



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

## **Food Safety Service Plan 2016/17**

**This Plan links to the Corporate Aims and Approaches  
and Service Objectives, which are detailed in the  
Health & Environmental Services Plan**

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INVESTOR IN PEOPLE

# Contents

Introduction .....	3
1.0 Background .....	4
2.0 Service Overview .....	4
3.0 National and Local Drivers which shape the service.....	5
4.0 Service Delivery.....	7
5.0 Review of last years progress and performance.....	12
6.0 Service Delivery Actions for 2016/17.....	15
7.0 Resources and Workforce Overview .....	17
8.0 Equality and Diversity.....	18

## **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 levels of compliance and public confidence. Standards of hygiene in food premises is a local and national priority because of the potential high impact of ill health caused by unsafe food and the high cost 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 and are also beginning to explore opportunities of working closer with neighbouring authorities to develop resilience and pool expertise where necessary.

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 and is in compliant with the requirements of the Food Law Code of Practice 2015.

All businesses are treated in an equal manner in line with this 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, we provide written and verbal translations. 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 larger and new village settlements such as Bar Hill and Cambourne. There are no towns within the district, the largest village currently having a population of approx 9,500.

A growing economy and new housing has led to the population expanding to approximately 152,000. New settlements will take the population to an estimated 188,000 by 2031. Building is underway at Northstowe and it is currently estimated that when completed, its population will be about 15,000. A revised Local Plan is currently the subject of independent examination by the Secretary of State for Communities and Local Government via the Planning Inspectorate, the plan includes options for the further expansion of Cambourne and new developments at Bourn Airfield, Waterbeach and the Cambridge city fringes.

With this projected growth it is anticipated that there will be a steady 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 18 requests for advice from prospective or new food businesses each month.

## **Service Overview**

**2.1** The service aims, approaches and actions are included in the overarching Health and Environmental Services Plan 2016-21.

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

The Environmental Health and Licensing Service reports into the Health & Environment Services directorate led by Mike Hill who in turn reports directly to the Chief Executive Jean Hunter. The team contributes to the corporate objective of living well, supporting our communities to remain in good health 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 fit for human consumption and without risks to health.

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

- To maintain a register of premises where the service enforces food safety legislation.
- To take the most appropriate action to ensure safe food, by inspection of food premises, dissemination of advice, informal correspondence, improvement and prohibition notices, formal cautions and instigation 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 .
- To promote and administer the Food Hygiene Rating System (FHRS).

## **2.4 Service Delivery**

The team are located at the Council offices situated at South Cambridgeshire Hall, Cambourne Business Park, Cambourne and can be contacted via the Contact Centre. 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. In the event of a food poisoning outbreak, urgent food hazard and emergent food related issues the Emergency Planning procedure would be invoked to coordinate an appropriate response.

## **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 under section 24(2) of the order and has developed an enforcement and inspection policy that has regard to the Code. We therefore aim to:-

- Carry out our regulatory activities in a way that supports business compliance and growth.
- Provide business with simple and straight forward ways to engage with ourselves and to listen to their views
- Base our regulatory activities on risk
- Share information relating to compliance and risk with other regulators
- Ensure that information, guidance and advice is available to those we regulate in order for them to meet their responsibilities of compliance.
- Operate in an open, graduated, proportionate and transparent manner

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

The Authority endorses and supports the Home Authority Principle as promoted by Regulatory Delivery (formerly Better Regulation Delivery Office). Officers give advice to companies and other food authorities on either a 'Home Authority' 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 two manufacturers and as such receives requests for information and advice from other Local Authorities investigating complaints or wishing to find out details of processes and refer food complaints for investigation and comment.

**3.3** Regulatory Delivery also oversee the 'Primary Authority' scheme which allows businesses to form a statutory partnership with one local authority or fire and rescue authority, which then provides robust and reliable advice for other regulators to take into account when carrying out inspections or addressing non-compliance. A Primary Authority agreement provides a much higher level of advice (assured advice) and support to businesses and liaises on their behalf with other Local Authorities on any policy and enforcement issues.

At present SCDC is working with partners in CCC Trading Standards and Cambridgeshire Fire and Rescue Service and has secured partnerships with Aldi, John West and Muffin Break (Food Co).

### **Local Drivers**

#### **3.4 Corporate Plan and Health and Environmental Services Programme 2016-21**

Strategic priorities support strong compliant businesses to thrive. New commercial ventures are supported and regulation is in accordance with the corporate Enforcement and Inspection Policy to provide a graduated approach to achieving a level playing field for all businesses.

#### **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. The Public Protection Steering Group (previously known as the 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 Food Standards Agency, Care Quality Commission, Public Health England, 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 Health and Safety Executive 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.
- Monthly 1:2:1 meetings with officers to monitor workload, and assess quality of inspection records

- Regular team meetings to ensure cross team consistency in respect of inspections & enforcement

### **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. Staff are trained to answer basic 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, results for the period 2015/16 indicate that 90% of business customers were satisfied with the service provided, this is an increase of 4% on the previous year.

