



PORTFOLIO HOLDER DECISION NOTICE

INDIVIDUAL DECISION BY THE PORTFOLIO HOLDER FOR ENVIRONMENT AND TRANSPORT

TOPIC - THE FOOD STANDARDS AGENCY – FRAMEWORK AGREEMENT ON LOCAL AUTHORITY FOOD LAW ENFORCEMENT - FOOD SAFETY SERVICE PLAN 2011/12

PROCEDURAL INFORMATION

The Access to Information Procedure Rules – Part 4, Section 22 of the Council's Constitution provides for a decision to be made by an individual member of Cabinet.

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In accordance with the Procedure Rules, the Corporate Director (Governance), the Chief Executive and the Head of Finance are consulted together with Chairman and Vice Chairman of The Overview and Scrutiny Committee and any other relevant overview and scrutiny committee. In addition, all Members are notified.

If five or more Members from those informed so request, the Leader may require the matter to be referred to Cabinet for determination.

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SUMMARY

The Food Standards Agency (FSA) is responsible for directing, monitoring and auditing local authority work in respect of law enforcement.

The Framework Agreement on Local Authority Food Law Enforcement requires local authorities to produce an annual Service Plan for Food Safety.

It is a requirement that these Service Plans receive elected member agreement on their content.

DECISION

That the Service Plans for Food Safety be approved as attached.

REASON FOR THE DECISION AND OTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

Central Government agencies require Service plans to be approved by Council.

The Council's Food Safety provision makes a significant contribution to the Council's strategic aim to promote a healthier, safer and more caring community.

Service Plans are seen as important part of the process to ensure national priorities and standards are addressed and delivered locally. They are designed to focus debate on key delivery issues, provide an essential link to financial planning, set objectives and provide a means of managing performance and making performance comparisons.

The service plan has been drafted based on a template which has been used for the last few years and includes a review of last year's achievements in addition to objectives for the year.

Within our new Business Planning format Change Plans set out overall objectives to support corporate priorities. Service Plans complement this by providing an essential framework for directing individual services such as food safety priorities.

RESOURCE IMPLICATIONS:

The services outlined can be undertaken within existing approved budgets and staffing resources. The allocation for 2011/12 is £348,000.

CONSULTATION UNDERTAKEN ON THE DECISION

The portfolio holder decision-making process provides an opportunity for consultation with Members. No other consultation has been carried out.

FURTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED FOLLOWING PUBLICATION OF THE DRAFT PORTFOLIO HOLDER DECISION NOTICE

n/a

DECLARATION OF INTERESTS BY THE DECISION MAKER OR A MEMBER OR OFFICER CONSULTED

n/a

DISPENSATION GRANTED BY THE STANDARDS COMMITTEE

n/a

Approved by: (signature)

Date of Decision: 16 August 2011

Councillor Victoria Weston - Portfolio Holder for Environment and Transport

HEALTH PROTECTION TEAM

FOOD SAFETY SERVICE PLAN

2011/12

AUTHOR: KEVIN GOSLING
DATE: APRIL 2011
DOCUMENT No: FS 1

1.0 Introduction

1.1 The Council is designated as a Food Authority under the Food Safety Act 1990 and as the Enforcing Authority under The Food Hygiene (England) Regulations 2006 as such has a statutory duty to enforce food safety legislation made under the Food Safety Act 1990 or the European Communities Act 1972. This document should be read in conjunction with the Food Safety Enforcement Policy

1.2 Staff working within the Health Protection Team have delegated authority to enforce the legislation. Authorisation Matrix

1.3 This document examines the following:

- (a) the food safety objectives that express the Authority's responsibility as set out in legislation and associated Code of Practice;
- (b) the current work programmes within the unit;
- (c) the Authority's approach on food safety enforcement, sampling, provision of information to business, response to food safety incidents and infectious disease control.

2.0 Service Aims and Objectives

2.1 **Aim**

It is the Authority's aim to strive to ensure that food and drink on sale for human consumption, which is produced, stored, distributed, handled or consumed within the City Council's area is without risk to the health and safety of the consumer.

