

**FOOD SAFETY SERVICE DELIVERY
PLAN
2018 - 2020**

Approved by:Date.....
Gareth Davies, Head of Regulatory Services,
Housing and Wellbeing

Table of Contents

0.1	Foreword	3
0.2	INTRODUCTION	1
1	SECTION 1: SERVICE AIMS & KEY PRIORITIES	2
1.1	SERVICE AIMS	2
1.2	KEY PRIORITIES	2
1.3	LINKS TO CORPORATE OBJECTIVES & PLANS.....	3
2	SECTION 2: BACKGROUND	6
2.1	District Profile	6
2.2	Organisational Structure	6
2.3	Scope of the Food Service.....	7
2.4	Demands on the Food Service	8
2.5	Enforcement Policy and its application in Food Safety Service Delivery	10
3	SECTION 3: SERVICE DELIVERY	11
3.1	Food Premises Interventions	11
3.2	Food and Premises Complaints	12
3.3	Primary Authority Scheme	12
3.4	Advice to Business	13
3.5	Food Sampling	13
3.6	Control and Investigation of Outbreaks and Food Related Infectious Diseases(Food Poisoning).....	14
3.7	Food Safety Incidents	14
3.8	Liaison with Other Organisations	14
3.9	Food Safety Promotional Work and Education.....	14
3.10	Regulating Our Future Programme.....	15
3.11	Re-rating Charges	15
3.12	Improved Performance Indicators.....	15
4	SECTION 4: RESOURCES	17
4.1	Financial Allocation	17
4.2	Staffing Allocation	17
4.3	Staff Development	17
5	SECTION 5: QUALITY ASSESSMENT	19
5.1	Quality Assessment	19
6	SECTION 6: REVIEW	20
6.1	Review against this Service Plan.....	20
6.2	Identification of any Variation from the Service Plan	20
6.3	Work Programme and Areas of Improvement	20
6.3.2	Work/Improvement Programme 2016-18.....	21

Foreword

Lichfield District continues to be a growing centre of culture and heritage. Together with its relatively affluent resident population, the tourism industry has led to the development of a thriving and vibrant day and night time economy which is supported by over 950 food businesses including some of Staffordshire's finest and award winning eateries. A number of events held throughout the year, including the Lichfield Food Festival (Heralded as one of the top ten events to visit in the summer by the Sun newspaper in June 2017) are helping to place Lichfield on the map as the place to go to enjoy food.

Whether it is a lunchtime sandwich, three course meal or food which is produced in the area, we want to ensure that all food available to the residents, employees, visitors and the wider public is safe and healthy. Our role is to help ensure food businesses deliver products which are safe and are produced from premises which are hygienic and properly controlled, thereby allowing the business to grow and thrive. It is also to provide information to the public to help them make informed choices about what and where to eat, through promotion and transparency.

This year we have produced a Plan setting out our Food Service Delivery priorities for the coming two years. This Plan is developed in order to meet the requirements of the 'Food Standard Agency's Framework Agreement on Local Authority Food Law Enforcement' and covers, in detail:

- ❖ the aims and key priorities of the services provided
- ❖ the organisational structure and the scope of the services provided
- ❖ the ways in which the service will be delivered and the targets for its delivery
- ❖ the human and financial resources involved in providing the service
- ❖ the ways in which the quality of the service will be monitored and improved upon
- ❖ the ways in which the service will be reviewed and improved upon

The Food Safety Service Delivery Plan will next be reviewed in spring 2020 or sooner in the presence of further direction from the Food Standards Agency. However, before then the Council would welcome not only feedback on the current Service Plan, but also suggestions from interested parties on what they feel should be included in future plans.

