



PORTFOLIO HOLDER DECISION NOTICE

INDIVIDUAL DECISION BY THE PORTFOLIO HOLDER FOR ENVIRONMENT

TOPIC - THE FOOD STANDARDS AGENCY – FRAMEWORK AGREEMENT ON LOCAL AUTHORITY FOOD LAW ENFORCEMENT - FOOD SAFETY SERVICE PLAN 2017/18

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.

In accordance with the Procedure Rules, the Legal Services Manager, the Chief Executive and the Strategic Director: Resources 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 Plan 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 Councils' 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. Key points to note are:

- The number of food businesses within the District has slightly decreased from 1272 to 1259
- 706 premises were due an intervention with 669 (95%) being completed.
- The number of premises that are broadly compliant has decreased from 94% to 93% this includes premises that have yet to receive an intervention (64)
- 78 premises were not at the required standard (14) at the time of an initial inspection or are still awaiting inspection (66)
- 98% of food business within the Food Hygiene Rating Scheme have a score of 3 or more with 566 achieving the highest level of 5
- As part of the public health agenda the City Council continues to work with colleagues across Hampshire and the Isle of Wight on a project called Eat Out, Eat Well.
- Work is on going with partner organisations so that the Health Protection Team is engaged with the Better Business for All program that the City Council is operating.
- For 17/18 and 18/19 the Team will have 0.6fte less resource due to maternity leave and therefore the %100 inspection target is unlikely to be met.
- With the new format of Business Plans to only include overall objectives to support corporate priorities, service plans will provide an essential framework for directing individual services such as food safety priorities.

RESOURCE IMPLICATIONS:

There are no direct resource implications as the work is undertaken from within existing budgets. The total food safety budget for 2017/18 is £300k.

CONSULTATION UNDERTAKEN ON THE DECISION

No consultation 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: 14.02.18

Councillor Jan Warwick Portfolio Holder for Environment

APPENDICES:

Draft Food Safety Service Plan 2017/18

HEALTH PROTECTION TEAM

FOOD SAFETY SERVICE PLAN

2017/18

AUTHOR: KEVIN GOSLING
DATE: July 2017
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 Safety and Hygiene (England) Regulations 2013 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 Regulatory Enforcement Policy

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

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 food hygiene rating is given to all relevant food premises following an inspection in accordance with the Brand Standard for the Food Hygiene Rating Scheme.
- 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 Regulatory Enforcement Policy.
- e) To ensure all staff involved in food safety work are qualified competent and receive appropriate training
- f) To respond to all complaints within 3 working days and in the case of serious risks to health on the day of receipt.

- g) To respond to all Food Alerts for Action on the day of receipt.
- h) To maintain a food sampling programme both nationally and locally
- 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
- k) 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

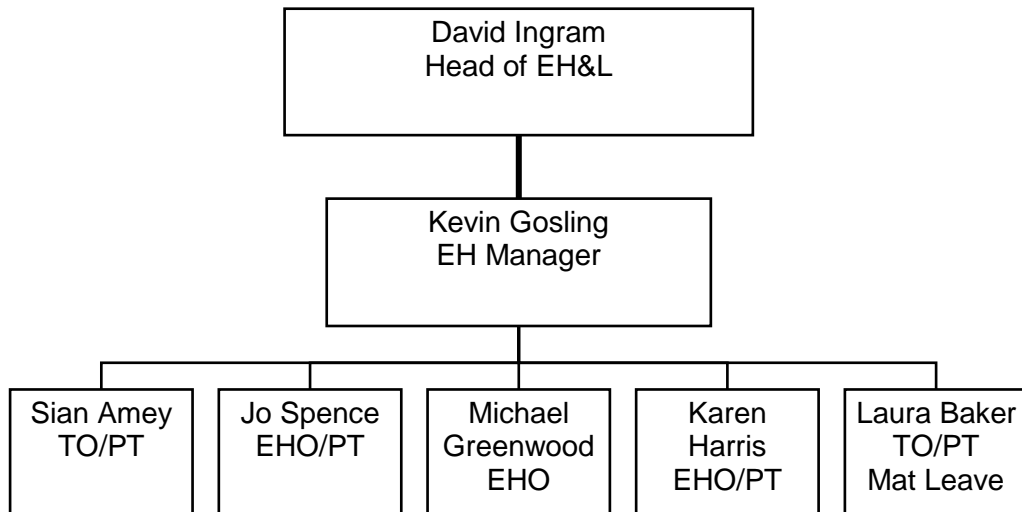
2.3.1 The Council’s Food Safety function makes a significant contribution to the City Council meeting its statutory responsibilities and ensures that it meets the Corporate Strategy on Safe and Strong Communities.