2.2 **Objectives**

- a) To ensure that food premises receive an intervention in accordance with the statutory Code of Practice and appropriate to risk.
- b) To ensure that the appropriate score on the doors rating is given to all relevant food premises following an inspection.
- c) To ensure that those premises that are not broadly compliant receive appropriate enforcement action to seek compliance with food safety law.
- d) To take appropriate enforcement action according to the risk involved and in accordance to the Authority's Food Safety Enforcement Policy.
- e) To ensure all staff involved in food safety work are properly qualified and competent for the work including imported food control.
- f) To respond to all complaints regarding food safety within 3 working days and in the case of risks to health on the day of receipt.

- g) To respond to all Food Alerts for Action on the day of receipt and to respond to all Food Alerts for Information within 3 days of receipt.
- h) To maintain a food sampling programme.
- i) To respond to all reports of food borne infectious diseases on the day of receipt.
- j) To provide advice to business on food safety matters within 3 working days of any request.
- k) To provide training to food business operators and food handlers.
- l) To ensure that all imported food has been properly controlled in order to protect public health.

2.3 Links to other Council Objectives and Plans

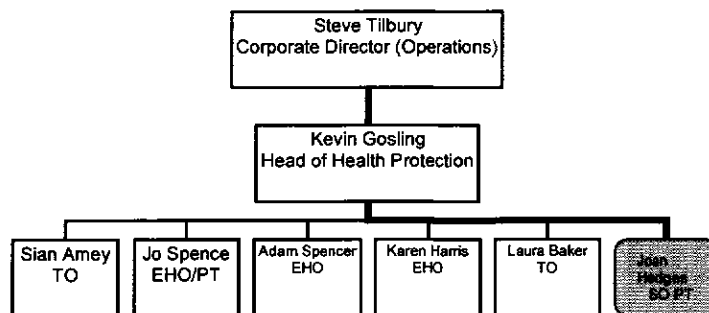
2.3.1 The Council's Food Safety function makes a significant contribution to the City Council meeting its statutory responsibilities and ensures that it meets the Corporate Strategy on Safe and Strong Communities.

3.0 Background

3.1 Profile of Winchester City Council

Winchester City Council covers a large geographical area (240 square miles) with an estimated population of 113,000. There are approximately 1200 food premises mainly composed of restaurants, takeaways and retailers. There are no specific unusual demands on the food safety service except tourism whereby the population within the district can significantly increase due to visitors.

3.2 Service Profile



3.2.1 The Head of Health Protection is responsible for the delivery of the Food Service Plan. Including the Team Manager there is a total of 2 full time Environmental Health Officers, 1 part time Environmental Health Officer and 2 Technical Officers with responsibility for Food Safety. Several within the

Team also assist in the health and safety function. The Authority has appointed Hampshire Scientific Services and the Health Protection Agency as its Food Examiners when specialist advice is necessary.

3.3 Scope of the Service

3.3.1 The food safety service consists of food premises inspection, food inspection, food sampling, investigation of food complaints, the investigation of complaints relating to food safety or food premises, responding to food safety incidents, provision of training and the provision of advice to businesses and the public on food safety matters.

3.3.2 The Health Protection Team is also responsible for health and safety enforcement and infectious disease control.

3.3.3 In order to maximise the use of limited staff resources and to ensure a more coherent service to business, the same officer will deal with all food safety and health & safety relating to any single premises, where qualified to do so. Where appropriate, inspections in relation to these activities will be combined.

3.4 Demands on the Service

3.4.1 The premises profile for Winchester is at annex A and is categorised as per the FSA profiles:

In addition: -

- 1 premise requires regular export certificates;
- 8 premises have animal products approval;
- 2 premises have egg product approval
- Investigations are ongoing for cold store approval
- WCC acts as Primary Authority for FARMA

3.4.2 The service is delivered during normal working hours, (0830 to 1700 hours) by officers based at the City Offices. An emergency contact number is available to the Food Standards Agency and the Health Protection Agency outside these hours via the Authority's out of hour's telephone number. Due to the nature of the operation of food premises flexible working arrangements are in place for officers to visit premises outside the normal working hours.