Copies of this Service Plan will be available on our website www.lichfielddc.gov.uk

Comments, observations and any suggestions for improvement should be sent for the attention of James Rudman, Regulatory Services, Housing & Wellbeing, Council House, Frog Lane, Lichfield, Staffordshire, WS13 6YX, or by e-mailing at james.rudman@lichfielddc.gov.uk

Councillor Doug Pullen
Portfolio Holder for Regulatory Services, Housing & Wellbeing
February 2018

0.1 INTRODUCTION

The Council recognises the important role it plays in securing the safety of food consumed in the District. This plan's key focus is to demonstrate how the Council will fulfil its statutory obligations and duties in relation to food safety.

The stated aim of the Food Standards Agency is to ensure that food law enforcement is undertaken by the various agencies in a more effective, comprehensive and collaborative manner. This Food Safety Service Plan sets out to achieve these objectives.

Underpinning our Food Safety Service is the ethos on 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.

1 SECTION 1: SERVICE AIMS & KEY PRIORITIES

1.1 SERVICE AIMS

1.1.1 The Environmental Health Service aims to contribute to the Lichfield District Council's corporate commitment to 'To be a strong, adaptive council that delivers good value quality services and helps to create a **vibrant and prosperous economy**, **healthy and safe communities** and **clean, green and welcoming places**', 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. Specifically the service aims:

- 1 To 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**.
- 2 To actively contribute to the **Food Standards Agency's Strategy for 2015-2020** and its key strategic objective to ensure the interests of consumers in relation to food are protected. Ensuring that:
 - Food is safe
 - Food is what it says it is
 - Consumers can make informed choices about what to eat
 - Consumers have access to an affordable healthy diet, now and in the future

"The main objective of the Agency in carrying out its functions is to protect public health from risks which may arise in connection with the consumption of food (including risks caused by the way in which it is produced or supplied) and otherwise to protect the interests of consumers in relation to food."

- 3 To continue to **regulate effectively**. To achieve this we aim to follow the headline priorities for regulation laid out by the Food Standard Agency:-
 - secure effective enforcement and implementation of policies that protect consumers from risks related to food and from fraudulent or misleading practices, targeting the areas where there is highest risk.
 - develop our knowledge of what works in driving up business compliance with regulations.
 - safeguard consumers by making it easier for business to comply with regulations, and minimise burdens on business.
 - secure more proportionate, risk-based and effective regulation.

1.2 KEY PRIORITIES

- 1.2.1 In order to achieve our stated service aims, we need to set out some key priorities for our Food Safety Service Delivery. These key priorities are:-
- To put the consumer first in everything we do.
 - To ensure that interventions are carried out commensurate with the principles of risk, at food premises within the district, ensuring compliance with the relevant food laws.

- To ensure as far as reasonably practicable, that imported food used or sold in premises within the District complies with UK and European Food Law.
- To ensure as far as reasonably practicable, that no illegally produced food is used or sold in premises within the District e.g. meat or meat products from unauthorised premises.
- To ensure food complaints are investigated.
- To continue to develop partnerships with small local businesses and larger national companies based in our district, which will help to provide consistent and proportional advice on food safety issues at both local and national levels (acting as a Primary Authority in accordance with guidance from the Regulatory Delivery office within the Department for Business Energy and Industrial Strategy (BEIS)).
- To undertake a food sampling regime based on local and national priorities.
- To provide informed and helpful advice to businesses and the public alike on matters relating to food safety.
- To act on food safety alerts promptly and in a manner that is proportionate to the risks involved.
- To play an active role with neighbouring local authorities in the Central England Food Coordinators Group and the Central England Environmental Health Management Board Group in order to ensure a consistent approach to food law enforcement.
- To play a key role in developing innovative ways that enable, motivate, educate and inform all citizens of matters relating to food safety.
- To provide help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice.
- To review the way we deliver our food service annually that takes into account recognised performance targets and standards.

1.3 LINKS TO CORPORATE OBJECTIVES & PLANS

1.3.1 This Food Safety Service Delivery Plan links closely with the strategic themes laid out in **Our Strategic Plan 2016-2020**. These essentially govern how the Council in future will deliver its services based on local aspirations, needs and priorities.