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 1250 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 EH Manager 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, 2 part time Environmental Health Officer and 2 Technical Officers with responsibility for Food Safety. Most within the Team also assist in the health and safety function. The Authority has appointed Hampshire Scientific Services and FEWM Laboratory Public Health (England), Porton Down as its Food Examiners when specialist advice is necessary.
- 3.2.2 Resources are available from within the existing budget to ensure that the inspection program is maintained.

3.3 Scope of the Service

- 3.3.1 The food safety service carries out food premises inspection, food inspection, food sampling, the investigation of complaints relating to food products, food safety or food premises, responding to food safety incidents 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.

3.4 Demands on the Service

- 3.4.1 The premises profile for Winchester is at annex A and is categorised as per the Food Standard Agencies profiles:

In addition: -

- 11 premise, which includes 2 large dairy producers, have animal products approval which require a greater knowledge and understanding of their business operation

- High risk premises which include:

A large hospital which provides up to a 1000 meals per day

Her Majesty's Prison

Major fresh salad production and packing unit

A number of large events ie Boomtown, MX GP, Hat Fair, Cathedral Christmas Market and Ice Rink.

- 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 Public Health England 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, in the main this will be done by engaged contractors.

- 3.4.3 For this financial year and part of the next the fte resource to the service will be reduced due to one of the part time TO taking maternity leave. Efforts to recruit to back fill have not identified a suitable person. This will have an impact on the inspection element of the service and therefore the target will not be met.

3.5 Enforcement Policy

- 3.5.1 The Authority has written its enforcement policy in line with the Regulators Code produced by the Better Regulation Delivery Office
- 3.5.2 All food safety enforcement decisions shall be made following consideration of the 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.
- 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. However this will not deter the City Council from taking such action.

4.0 Service Delivery Annex B (Outturn 16/17) and Annex C

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 Winchester City Council participates in the national Food Hygiene Rating Scheme operated by the FSA. EHM 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. The number of premises that are broadly compliant has slightly reduced from 95% to 94%, this equates to 78 premises that were not at the required standard at the time of an initial inspection or have yet to be inspected. 98% of food business within the Food Hygiene Rating Scheme have a score of 3 or more with 635 achieving the highest level of 5

4.1.4 Inspection priorities will be given to businesses that are broadly non-compliant as per KPI, and those that fall below level 3 of the Food Hygiene Rating Scheme as these will be deemed to be the least compliant premises and pose a greater risk to the public.

4.1.5 Special projects will be undertaken to:

- Consider what approach is taken with small businesses that are non-compliant to bring them to at least the minimal standard or better.
- ensure that food markets and events that operate in the district are fully compliant with food safety legislation, additional resource has been allocated to ensure that the City Council's own street market is at a standard that exceeds the requirements of the legislation.
- provide advice to the public especially during the national food safety week.
- Participation in a Hampshire and IOW public health project known as Eat Out, Eat Well.
- Review of food businesses that have been approved following the outcomes of an FSA audit on approved dairies.
- Will work with other partners within the Better Business for All program operated by the City Council.
- Consider income generation through various means such as charging for revisits to premises within the Food Hygiene Rating Scheme, offering consultancy advice and working within the Primary Authority program.
- Primary Products. There are ongoing discussions between the Food Standards Agency, Trading Standards and Environmental Health in regards to enforcement within this area of work. For now WCC will undertake Inspections of watercress beds within the district.

4.1.6 The current profile of premises by risk in Winchester is as follows; Those in the risk category A-C pose a greater risk and therefore a greater effort will be placed on inspecting these premises.

Risk Category	Number of Premises	Inspection Period	Number of Inspection intervention Due for 2017/2018	Total inspections intervention due in 2016/2017
A	4	6 months	4	8
B	42	12 months	42	42
C	181	18 months	134	134
D	436	2 years	266	266

E	532	AS*	140	140
unrated	6*			6
Total	1259			654
Total interventions due 2017/18				654

*AS = Alternative Strategies. Premises contacted via letter and recorded within FSA statistics

** Newly registered businesses awaiting 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 assess key criteria i.e. cleanliness,

4.1.7 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

4.1.8 The authority maintains a register of all food businesses within the City in accordance with relevant legislation, Code of Practice and centrally issued guidance.

4.1.9 Certain staff within the team have or will receive appropriate training to ensure knowledge of food specific legislation (i.e. dairies and dairy products).

4.1.10 Food businesses can expect to receive an inspection at anytime that they are trading and not just during office hours.

4.1.11 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.

4.1.12 The HP Team has seen a reduction in staffing resource over the last few years. to overcome this alternative resourcing has been considered to maintain the food safety inspection programme by engaging food safety contractors. For this financial year and part of the next the fte resource to the service will be reduced further due to one of the part time TO taking maternity leave. Efforts to recruit to back fill have not identified a suitable person. This will have an impact on the inspection element of the service and therefore the target will not be met.