3.5 Enforcement Policy

3.5.1 The Authority has signed up to the Central and Local Government Enforcement Concordat and has a documented enforcement policy that meets both these requirements and is in accordance with both statutory codes of practice and the LGR (Local Government Regulation) guidance. This document has also been written with consideration to the Department for Business Innovation and Skills – Regulators Compliance Code.

- 3.5.2 All food safety enforcement decisions shall be made following consideration of the Food Safety Enforcement Policy. Any departure from the Policy will be documented. A copy of the Enforcement Policy will be given upon request.
- 3.5.3 All food law enforcement will be carried out in accordance with the relevant Food Safety Act Code of Practice and other Official Guidance produced by the Food Standards Agency and LGR.
- 3.5.4 All food law enforcement will be carried out in accordance with the Regulatory Enforcement and Sanctions Act 2008 in respect of the Primary Authority Scheme.
- 3.5.5 No budget allocation in time or money has been set for proceeding with any court action. Experience indicates that proceeding with court action is an expensive process with full recovery of costs unlikely.

4.0 Service Delivery

4.1 **Food Premises Inspections**

- 4.1.1 The enforcement of food safety legislation is governed by a statutory Code of Practice. This specifies procedures and forms to be used by staff when enforcing the legislation. In particular it specifies a risk assessment scheme to be used to assess the risk associated with each food business and its priority for inspection.
- 4.1.2 The use of the priority risk assessment scheme ensures that the highest priority is given to food manufacturers, caterers where conditions are below standard and premises that cater for vulnerable groups (e.g. hospital and residential care homes). The scheme allows for alternative strategies to be used rather than carrying out inspections for very low risk premises, Cat E premises.
- 4.1.3 During 2011 the City Council will cease to operate its score on the doors scheme – safe2eat- and will participate in the national scheme operated by the FSA.
- 4.1.4 The HoHP will report on broadly compliant premises as a performance indicator. Broadly compliant means that the compliance score applied to premises following an inspection does not exceed 10 in any of the 3 compliance elements. The City Council will endeavour to maintain a KPI of 90% for premises that have received an intervention.
- 4.1.5 Inspection priorities will be given to new businesses, those businesses that are broadly non-compliant as per KPI, and those that fall below the Satisfactory level on any scores on the doors scheme as these will be deemed to be the least compliant premises and pose a greater risk to the public.
- 4.1.6 Special projects will be undertaken to:
- Provide a food safety guide
 - ensure that food markets that operate in the district are fully compliant with food safety legislation

- provide advice to the public during the national food safety week
- implement the national score on the doors scheme

4.1.7 The current profile of premises by risk in Winchester is as follows;

Risk Category	Number of Premises	Inspection Period	Outstanding inspections intervention	Number of Inspection intervention Due for 2011/2012	Total inspections intervention due in 2011/2012
A	7	6 months		14	14
B	26	12 months	2	26	28
C	373	18 months	11	124	135
D	207	2 years	45	93	138
E	542	AS*		108*	11
unrated	32		32		32
Total	1187				
Total interventions due 2011/12					358

*AS = Alternative Strategies. Premises contacted via letter with 10% verified by inspection.

In addition: -

- An estimated 50 premises per year require re-visiting to check on compliance following adverse inspection reports.
- Initiatives will be undertaken to visit premises during their normal trading hours to access key criteria i.e. cleanliness,

4.1.8 The national and local priorities for inspection are:-

- To ensure premises that require approval comply with the requirements of EC/852/2004 and EC/853/2004
- To ensure that imported food complies with food safety legislative requirements.
- To ensure that food produced in the area is done so in compliance with food safety legislation
- To ensure full compliance with Article 5 of EC/852/2004 requirement for a food safety management system based upon the principles of HACCP.