1.3.2 At the heart of the **Plan** is the Council's commitment to be a strong, adaptive council that delivers good value quality services and helps to create a vibrant and prosperous economy, healthy and safe communities and clean, green and welcoming places.

1.3.3 Seizing on the core values the Food Safety Service will ensure it delivers:

Put Customers First - We are passionate about our customers and our corporate value is to deliver good customer service.

Have respect for everyone - We believe in mutual respect, whether that's between our staff and customers, or our staff and members. By working together in a respectful way, we believe we can achieve more.

Improve and Innovate - We are always striving for continuous improvement, whether that's in what we all achieve on a daily basis, or in the services we deliver to our customers.

1.3.4 To help deliver this plan the Council has identified 3 external facing key **'priorities'**

- **Vibrant & prosperous economy** - We work to support and strengthen our local economy, with high employment, good local jobs and thriving local businesses. We want people to be able to live and work locally and have the choice of great jobs and training opportunities – from apprenticeships through to high-skilled senior roles – so that they can fulfil their potential. We want our town and city centres and rural areas to be dynamic and thrive, and we want new businesses to start up, innovate and succeed.
- **Healthy & safe communities** - We want local people to have access to great opportunities to be active and live healthy, fulfilled lives. We want to prevent social isolation and loneliness, particularly in older members of our community. We want our communities to be even safer and for people to be less worried about crime and anti-social behaviour. We want to encourage and support people to volunteer and help shape their communities, and be an active part of local life.
- **Clean, green & welcoming places** - We want to create great communities where people want to and can afford to live. We want a mix of homes, including enough affordable homes, and we want the right type and quantities of office, retail and manufacturing spaces. We want to protect our stunning heritage and make sure our green spaces, streets and public areas are looked after and well managed.

1.3.5 Our Food Safety Service Delivery Plan will contribute to the **priority** of **'Vibrant & prosperous economy'** by:-

- identifying the need to ensure a consistent, proportionate and fair approach to enforcement is carried out across the District;
- continue to provide support to start-up food businesses in the form of advisory visits designed to assist them to achieve a high food hygiene standard.
- Work with the Council's Economic Development Officer to assist new and current food businesses with both food safety and business improvement advice and support.
- offering a competitive high standard face to face food hygiene training course to assist food businesses with requirements to train employees.
- delivering support, signposting and networking opportunities to existing businesses to help them thrive.
- targeting interventions at lower food hygiene rated businesses to encourage improvement as higher ratings have been shown to increase customer base.
- 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 Staffordshire Local Enterprise Partnership.
- actively participating in initiatives on regulatory reform as part of the Greater Birmingham and Solihull Local Enterprise Partnership.
- Continue to provide support and advice through a Safety Advisory Group for organisers holding large events involving large numbers of visitors to the district.

1.3.6 Our Food Safety Service Delivery Plan will contribute to the **priority** of '**Healthy & Safe Communities**' by:-

- ensuring we are delivering services to all communities equitably, proportionally and consistently.
- carrying out interventions prioritised by risk and regulate to ensure that all food businesses are providing safe food to consumers.
- providing help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice e.g. ('Ratemyplace' and National Food Hygiene Rating Scheme).
- providing transparent, robust and consistent approaches to investigating and resolving consumer complaints about food and food businesses.
- taking part in national food sampling programmes and take action to remove unsafe food from the market.
- working towards increasing overall food hygiene ratings for food businesses, thereby protecting food consumers within the District.
- Investigate all substantiated food poisoning allegations and notified food poisoning outbreaks.

1.3.7 Our Food Safety Service Delivery Plan will contribute to the **priority** of '**Clean, Green and Welcoming places**' by:-

- Carrying out waste enforcement and education during visits at food businesses, ensuring that adequate provisions have been put in place to deal with waste generated by businesses.
- Working towards increasing overall food hygiene ratings for food businesses within the District, thereby improving their reputation and appeal to consumers.
- Supporting events, where food plays a major role, with a suitable balance of advice and regulation to help protect the District's growing reputation for providing popular food events.

