against Service Plan**

The FSA Framework Agreement requires every local authority to review its previous years performance against its service plan. The review must identify where the authority was at variance from the service plan and, where appropriate, the reasons for that variance. This review details the

performance of the food service for the financial year 2014/15 and must outline any significant issues that impacted on the delivery of the service.

At the end of this financial year, the intended actions as specified in the Health and Environmental Services Plan will be compared with what was achieved in the areas relating to food safety. The reasons for any variance identified will be stated and next year's plan will take these into account as lessons to be learnt from the previous year.

PERFORMANCE 201 4/15	2013/14	ACTUAL
Number of Food Safety Inspections to High Risk premises carried out as a percentage of those planned	90%	81%
Number of Food Safety inspections carried out as a percentage of those planned	53.5	61.4%
Number of food safety and hygiene complaints and requests for service, responded to within the target	88.3%	87.5%
Number of Food Premises inspected which are 'Broadly Compliant' with food safety legislation	90.3	84.5%

### 6.1 Food Premises Inspections

In 2013/14 a total of 394 food business premises were considered for an intervention (programmed inspection only) of which 163 were classed as risk group A, B, or C and 125 were risk group D. 106 interventions were planned at category E premises via a "low risk questionnaire".

Of the High Risk category A and B premises, 67% of planned visits were completed. Of those that weren't completed, 3 were previously rated as category C or D premises and were not visited after consideration of existing records indicating that no complaints or compliance issues had been received,

243 planned interventions were achieved, with 145 (A – C) outstanding. In total of the 1392 premises within the district it was only necessary to issue 4 improvement notices relating to food matters and 0 relating to Health & Safety.. There were 2 formal intervention notices served to premises in the A or B categories.

These figures reflect a combination of staff absences and a significant restructuring of health & Environmental Services during the year along with a programme to increase resilience within the teams of competent EHO's for food safety matters which will continue into 2014/15. As noted above, following the H&ES Directorate reorganisation, a further 3 EHOs are now being trained to deliver food work alongside their other skill sets, so providing increased flexibility, cover and resilience for the Service in the future.

During 2014/15 the planned inspections are as follows :-

- : A=5; B=20; C=85; D=71; E=58 (Total=239)

In addition there are a number of outstanding inspections as follows:-

- A=1; B=5; C=73; D=66; E=371; F=9 (Total=525 (As at 01.04.14)

In order to assess the staffing requirement to ensure that by 31<sup>st</sup> March 2015 all inspections A to C are completed, the service will require the equivalent of

approximately 100 to 110 working days or approximately half a working day per inspection.or approximately equivalent to approximately 0,5 FTE

With respect to premises risk rated between D & F it is expected that these will require approximately 300 working days or approx 1.0 FTE.

In order to ensure this the service currently has approximately 2.5 FTE competent to inspect all class of premises and a further 1.0 FTE available to deal with low risk categories. It is intended to increase the availability during 2014/15 across all areas.

With effect from 6<sup>th</sup> October a temporary member of staff has been appointed to assist in the completion of this years inspections and backlog.

## **6.2 Advice to Businesses**

Officers have continued to give free advice and assistance to both the trade and public throughout the year on food safety and hygiene matters. In addition to advice given during the inspection process various advisory leaflets were produced and distributed to existing and new businesses. The way in which advice is given to new businesses is changing following the Health & Environment restructure that has created a new “working with business team”. The team focuses on streamlining the process of both how we advise business and how we regulate businesses. One of the key aspects of the new team is during 2014/15 & 15/16 to create a single point of contact for new and existing business covering all regulatory aspects including, Food, Licensing, Planning and health & Safety. In addition SCDC is looking at creating a “Business Hub” which will expand on this theme to include other regulatory partners such as Trading Standards..

## **6.3 Food-related Infectious Diseases**

A total of 180 notified cases of food poisoning and suspected food poisoning were received up to 31 March 2014, relating to 171 premises. Investigations were carried out within 24 hours of notification in 90% of cases. No conclusive evidence was found to confirm that either the food or the premises was the source of the illness, reflecting the high-level of compliance achieved by South Cambridgeshire businesses.

## **6.4 Liaison with Other Organisations**

All existing liaison arrangements have worked successfully throughout the year and there are no planned changes to these systems., however further liaisons with new organisations may be formed as the Primary authority status takes shape.