- 4.1.9 The authority maintains a Register of all food businesses within the City in accordance with relevant legislation, Code of Practice and centrally issued guidance.
- 4.1.10 Certain staff within the team have or will receive appropriate training to ensure knowledge of food specific legislation (i.e. dairies and dairy products).
- 4.1.11 Food businesses can expect to receive an inspection at anytime that they are trading and not just during office hours.
- 4.1.12 Food businesses that are in the ownership and managed by the City Council will receive an inspection. The outcomes of that inspection will be reported to the Chief Executive and relevant Director of service.
- 4.1.13 The HP Team are now fully staffed with qualified food officers and should be able to manage the food safety inspection programme providing no resources are required elsewhere. A vacant post still exists within the Team whereby a virement of 20k has been made to support additional work where it is required with the remainder going to the vacancy management pot.
- 4.1.14 It is important that all premises within the scope of the national score on the doors scheme are inspected in a timely manner and in line with the CoP. Additionally it is not known what other impacts the scheme will have on resourcing at this time, eg businesses will have a right to challenge the rating and request a further rating assessment in a 3 month window.
- 4.1.15 Currently it is estimated that the resources necessary for the provision of this service equate to 2.85 FTEs.

4.2 Request for Service

- 4.2.1 During the course of the year the Authority receives approximately 270 (187 in 2010/11) requests for service concerning unfit food or food failing to comply with food safety requirements, hygiene conditions at food premises or for advice. Food complaints represent a small proportion of the work as many requests go unreported, or are reported straight to the retailer or manufacturer. The figures indicate a rise in complaint however the Team has stricter recording requirements so this may not be statically true.
- 4.2.2 Investigations into food complaints are given a high priority since these can give an indication of where the food supply chain has broken down. Such breakdowns may be one-offs or can indicate a deeper problem, which if left unattended could have serious consequences. Food complaints will normally be responded to within 3 working days or on the day of receipt in case of potential risks to health.
- 4.2.3 Where companies involved are unable to provide a satisfactory defence that they take all reasonable precautions and exercise all due diligence to prevent such a complaint, legal proceedings may be instituted. The decision to prosecute would be taken at the recommendation of the officer concerned in consultation with their Manager and the Senior Management Review Panel.
- 4.2.4 Currently it is estimated that the resources necessary for the provision of this service equate to 0.2 FTEs of staff.

4.3 Primary Authority Scheme

4.3.1 The Primary Authority Scheme is supported by the City Council and will undertake its enforcement work in this area in accordance with the guidance issued by the LBRO. In particular the Council will:

- Will in consultation with the LBRO act as Primary Authority for local businesses providing sufficient resources are available.
- Will have regard to any information or advice it has received from any liaison with any Primary Authority.
- Will notify the appropriate Primary Authority of any enforcement action it intends to take as prescribed within the LBRO Guidance on Primary Authority Scheme.

4.3.2 Resource

The City Council acts as Primary Authority for one local business. 20 hours of resource has been allocated for this function.

4.4 Advice to Business

4.4.1 Whilst the Authority will utilise its powers to enforce the food legislation, it realises that where food businesses break the law it is often due to ignorance rather than intent. As a consequence, it is the Authority's policy to provide advice to business in a number of different ways including:

- Advisory visits,
- Visits and advice prior to the setting up of a food business,
- The provision of informal advice on best practice during inspections,
- Provision of free advisory leaflets and information where appropriate,
- The provision of advice further to Planning or Building Control applications,
- The provision of food hygiene training courses.

4.4.2 Currently it is estimated that the resources necessary for the provision of this service equate to 0.2 full - time equivalent members of staff.

4.4 Food Sampling

4.5.1 The Authority believes that a pro-active point of sale food sampling programme can provide useful information about the microbiological fitness of food for sale within the District.

4.5.2 The Authority therefore actively participates in the East Hampshire sampling group which has a co-ordinated food-sampling programme based on Food Standards Agency, LACORS and agreed local priorities.

4.5.3 The sampling plan for the year is produced in March each year and consists of approximately 150 samples. All samples are taken in accordance with

procedures designed to ensure continuity of evidence and the prevention of deterioration or damage to samples whilst under the Authority's control.

