

SUBMISSION TO REGULATORY AND LICENSING COMMITTEE

Date: 27 November 2012

Agenda Item: 6

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SUBMISSION BY GRAHAM HAKES – PRINCIPAL ENVIRONMENTAL HEALTH OFFICER

THE FOOD SAFETY SERVICE DELIVERY PLAN 2012-14

1. Purpose of Report

- 1.1 To recommend to the Regulatory & Licensing Committee that the Food Safety Service Delivery Plan for 2012-14 is approved and adopted by Council.

2. Summary

- 2.1 It is essential the delivery of Food Safety enforcement is undertaken in an approved and regulated manner in compliance with Government requirements.
- 2.2 Service delivery plans for food safety enforcement are a fundamental part of the process to ensure national priorities and standards are addressed and delivered locally, taking account of local needs.
- 2.3 This year we have produced a Plan setting out our Food Service Delivery priorities for the coming 2 years, as we envisage radical change in the way food controls are delivered both locally and nationally by the end of this period.
- 2.4 The aims of the plan are to:-
- contribute to the corporate ambition to **'help deliver enhanced quality of life for people who live in, work and visit our district, which relies on improved economic, social and environmental well-being across the district'** by protecting and improving the public health of those living in our community in connection with the consumption of food and likewise to protect the interests of consumers in relation to food.
 - provide a food service in Lichfield District, to the public and businesses alike, that is **equitable, proportional, consistent, helpful, open and takes into account equality issues.**
 - actively contribute to the **Food Standards Agency's Strategy for 2011-2015** and its key strategic objective to ensure **safer food for the nation**
 - undertake **effective regulation** by following the headline priorities for regulation laid out by the Food Standard Agency
- 2.5 Service delivery plans for food safety enforcement ensure that we are able:
- to focus debate on key delivery issues;
 - to provide essential links with Lichfield District Council's visions and priorities
 - to provide essential links with the National Agenda's around food safety;
 - to set objectives for the future improvement and delivery
 - to provide a means of managing performance and making performance comparisons.

- 2.4 The Food Safety Service Plan for 2012-14 is detailed in **Appendix A** for consideration and approval.
- 2.5 Highlights of areas of work we hope to deliver and where necessary improve upon between 2012-14 includes:-
- the undertaking over **500** intervention/inspection visits to premises per annum
 - carry out interventions using innovative techniques that ensure we maximise and resources
 - improvement in internal monitoring arrangements for interventions and enforcement
 - improving our 'front and back' office system to help improve customer experience and deliver monitoring and performance data.
 - dealing with complaints, requests for advice, food alerts, planning applications and infectious disease control
 - carrying out food sampling
 - actively participate in the GBLEP Regulatory Pilot
 - expanding our '**Primary Authority**' arrangements to businesses like Florette
 - developing www.ratemyplace.org.uk to include menu option and enforcement outcomes
 - explore the possibilities of supporting a 'food bank' in North Lichfield
 - support changes to public health delivery identified in the **Enhanced Joint Strategic Needs Assessment** and the next **Health and Wellbeing Strategy Action Plan**.
 - undertaking food training courses particularly focusing around hygiene.
- 2.6 Performance to date of our service against the deliverables in the Food Safety Service Plan 2012-14 will be reported in Spring 2013 in the form of a Briefing Paper.

3. Recommendations

- 3.1 Members approve the Food Safety Service Delivery Plan 2012-14 for adoption by Council.

4. Consultation

- 4.1 Regular feedback about our service is received from our stakeholders in a number of ways:-
- through customer satisfaction surveys
 - comments during inspection
 - course assessments
 - e-mail and ratemyplace
- 4.1 The Plan has been developed through this feedback and is publicised on our website. Comments are welcomed and are considered during the following years planning process.

5. Community Benefits

- 5.1 The delivery of our food service helps protect and improve the public health of those living in our community in connection with the consumption of food and likewise to protect the interests of consumers in relation to food.

6. Financial Implications

- 6.1 There are no additional implications. Appropriate financial provision for Food Safety enforcement work is provided within the current Budget for Environmental Health Services.

7. Strategic Plan Implications

- 7.1 This Food Safety Service Delivery Plan links closely with the strategic themes laid out in **A Plan for Lichfield District 2012-2016**. These essentially govern how the Council in future will deliver its services based on local aspirations, needs and priorities.

At the heart of the **Plan** is the Council's commitment to **'help deliver enhanced quality of life for people who live in, work and visit our district, which relies on improved economic, social and environmental well-being across the district.'**

This means that 'sustainable development' needs to be at the heart of everything we do.

To help deliver this objective the Council has identified 3 key '**Themes**' – **Supporting local people; shaping local places; and boosting the local economy**.

Different elements of our Food Safety Service make vital contributions to these key '**Themes**'.

- 7.2 Our Food Safety Service Delivery Plan will contribute to the **theme** of '**supporting local people**' by:-

- ensuring we are delivering services to all communities equitably, proportionally and consistently, taking account the personal beliefs, race, age disability, gender and sexuality of all our customers.
- providing help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice e.g. ratemyplace (National Food Hygiene Rating Scheme; Health Promotion in schools)
- providing transparent, robust and consistent approaches to investigating and resolving consumer complaints about food and food businesses

Our Food Safety Service Delivery Plan will contribute to the **themes** of '**shaping local place and boosting the local economy**' by:-

- identifying the need to ensure a consistent, proportionate and fair approach to enforcement is carried out across the District;
- providing appropriate, targeted, specific, transparent and robust advice, support and incentives to businesses such a home authority/ primary authority principles;
- pro-actively providing support and taking targeted, proportionate risk based enforcement action, including carrying out inspections ; and
- supporting major businesses in the district through Primary Authority arrangements to ensure they get assured and consistent advice on regulatory compliance;
- actively participating in initiatives on regulatory reform as part of the Greater Birmingham Local Enterprise Partnership and its regulatory pilot.

Our Food Safety Service Delivery Plan will be built on the **foundation** underpinning these **themes** of ‘**measuring and performance monitoring our achievements around our key themes**’ by:-

- identifying what we currently are delivering in our Food Safety Service;
- setting out what we want to do between 2012-2014 in a work programme based on government and local agendas; and
- highlighting an improvement plan to make our Food Safety Service better, within given timescales which we can be measured against.

8. Sustainability and Climate Change Issues

8.1 None.

9. Human Rights Issues

- 9.1 By targeting our resources we will protect the rights of individuals and businesses by:-
- ensuring we are delivering services to all communities equitably, proportionally and consistently, taking into account the personal beliefs, race, age, disability, gender and sexuality of all our customers.
 - providing help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice e.g. ratemyplace, health in schools
 - providing transparent, robust and consistent approaches to investigating and resolving consumer complaints about food and food businesses
 - a consistent, proportionate and fair approach to enforcement across the District;
 - providing appropriate, targeted, specific, transparent and robust advice, support and incentives to businesses

10. Crime and Community Safety Issues

10.1 By carry out functions around food safety we hope to protect and improve the public health of those living in our community in connection with the consumption of food and likewise to protect the interests of consumers in relation to food.

11. Risk Management Issues

11.1 By ensuring we follow our Work/Improvement Programme contained in the Service Plan we will continue to help protect, promote and regulate food production and the consumption in our area.

11.2 The Food Standards Agency (FSA) monitor and regulate our performance in food safety activities. The service performance needs to be maintained, and continually adapted in accordance with new guidance, to minimise the risk of action being taken by the FSA.

Background Documents:

Food Standards Agency’s Framework Agreement 2004

Appendix A

Food Safety Service Delivery Plan 2012-14 with appendices