## **6.5 Staff Development**

With officers personal development plans in place, training needs are identified at the beginning of the year. All officers secured the necessary amount of CPD as required by the FSA.

## **7.0 Summary of service delivery actions for 2014/15**

The requirement of the Service Plan is to improve yearly the achieved percentage of identified targets and identify where possible any improvements of a qualitative nature. Key service delivery actions for 2014/15 are outlined as follows:

<b>Objectives</b>	<b><u>Actions</u></b>	<b>Target</b>	<b>Suggested Time Scale</b>
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Ensuring food is safe, businesses are successful and consumer confidence is high.	To embed an intelligence-led, risk-based approach to food work and undertake a range of interventions at food businesses targeting poor performers and giving 'light touch' inspection to better businesses.	To inspect all "High Risk" (Category A and B) premises / operations  To identify and remedy any major non-compliances across any food business.	review due in April 2015
Ensuring consistency during food safety inspections	Standardisation exercise/peer review to demonstrate consistency of enforcing officers  Review existing processes and introduce I.T related tools to assist in consistency of inspection data.	All officers to continue monitored visit and peer review of scoring and take part in consistency exercises  Officers to trial a remote working method to streamline the inspection process and ensure consistency of data	Ongoing
To continue to respond promptly and effectively to customer service requests, infectious disease notification, new business registrations and advise	To respond in the set response time for the service request	97% of the service requests responded to within the stated response time	Quarterly monitoring
To develop improved contacts and partnership working with other statutory bodies within the food safety field by developing a business friendly approach.	Membership of: Cambridgeshire and Peterborough Food Liaison group.	Attend meetings and participate in joint working	On going
To continue to monitor the safety of food and water in the district	To develop and implement a food-sampling programme to establish the microbiological safety of food sold in the District. To align the programme with Local and National sampling priorities	To carry out a full range of activities specified in the sampling programme	On going

Raise awareness of the requirements of legislation and promote good practice	To provide written information to businesses as part of all visits and to produce and distribute information through a wide range of media	To publish information and advice on the website which is helpful, accurate, and up to date.	On going
To increase the competency levels of officers where appropriate for food safety & Health & safety inspections	To offer a mentoring and shadowing scheme for existing EHO's	To increase the number of competent officers by the equivalent of 2.5 FTE	April 2014
Ensure compliance with E coli guidance from the FSA	Work with Food Liaison Group to develop a countywide approach. To take a graded approach with business to gain compliance.	To access compliance on delivery of food hygiene inspection programme	On going
To achieve Primary Authority status with 2 or more partners	To work with Trading Standards	To Develop a minimum of 2 primary authority partnerships	April 2015

## **8.0 Resources & Workforce overview**

**8.1** Legal action is pursued within service budgets but with access to consultancy and contingency funds if required. If and when the Courts award costs, these monies are transferred back to the Service budget headings.

### **8.2 Staffing Allocation**

There are currently 2.5 FTE Environmental Health Officers competent to carry out Food Control and Health and Safety inspections across all risk categories. In addition consultants are employed on an ad-hoc basis to supplement the service offered. The 3 EHO's are all fully qualified and maintain their competence levels. There are a further 3 FTE Environmental Health officers that have and continue to work to gain the appropriate competencies to carry out food control and Health & Safety as part of the Environmental Health & Licensing restructure that commenced in April 2013

### **8.3 Staff Development Plan**

All staff are subject to annual performance and development review interviews and a progress review which tracks and identifies training and development needs. Food safety training needs are prioritised in the context of wider Environmental Health requirements identified within the service wide training plan. During 2014/15 all staff have started using the BRDO RDNA tool to assist their development and training needs as part of the authorities wider appraisal scheme. The training budget allocation for 2014/15 is adequate to fund the identified training needs for this year.

All staff complete a training record log to further assist in identifying development and training needs and for monitoring the competency of individual officers. The officers undertaking specific duties, such as dealing with approved premises, are identified and the training requirements assessed accordingly.

**9.0 Equality and Diversity – how is this reflected in our Food Law enforcement activities?**

- 9.1** SCDC values people from all backgrounds and supports their right to respect and equality of opportunity. The Council is working to eliminate discrimination and prejudice from all it does and ensure that equalities becomes a central and essential element of our service planning and delivery, both as an employer and provider of services. Our Comprehensive Equalities Policy sets out specific principles and aims that we will follow in order to achieve our Commitment to Equality and the equality dimension of our Corporate Objectives and Values.