- 4.5.4 Arrangements have been made with the Wessex Food, Water and Environmental Laboratory Service at Southampton to carry out the microbiological examination of samples.
- 4.5.5 In addition approximately 5 complaint samples per year are sent to Hampshire Scientific Services at Portsmouth for detailed analysis.
- 4.5.6 Currently, it is estimated that the resources necessary for the provision of this service equate to 0.2 FTEs of staff.
- 4.5.7 Sampling programme for 2011/12

The sampling programme is attached at annex B

Local Studies

- Imported food study - will focus on RTE POAO in catering premises although this *may* change
- Ice study – looking at ice, drink and the ice machine dispensers. Previous sampling within the group has highlighted ice as a concern, especially a type of machine that the Subway franchise use
- Chicken study – Looking at the outer wrapper of raw chicken at retail with a focus on salmonella and campy

LGR Studies

- Lightly cooked food – This is in draft format and out for consultation at present. However, the study will focus on foods which are generally lightly cooked such as sous vide foods, rare duck meat (pink duck), parfait and pâté made with flash fried liver
- Reactive Study 2:TBC –
- Pennington Response Study – Not sure what will be required but probably similar to previous studies and focus on swabs of premises handling raw and RTE foods
- Reactive Study 3:TBC –

4.6 Control and Investigation of Outbreaks of Food Related Infectious Disease

- 4.6.1 The measures to be taken to control the spread of infectious diseases are contained in various Acts of Parliament and their associated Regulations. This legislation includes the control of food poisoning and food and water-borne diseases. Although the number of cases reported locally is comparatively low, it is widely acknowledged that the vast majority of cases go unreported. Moreover, a single case may lead to the discovery of an outbreak and could lead to a further outbreak if the person concerned is a food handler.
- 4.6.2 Salmonella cases have been decreasing nationally in recent years. Campylobacter species still remains the number one cause of gastro-enteritis from consumption of food. Emerging pathogens resulting in life

threatening conditions such as E.coli 0157 and Listeria species are on the increase.

- 4.6.3 There is a need for new initiatives in the prevention of these illnesses. The rigorous enforcement of legislation and the provision of food hygiene training to food handlers should have an impact, but the authority realises that many cases occur in the home. The Authority will therefore continue to promote food hygiene message through its website and by running high profile campaigns at appropriate times such as Food Safety Week and Christmas.
- 4.6.4 The investigation of food poisoning cases is therefore given a high priority and in an outbreak situation can necessitate utilising qualified staff from the Environmental Protection Team in addition to those in the Health Protection Team. In such case priority will be given to containment and prevention of spread over routine work where necessary.
- 4.6.5 All investigations will follow the procedures laid out in the Health Protection Agency's Outbreak Control Plan.
- 4.6.6 The Authority supports the HPA Infectious Disease Liaison Group which exists to promote best practice and consistency of approach in this area of work between the neighbouring local authorities.
- 4.6.7 There were 259 case of food borne infection notified in the City Councils area. In addition there were 15 viral outbreaks which were investigated to rule out food poisoning and to ensure the spread of the infection can be minimised.
- 4.6.8 The resources allocated to this area of work are approximately 0.1 full - time equivalent members of staff.

4.7 Food Safety Incidents

- 4.7.1 The way the FSA communicates incidents has change, there will still be FAFA's food alert for actions which LAs must respond to, however the Food Alert for Information have been replaced with Product Withdrawal and Product Recall notices.
- 4.7.2 Arrangements are in place to liaise with the Trading Standards Department at Hampshire County Council for deciding on appropriate action following receipt of a FAFA.
- 4.7.3 The Authority has standing arrangements for dealing with food alerts that ensure the most senior food safety officer available is informed immediately on receipt. These arrangements are in accordance with the relevant Food Safety Act Code of Practice.
- 4.7.4 Where an incident occurs out of normal working hours the Food Standards Agency is aware of the Environmental Health emergency telephone number and may use this to alert the Authority. The dealing of Food Alerts has been recognised within the Councils Business Contingency Plans.
- 4.7.5 Where a response is necessary this has absolute priority. This may necessitate contacting, or in some cases visiting premises where the relevant food is likely to be on sale.

4.7.6 Where the Authority becomes aware of a serious localised incident or a wider food safety problem, it has arrangements to notify the Food Standards Agency in accordance with the appropriate Food Safety Act Code of Practice.