### **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 notices and prosecution files.
- Consistency exercises and peer reviews

## **4.0 Service Delivery**

### **4.1 The Food Service Overview of 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 based at Thetford Healthy Living Centre, Croxton Road, Thetford, IP24 1JD.
- 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. The Memorandum of Understanding between the two services was refreshed in 2014.
- 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.
- Due to the rural nature of the area. Inspections are issued monthly on a month in advance basis considering 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 and where possible the inspection programme can be planned intelligently to reduce mileage and travelling time.

#### 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 hazard spotting and accident investigations in food premises.
- Responding to food alerts.
- Dealing with food and food related complaints and other service requests.
- Carrying out food sampling
- 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 relevant sector specific Local Authority enforced premises, based on an intelligence-led, risk-focused inspection programme.

Emergency food safety issues that arise out of normal office hours are directed to a 24-hour 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.h&es@scamb.gov.uk](mailto:duty.h&es@scamb.gov.uk)

#### Demands on the Food Service

#### 4.3 Profile of food premises – April 2016.

There are 1,228 local food businesses mainly of retail or catering nature. There are few large food manufacturers located in the District.

Risk Category	A	B	C	D	E	Outside	Unrated	Total
Number of premises	0	21	176	439	383	151	58	1228

Premises categorised as Outside are not included within the programmed inspection schedule as they represent a very low risk. Those classified as unrated are new businesses awaiting a rating inspection.

#### 4.4 National Food Risk Category Descriptions.

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



A	High Risk visit at least every 6 months	D	Low Risk visit at least every 24 months
B	High Risk visit at least every 12 months	E	Very Low risk visit every 60 months or use alternative enforcement strategy
C	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 2009/10 numbered 1085 and rose to 1335 in 2015.

Currently there is one food business authorised under the vertical directive food legislation which slices bacon and produces cooked sausage for sandwich fillings. There is also a production plant for Hain Daniels making preserves and jellies for national and international export.

#### 4.5 Food Safety Incidents

Officers will, on receipt of any food alerts relating to national food scare 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 are 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, social media campaigns and magazine articles etc during Food Safety Week and at Council organised events such as Parklife.

#### 4.7 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 high risk premises within one month of becoming due. 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. A special database software package Northgate M3 is used for logging and tracking inspections and other activities. Revisions in the FSA Code of Practice have provided the opportunity to deal with low risk premises by

means other than an inspection. The Food service has and continues, under guidance from the FSA 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 structured risk-based criteria to enable revisits to be prioritised. It is anticipated that 15% 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.

#### **4.8 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.

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.

#### **4.9 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 business hub is continuing to provide assured advice to business and develop a commercial approach to supporting 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.

#### **4.10 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.

Staffing levels have precluded proactive sampling in recent years however this year we will contribute to one coordinated sampling programme organised by PHE.

#### **4.11 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 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 Unit, Public Health England 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

## 5.0 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 2015/16 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.

INDICATOR	2014/15	2015/16
Number of Food Safety Inspections to High Risk premises carried out as a percentage of those planned	81%	86%
Number of Food Safety inspections carried out as a percentage of those planned	61%	95%
Number of food safety and hygiene complaints and requests for service, responded to within the target	88%	86%
Number of Food Premises inspected which are ' Broadly Compliant' with food safety legislation	85%	93%

Objectives	Actions	Target	Outcome
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.	The service continually improved through 2015/16.
Ensuring consistency during food safety inspections	Standardisation exercise/peer review to demonstrate consistency of enforcing officers  Review existing	All officers to continue monitored visit and peer review of scoring and take part in consistency exercises  Officers to trial a	This practice has been embedded following the appointment of Lead Food Officer and discussed at monthly 1-2-1's.  Following ICT

	processes and introduce I.T related tools to assist in consistency of inspection data.	remote working method to streamline the inspection process and ensure consistency of data	shared services this trial was been delayed.
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	86% of the service requests responded to within the stated response time	Quarterly monitoring – this dropped slightly over the year but met 85% target.
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	Excellent progress has been made resulting in a separate work stream for the development of the business hub to be progressed further during 2016/17.
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 this is helpful, accurate, and up to date.	Features in South Cambs magazine, twitter and the business newsletter will continue 2016/17.
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	To assess compliance on delivery of food hygiene inspection programme	Practices are fully compliant with current guidance.

	compliance.		
To achieve Primary Authority status with 2 or more partners	To work with Trading Standards	To Develop a minimum of 2 primary authority partnerships	Achieved and on-going into 2016/17.

### 5.1 Food Premises Inspections

In 2015/16 a total of 372 food business premises were considered for an intervention (programmed inspection only) of which 208 were classed as risk group A, B, or C and 100 were risk group D. 64 interventions were planned at category E premises via a “low risk questionnaire”.

358 planned interventions were achieved, with 19 outstanding, of these 15 were category A – D. In total of the 1,228 premises within the district it was only necessary to issue 10 improvement notices relating to food matters.