1.3.8 Our Food Safety Service Delivery Plan will be built on the **foundation** underpinning these **priorities** and the service will monitor and measure its performance by:-

- identifying what we currently are delivering in our Food Safety Service;
- setting out what we want to do between 2018-2020 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.

1.3.9 By helping us to listen to local people and businesses' aspirations, this will help shape some of our key priorities for our Food Safety Service in the future if possible.

1.3.10 Performance of our service is measured against national and local targets such as:-

- Satisfaction of businesses with local authority regulation services.
- Food establishments in the area which are broadly compliant with food hygiene law.
- % of premises inspected of those due.
- % improvement in 0,1 and 2 hygiene rated premises by category year on year.
- % of new food businesses which achieve an initial rating of 4 or more after receiving regulatory advice.

The indicators provide an objective measure on how our premises are improving and what businesses think of our service.

2 SECTION 2: BACKGROUND

1.4 District Profile

- 2.1.1 Lichfield District is one of 9 Staffordshire District Councils. Within commuting distance of both the Black Country Boroughs and Birmingham, the District has a population of circa 102,100¹ and covers nearly 33,130 hectares.

The District was formed in 1974, and comprises urban populations in the town of Burntwood and the city of Lichfield, and a substantial rural population in surrounding villages, some of which have significant populations.

- 2.1.2 Lichfield has nationally and internationally renowned visitor attractions, including Drayton Manor Park, The National Memorial Arboretum and the historic environment of Lichfield City along with its cathedral provides a strong base for tourism.
- 2.1.3 The increased income tourism has brought to the District has led to a proportionate increase in the number of food outlets. In addition to the fixed outlets, Lichfield has seen a dramatic increase in the number of mobile street traders attending festivals and events, many of whom originate from other areas in the UK or sometimes further afield. Our Food Safety Service needs to ensure that these and all our premises provide food safely.
- 2.1.4 About 3.3%¹ of our residents originate from other countries throughout the world and this is shown in more detail in the Equality Statement 2017, published on the Council's website.
- 2.1.5 The challenge for our Food Safety Service is to ensure that we are delivering services to all communities equitably, proportionally and fairly, taking into account the personal beliefs, race, age, disability, gender and sexuality of all our customers. The service will ensure it encourages fairness and equal opportunities to all communities. This could require services to be delivered in different ways for different people to ensure it:-
- provides support to those who find it difficult to access or understand our services e.g. training provision in other languages.
 - gives support with advice and guidance to help maintain existing businesses and help in the establishment of new food businesses;
 - provides low cost food hygiene courses and targeted health promotion activities.
 - makes it easy to comply with requirements and minimise burdens where possible.

1.5 Organisational Structure

- 2.2.1 A new re-structure in 2017 created a new Head of Service post and saw the Community, Housing and Health Directorate being changed to the Regulatory Services, Housing & Wellbeing Service.
- 2.2.2 The Regulatory Services, Housing and Wellbeing Service has a wide range of duties covering the spectrum of public health, environmental and housing functions, community safety, homelessness and licensing. The Council's Food Safety Service is delivered by the Commercial Team within the Environmental Health Service. The structure of the team is detailed in **Appendix 1**
- 2.2.3 The Head of Service for Regulatory Services, Housing & Wellbeing and the Food and Health & Safety Manager have delegated powers in relation to food safety to act on behalf of the Council.

¹ Equality Statement 2017, Lichfield District Council published 31st January 2017.