4.7.7 The resources allocated to this area of work are approximately 0.05 FTEs members of staff.

4.8 Liaison with Other Organisations

4.8.1 The Authority fully supports the work of Hampshire and Isle of Wight Food Liaison Committee. This body, which has representatives from all Hampshire and Isle of Wight Food Authorities, Hampshire Scientific Services and the Health Protection Agency. Amongst its objectives, it aims to ensure that any enforcement action taken is consistent with other neighbouring local authorities.

4.8.2 There are internal arrangements to ensure that appropriate Planning and Building Control applications are reviewed for their compliance with Food Safety and other legislation.

4.8.3 There are also good liaison arrangements in place with neighbouring authorities, the health services and other agencies.

4.8.4 The resources allocated to this area of work are approximately 0.1 full - time equivalent members of staff.

4.9 Food Safety Training, Education and Promotion Activities

4.9.1 The Authority education and promotion activities can have a direct impact on food safety standards. It is therefore committed to providing advice and information both to business and the public through a number of initiatives including:

Publications An annual newsletter is produced for commercial premises.

4.9.2 The Service offers training for food handlers and currently operates 4 chargeable courses per year.

4.9.3 This work is largely dependent on the resources available at the time but it is currently estimated that the resources allocated to this area of work are approximately 0.1 full - time equivalent members of staff.

5 Resources

5.1 Financial Allocation

5.2 The total financial resources allocated to the Food Safety Service are as follows

Cost Centre	09/10 Actual	20010/11 Budget	2011/12 Budget
Food Control	£288,000	£281,000	£348,000

5.3 Staffing Allocation

- 5.3.1 The resources allocated to food safety are 4.6 FTEs members of staff. The breakdown of staff allocated for each element of the service as is as follows: The priorities can be seen at Annex B

ACTIVITY	STAFF (FTEs)
Inspections	2.85
Complaints and Service Requests	0.2
Advice	0.2
Food Sampling	0.2
Infectious Diseases	0.1
Food Safety Incidents	0.05
Liaison	0.1
Training/education/promotion	0.1
Management and administration	0.8
Total	4.6

- 5.3.2 The staff involved in food safety work are fully competent to inspect all risk categories of premises as required by the Code of Practice. The Team Manager 3 EHOs and 2 TO's, are authorised to serve Hygiene Improvement Notices and the Team Manager, 3 EHOs for Hygiene Emergency Prohibition Notices and Remedial Action Notices.

5.4 Staff Development Plan

- 5.4.1 The Authority's policy is to ensue that all officers involved in food safety work receive a minimum of 10 hours continuing professional development training annually as required by the Code of Practice.
- 5.4.2 This training may be provided through attendance at externally organised courses and seminars or through in-house training activities.
- 5.4.3 All training received will be documented as part of the Department's assessment on competency.

6 Quality Assessment

6.1 Monitoring Arrangements

- 6.1.1 The Authority has in place quality assurance procedures designed to ensure that its food safety service is provided in a way that is consistent with the Food Standards Agency Standard, Statutory Code of Practice and nationally issued guidance.
- 6.1.2 The Hampshire and Isle of Wight Food Advisory Committee have an advanced system of Inter-Authority Auditing that is carried out on a 5-year

cycle. The Authority is committed to this initiative and accepts that there is much that can be learned from the process.

- 6.1.3 The Council's staff development procedures are documented as part of annual appraisal system.
- 6.1.4 In addition the Authority operates a system of peer review where officers carry out joint inspections to ensure a consistent interpretation of legislation, codes of practice and national guidance.
- 6.1.5 The City Council has gained the Investors in People award. The Health Protection Team has gained the Customer Excellence Award.

6.2 **Benchmarking**

The Authority is committed to supporting the Hampshire and Isle of Wight Environmental Health Performance Improvement Group. The aim of this group is to provide a simple and effective means of comparing services provided by different authorities.

7 **Review**

7.1 **Review Against the Service Plan**

The Authority annually reviews its performance against the service plan throughout the year.

7.2 **Identification of Variances from the Plan**

The ongoing review identifies variances from the service plan and where appropriate reasons for those variances. These variances are reported on a regular basis to the Council's Principal Scrutiny Committee. Where additional work carried out in other areas of the enforcement mix have achieved the same objective these are identified.