At the end of 2015/16 there was a reduction of 525 in the number of outstanding inspections. The improved figures have shown a significant rise owing to the recruitment of a lead specialist food officer and a food health and safety officer in summer 2015, improvements are expected to continue throughout 2016/17. During 2015/16 the planned inspections were as follows :-

Risk Category	Number of Planned Inspections 2015/16	Number of Outstanding Inspections at April 15
A	1	0
B	13	2
C	194	3
D	100	16
E	64	7
New Business		9
TOTAL	372	37

### 5.2 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, now in its third year 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 during 2015/16 was 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 work has continued on creating a “Business Hub” linking with other regulatory partners in trading standards and fire.

### 5.3 Food-related Infectious Diseases

A total of 127 notified cases of food poisoning and suspected food poisoning were received up to 31 March 2016. No conclusive evidence was found to confirm that any registered premises were the source of any illness, although an outbreak team was convened to investigate a report of illness affecting 24 individuals attending a hog roast at a corporate event.

#### 5.4 Liaison with Other Organisations

All existing liaison arrangements have worked successfully throughout the year and there are no planned changes to these systems. Further liaisons with new organisations such as regulatory delivery and BIS may be formed as the Primary Authority programme takes shape.

#### 5.5 Staff Development

All staff have a personal development review annually where training needs are identified, Continuing Professional Development is encouraged at all levels and every member of staff has a personal development plan outlining their objectives for the year. All officers secured more than the minimum 20 hours continuous professional development (CPD) required by the FSA in 2015/16.

#### 6.0 Summary of service delivery actions for 2016/17

During 2016/17 the planned inspections are as follows :-

Risk Category	Number of Planned Inspections 2016/17	Number of Outstanding Inspections at April 16
A	1	0
B	27	1
C	286	4
D	119	6
E	98	13
New Business		24
TOTAL	531	48

Using time recording data collected previously the resource required to fulfill the 2016/17 programme can be estimated as :-

Risk Category	Av Time Taken	Number of interventions	Time (minutes)
A	180	1	180
B	130	28	3640
C	105	290	30450
D	95	125	11875
E	55	111	6105
New Businesses	120	24	2880
		Total Time (Hours)	920 hours

Category	Number of interventions	Time (hours)
Food related Infectious diseases	173	346
Food Complaints	88	176
New Business Advice	202	101
Food Sampling		37
	Total time (Hours)	660 hours

Accounting for travel and administrative time the total time commitment of the programme as a whole requires an allocation of 211 days (123 for planned work and 88 days for complaints, sampling etc).

Following a recruitment drive in 2015 a further two officers with the qualifications to deliver food controls were appointed in EH&L bringing the total to 3.5 fte. This resulted in improved capacity and resilience within the business team where officers deal with a range of regulatory requirements affecting commercial organisations as well as food safety.

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 2016/17 are outlined as follows:

<b>Objectives</b>	<b>Actions</b>	<b>Target</b>	<b>Outcome</b>
Ensuring consistency during food safety inspections	Review existing processes and introduce I.T related tools to assist in consistency of inspection data.	Officers to trial a remote working method to streamline the inspection process and ensure consistency of data. On-going discussions with suppliers and ICT	Ascertain a suitable system for use within the service.
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	To respond to customers with a quality reply in a timely manner.	Customers responded to with service targets.
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. Growth Hub	Attend meetings and participate in joint working	Development of the business hub to be progressed further during 2016/17.
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	Improved intelligence on risk ascertained by microbiological sampling allowing more targeted enforcement action.
Raise awareness of the requirements of legislation and	To provide written information to businesses as part	To publish information and advice on the	Features in South Cambs magazine,



promote good practice	of all visits and to produce and distribute information through a wide range of media	website that is helpful, accurate, and up to date.	twitter and the business newsletter will continue 2016/17.
To achieve Primary Authority status with 2 or more partners and develop relationships with existing partners	To develop a marketing plan. Enhance workstreams available to partners	To add a minimum of 2 primary authority partnerships, and increase annual income	Successful and growing partnership base.

## 7.0 Resources & Workforce overview

7.1 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.

### 7.2 Staffing Allocation

There are currently 3.5 FTE Environmental Health Practitioners competent to carry out Food Control and Health and Safety inspections across all risk categories. A summary of anticipated workload compared to officer FTE is as follows:-

	Days
Officer Capacity (based on an annual availability of 1390hrs)	649
Total Estimated Workload (incl travel & admin time)	211
Time available for health and safety, licensing (animal, premises and beauty), planning, general EH complaints, project work (including business hub) and CPD	438

### 7.3 Staff Development Plan

All staff have an annual personal and development review which results in a performance agreement and personal development plan these are reviewed at monthly one to ones and at a six monthly interim progress review. This framework aims to identify and track 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. Since 2015 all staff have used the BRDO RDNA tool to assist their development and training needs. The training budget allocation for 2016/17 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. Less formal training opportunities such as webinars and internal flash training (cascade) are provided to encourage shared learning and expertise across the team.

## **8.0 Equality and Diversity**

- 8.1** 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. Our enforcement policy adopts the ethos set out in the Regulators Compliance Code and each business is treated fairly in accordance with their individual needs.