- 2.2.4 In response to the 'modernising agenda' the Council has adopted the 'cabinet and leader' approach to local governance. The committee structure and where our food safety service fits into this is detailed in **Appendix 2**
- 2.2.5 The Regulatory & Licensing Committee have responsibility for policy, review and development in respect of a wide range of environmental health issues including food safety. Performance against this Plan will be reported to this Committee at the end of every financial year.
- 2.2.6 Officers who deliver our Food Safety Service are multi-skilled and work across all the team's work areas at a level depending upon their competence and qualification. The officers with key responsibility for the service are:
- **The Food and Health & Safety Manager** – service development; overall management of the service, day to day management of the service; service development; official returns; food safety database management; product specific premises inspection; high risk premises inspection; service requests; food sampling; Infectious diseases and street trading.
 - **Casual Environmental Health Officer** – high and low risk premises inspection when needed.
 - **Environmental Health Officer(s) – Part time** – service development; high risk premises inspection; food alerts; service requests; food safety data base management; food sampling; food complaints; product specific premises inspection; infectious diseases and street trading.
 - **Technical Officers** – service development; high risk premises inspection; food alerts; service requests; food safety data base management; food sampling; food complaints, product specific premises inspection; infectious diseases and street trading.
 - **Technical Support Officer** – administrative support; infectious disease notifications; assistance with database management; alternative strategy inspections, temporary administration of Street Trading consent applications.
- 2.2.7 The Council uses the Public Health England Food, Water & Environmental Services based in Colindale (recently moved from Good Hope Hospital). The Public Analyst service previously provided by Staffordshire County Council Scientific Services based at Stafford has now ceased and a new public analyst service is being sought by the Central England North Food Liaison Group. **(see Appendix 3 Useful Contacts)**
- 2.2.8 In relation to Food Standards Law Enforcement, colleagues from Staffordshire County Council's Trading Standards Section based at Burton-upon-Trent cover issues relating to food composition, labelling, feedingstuffs, premises inspection and weights and measures **(see Appendix 3 Useful Contacts)**

1.6 Scope of the Food Service

- 2.3.1 The Commercial Team is responsible for delivering all the Authority's Food Safety Service as relevant to a District Council. This includes:-
- programmed and ad-hoc food hygiene interventions and revisits
 - the investigation of complaints regarding food sold or prepared in the District
 - the investigation of complaints regarding hygiene standards or practices
 - health education and promotional activities
 - the provision of low cost training in relation to food safety
 - infectious disease control including food poisoning and food borne disease

- responding to food alerts issued by the Food Standards Agency
- the provision of advice and information on food safety issues
- the monitoring of approved premises
- consideration of the environmental aspects of planning and licensing applications
- routine / planned sampling programmes organised in liaison with the Central England Food Coordinators Group and national studies organised by the FSA/Public Health England and local need.
- imported food control

2.3.2 All the officers who deliver services within our Commercial Team also undertake certain duties in relation to the delivery of our Occupational Health & Safety Service, certain licensing functions and take part in the Council's Emergency Planning roles.

2.3.3 Whilst undertaking food safety interventions, officers are expected to carry out the following additional functions:-

- hazard spotting in relation to health & safety issues
- priority based health and safety inspections (currently focussed on food machinery safety and gas safety)
- smoking compliance checks
- duty of care checks
- licensing checks
- supporting trading standards surveys

2.3.4 All food services are delivered by in house staff, except where food analytical services are used. Casual staff are sometimes used to support our work and help us manage variances in demand.

2.4 Demands on the Food Service

2.4.1 Food Hygiene Interventions

In Lichfield District, the Food Safety Team are responsible for approximately 940 premises, ranging from large manufacturers to one-person operations. A breakdown of the premises, as defined by type in the Food Standards Agency's Local Authority Enforcement Monitoring System Report (as of 7th January 2018) is as follows:

Type of premises	Number
Primary Producers	5
Manufacturer / Packer	30
Importer / Exporter	1
Distributors / Transporters	9
Retailer	171
Restaurant / Caterers	724
Total Number of Premises	940

Of these 940 premises, approximately 575 are due for inspection each year. We also get around 50-60 new businesses per annum. 2017-18 saw an increase in new business applications (113).

On average each year the team receives 25 requests for re-rating (Food businesses are able to request a re-rating after they have made improvements). A new charge has been introduced for this service, see Section 3 below.