7.3 **Identification of Improvements**

Any areas of improvement identified as a result of the review will be included in the service and performance plans for the following year.

Annex A

TYPE OF PREMISES (as per FSA categories)	NUMBERS
Caring Establishments	135
Distribution Transporters	21
Importers	0
Manufacturers Packers	39
Hotel Guest House	68
Mobile Food Unit	32
Primary Producers	2
Pub Club	149
Restaurant Cafe	191
Other Caterers	127
Retail Small	248
Retail Other	17
Retail Supermarket	15
School College	78
Takeaway	40
Total	1162

WEMS (EAST) Sampling Group Programme 2011/2012

		April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
LOCAL STUDIES													
Imported Food Study	Food			X									
Ice Study	Food												
	Swab	X											
Chicken Study	Food												X
	Swab												X
LGR STUDIES													
Lightly Cooked Food	Food						X						
Reactive Study 2:TBC													
Pennington Response Study	Swab							X					
Reactive Study 3:TBC													
WINCHESTER													
General Micro													
Formal Certificates													

X indicate allocated month for sampling

Why are we doing this?	What will we do?	How will we measure our success?	How much fte?	Target	How well did we do?	Who's Accountable?
Leg Req	carry out interventions at premises for food safety in line with the inspection rating scheme in the Food Law COP issued under Reg 24 Food Hygiene (England) Regs	Number of high risk inspections done against those that were due. % of premises broadly compliant	2.85 fte	100% 90%	97% 95%	Kevin Gosling
Leg req	deal with request for service, which includes complaints about food and premises, requests for advice? Where these are urgent they will be dealt with within 24 hours, non urgent requests will be dealt with within 3 days.	Number of rfs and response times.	0.2 fte	100% response time	264 86%	Kevin Gosling
Leg Req	deal with food safety alert issued by the FSA. That requires action by LA	Number of alerts response	0.05fte	100%	7 100%	Kevin Gosling
Leg req	carry out sampling of food products as part of a well balanced enforcement approach.	Number of samples taken. No of samples requiring further action	0.2fte		61 20	Kevin Gosling
Leg req	Investigate individual cases and outbreaks of food borne illness that have been notified to the authority by the HPU and to investigate suspected cases notified by other means	Number of individual cases officially notified. Number of outbreaks associated with premises within the district	0.1fte		259 15 (includes viral)	Kevin Gosling
Good Practice	Education and training To provide six training course Implement the safe2eat scheme	No of persons trained No of passes/failures % of businesses that are unsatisfactory	0.1fte	Less than 1%	39 38/1 0,25%	Kevin Gosling

Why are we doing this?	What will we do 2011/12	How will we measure our success?	How much fte?	Target	How well did we do?	Who's Accountable?
Leg Req	carry out interventions at premises for food safety in line with the inspection rating scheme in the Food Law COP issued under Reg 24 Food Hygiene (England) Regs	Number of high risk inspections done against those that were due.	2.85 fte	497 100%		Kevin Gosling
Leg req	deal with request for service, which includes complaints about food and premises, requests for advice? Where these are urgent they will be dealt with within 24 hours, non urgent requests will be dealt with within 3 days.	Number of rfs and response times.	0.2 fte	100% response time		Kevin Gosling
Leg Req	deal with food safety alert issued by the FSA. FAFA to be dealt with within 24 hours	Number of alerts and number requiring actions	0.05fte	100%		Kevin Gosling
Leg req	carry out sampling of food products as part of a well balanced enforcement approach.	Number of samples taken. No of samples requiring further action	0.2fte	60		Kevin Gosling/Laura Baker
Leg req	Investigate individual cases and outbreaks of food borne illness that have been notified to the authority by the HPU and to investigate suspected cases notified by other means	Number of individual cases officially notified. Number of outbreaks associated with premises within the district	0.1fte			Kevin Gosling
Good Practice	Education and training To provide four training course	No of persons trained No of passes/failures % of businesses that are unsatisfactory	0.1fte			Kevin Gosling