- 4.1.13 It is important that all premises within the scope of the national food hygiene rating scheme are inspected in a timely manner and in line with the CoP and FHRs Brand Standard. 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. The FSA is undertaking consultations as to whether the scheme is to become mandatory.
- 4.1.14 It is estimated that the resources required for the provision of food premises inspection equates to 2.85 FTEs.

4.2 Request for Service

- 4.2.1 During the course of the year the Authority receives approximately 180 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. 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.
- 4.2.2 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 Enforcement Panel.
- 4.2.3 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 Better Regulation Office. In particular the Council:
- Will in consultation with the BRO 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 BRO Guidance on Primary Authority Scheme.

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. The Authority is

also very supportive of the Government's Better Regulation Office – Better Business for All initiative and will assist by. Charging for advice is being considered.

- Advisory visits,
- Visits and advice prior to the setting up of a food business,
- The provision of informal advice on best practice during inspections,
- The provision of advice further to Planning or Building Control applications,
- Work is on going to look at how the Team can engage with the Public Health agenda in reducing obesity and coronary heart disease by implementing the Eat Out Eat Well Scheme

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 Sampling

4.5.1 The City Council 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 We will actively participate in any coordinated national or local sampling programmes in conjunction with Public Health (England) (PHE).

4.5.3 Arrangements have been made with PHE to carry out the microbiological examination of samples.

4.5.4 In addition approximately 3 complaint samples per year are sent to Hampshire Scientific Services at Portsmouth for detailed analysis.

4.5.5 Currently, it is estimated that the resources necessary for the provision of this service equate to 0.2 FTEs of staff.

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 gastroenteritis from consumption of food. Emerging pathogens resulting in life threatening conditions such as E.coli O157 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 the Christmas and New Year period.
- 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 a 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 PHE's Outbreak Control Plan.
- 4.6.6 The Authority supports the PHE Infectious Disease Liaison Group which exists to promote best practice and consistency of approach in this area of work between the neighbouring local authorities. It has also signed the memorandum of understanding between the PHE and Local Authorities to clarify the roles and responsibilities for investigating infectious diseases.
- 4.6.7 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 Food Standard Agency communicates with local authorities and expects the LA to respond to food alert for actions (FAFA). The City Council will also be notified of 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 has representatives from all Hampshire and Isle of Wight Food Authorities, Hampshire Scientific Services and Public Health (England).

4.8.2 There are internal arrangements to ensure that appropriate consultation is undertaken for Planning and Building Control applications.

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:

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	16/17 Actual	17/18 Budget
Food Control 2154	£285k	£305k

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 ensure that all officers involved in food safety work receive a minimum of 20 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 City Council's assessment on competency.

5.4.4 The Code of Practice issued by the FSA requires officers involved in food work to complete a competency matrix, work has begun on this for all food officers in the Team including contractors.

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 enforcement action, inspections and FHRS outcomes are assessed 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 and the Customer Excellence Award.

6.2 **Benchmarking**

The Authority is committed to supporting the Hampshire and Isle of Wight Environmental Managers Group work program on benchmarking.

7 **Review**

7.1 **Review Against the Service Plan**

The Authority annually reviews its performance against the service plan. Periodic reviews are carried out and recorded within the City Council's Covalent System.

7.2 **Identification of Variances from the Plan**

The ongoing review identifies variances from the service plan and where appropriate reasons for those variances.

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
Primary Producers	1
Manufacturers and Packers	94
Importers/Exporters	0
Distributors/Transporters	17
Retailers	281
Restaurants/Caterers	866
Total	1259

Outcomes 20016/17

ANNEX B

Why are we doing this?	What we did?	How will we measure our success?	fte req	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 A-D. inspections done against those that were due. % of premises broadly compliant	2.85 fte	100% (429) 90%	95% (406) 94%	EH Manager Health Protection
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 responded to within 3 days.	Number of request for service and response times	0.2 fte	100% response time	124 84% (116)	EH Manager Health Protection
Leg Req	deal with food safety alert issued by the FSA. That requires action by LA	Number of alerts response	0.05fte	100%	100%	EH Manager Health Protection
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		4	EH Manager Health Protection
Leg req	Investigate individual cases and outbreaks of food borne illness in line with control plans that have been notified to the authority by PHE 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		44 3 poss outbreaks not proven	EH Manager Health Protection

ANNEX C

Why are we doing this?	What will we do 2016/17	How will we measure our success?		fte req	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 (A-D) inspections done against those that were due.	2.85 fte	100%	442		EH Manager Health Protection
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 and response times.	0.2 fte	100%	response time		EH Manager Health Protection
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%			EH Manager Health Protection
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				EH Manager Health Protection
Leg req	Investigate individual cases and outbreaks of food borne illness that have been notified to the authority by PHE 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				EH Manager Health Protection