This averages approximately 60 interventions per month for the team.

2.4.2 Approved Premises

The Food Safety Team is responsible for 6 premises under Approved Premises Regulations. Details of these premises are given below:-

Establishment Name	Type of Approval	Approval Number
Highfields Dairy	Dairy Products	LF 001
Brownsfield Farm	Egg Packing	LF 006
John Owen	Fishery Products	LF 007
ELC	Cold Storage	FL008
Urban Organics	Egg Packing	LF009
Alfa Doner Kebab Manufacturing Ltd.	Meat Product Manufacturing	LF010

These premises are inspected in accordance with our risk rating programme.

2.4.3 Regionally & Nationally Significant Companies

In the District, there are several large manufacturers / processors including **Soleco Ltd.** (Salad Products - Fradley) of which we have a **Home Authority** relationship and **Manor Vinegar** (Preservative Products - Burntwood).

Also within the District we have 2 recognised (in accordance with European and National legislation) Natural Mineral Water Sources at Maple Hayes, Burntwood and Elmhurst Spring, Elmhurst.

Lichfield itself is home to the headquarters of **The Central England Co-operative Society** and **Busy Bees Nursery's Ltd**, both are regionally and nationally significant companies. We have **Primary Authority** relationships with both of these companies for food hygiene matters.

Referrals from other local authorities into the activities of these companies form a large part of the work generated by such premises.

2.4.4 Other Factors likely to have an impact on Food Safety Service Delivery in 2018-20

In addition to some of the demands identified above, other factors are likely to influence the way we work in 2018-20, including:-

- further work with our partners in both the Staffordshire and the Greater Birmingham and Solihull Local Enterprise Partnership to encourage business growth through regulatory support
- the possible change in government direction in relation to how official food controls are delivered (e.g. the extent to which this remains a statutory function for local government)
- Changes in the way in which Food Safety is delivered after the Food Standards Agency delivers its Regulating Our Future Programme.
- a review of our working procedures
- implementation of a new back office computer system and mobile working solution.
- demands around health & safety enforcement
- demands from other areas of our work including licensing
- demands for street trading licensing and transfer of the service to the Licensing Team

- demands placed on the team by large events and attendance at the Safety Advisory Group.

2.4.5 Access to our Service.

Our Food Safety Service is delivered from The Council House, Frog Lane, Lichfield, Staffordshire. Service users may contact Officers on site or by leaving a message, in the following ways:-

- ❖ **in person:** between 8.45am and 5.15pm Monday to Friday.
- ❖ **by telephone:** on 01543 308000 or 01543 308999
between 8.45am and 5.15pm Monday to Friday.
Out of hours:- 01543 254213
- ❖ **by e-mail:** food.safety@lichfielddc.gov.uk
- ❖ **by website:** <https://www.lichfielddc.gov.uk/Council/Report-it>

For other useful contact addresses and numbers please refer to **Appendix 3**

2.5 Enforcement Policy and its application in Food Safety Service Delivery

- 2.5.1 The Council has signed up to follow the principles laid out in the Government's **Enforcement Concordat** and the principles contained in the **Regulators Guide to Compliance**. A service specific Enforcement Policy has been developed, this was updated and approved by Committee in February 2015 and updated in 2017.
- 2.5.2 Underpinning our Enforcement Policy are certain key elements, which are applied to how we deliver our food safety service. The Policy recognises the Regulators Code which states:-
 - Regulators should carry out their activities in a way that supports those they regulate to comply and grow.
 - Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views.
 - Regulators should base their regulatory activities on risk.
 - Regulators should share information about compliance and risk.
 - Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply.
 - Regulators should ensure that their approach to their regulatory activities is transparent.

3 SECTION 3: SERVICE DELIVERY

3.1 Food Premises Interventions

- 3.1.1 One of this Service Plan's key priorities is to ensure that all our businesses receive an intervention within the minimum frequency set down in Food Law - Code of Practice (England) 2017
- 3.1.2 The category of the premises, i.e. A – E, is defined by scoring premises around potential hazard associated with the business and food safety compliance, this then relates to the interval between inspections. For example: category A premises are inspected every 6 months and category D every 2 years.
- 3.1.3 Interventions are key to improving compliance with food law by food business operators. The range of possible interventions allows authorised officers to use their professional judgement to apply a proportionate level of regulatory and enforcement activity to each business.
- 3.1.4 Interventions fall into either official control or non-official control as follows:

Official Control interventions include:- <ul style="list-style-type: none">➤ monitoring➤ surveillance➤ verification➤ audit➤ inspection➤ sampling and analysis	Interventions which are not Official Controls:- <ul style="list-style-type: none">➤ targeted education & advice➤ information & intelligence gathering
--	--

- 3.1.5 In 2018-20 we intend to continue to use these techniques to help businesses to comply, particularly where the business is already 'broadly compliant' with the law (category C premises only).
- 3.1.6 The techniques and interventions we can use by category of risk are outlined in the Food Law - Code of Practice (England) 2017
- 3.1.7 Between 2018-20 we intend to continue concentrating our resources on non-compliant and higher risk premises identified in an intelligence led review of our premises profile. We intend to continue with a project based approach which seeks to tackle varying methods to improve standards, from providing advice to conducting enforcement action.
- 3.1.8 The following is a breakdown of categories of risk; frequency of intervention and number of premises within the District due in 2018-20

Rating	Frequency of Inspection (At least once every)	Number of premises as of the 8 th January 2018
A	6 months	8
B	12 months	57
C	18 months	158
D	2 years	264
E	3 years	391
Unrated		62
Total		940

- 3.1.9 In 2016-18 we measured our performance against a number of targets to collect performance data. The full range of Performance Indicators can be seen in Appendix 4 and below are some headline figures:-
- The % of food establishments in the District which are broadly compliant with food hygiene law **2016-17- 94.97%**
 - Satisfaction of businesses with local authority regulation services

2016-17 - 98%

- % of premises inspected of those due
- 2016-17 99.49%**
- Improvement in 0,1 and 2 hygiene rated premises by category year on year
– of those inspected 27 improved

- 3.1.10 Past performance figures on inspections against previous years can be seen in **Appendix 4**
- 3.1.11 A variety of means will be used to ensure that individuals and organisations meet with their legal responsibilities relating to food safety during an inspection including education, negotiation, advice, guidance, warning letters, formal notices, simple cautions and prosecution.
- 3.1.12 If a written warning or notice is required following a visit the customer should receive the notification within **10** working days.
- 3.1.13 In addition to visits undertaken as part of the risk assessment programme, interventions are also undertaken in respect of:
- complaints regarding food business operations;
 - enquires and request for advice from a food business;
 - investigation following a poor sampling result;
 - transient stalls and mobiles
 - new business operation or new proprietor
- 3.1.14 New businesses registering with the authority will be inspected within **28** days of the business opening for trading or sooner if requested.

3.2 Food and Premises Complaints

- 3.2.1 Food complaints received and investigated by the service fall into one of two broad categories - food contamination or complaints about food businesses (hygiene and practices).
- 3.2.2 Investigations of food complaints are carried out in accordance with guidelines issued by the Food Standards Agency
- 3.2.3 In 2016-17 the service investigated **20** food complaints and **99** premises complaints. As of 11th January 2018, the 2017-18 Food and premises complaints are up to **115**.

3.3 Primary Authority Scheme

- 3.3.1 The Council continues to fully support the National Primary Authority Scheme for businesses. We currently have Primary Authority arrangements for food Hygiene with the **Central England Co-operative Society** and **Busy Bees Nurseries Ltd**. This supports the key strategic **priority** of 'vibrant and prosperous economy.'
- 3.3.2 We will continue to develop our **Primary Authority** arrangements, actively seeking new partnerships with companies.
- 3.3.3 A charging process is in place to recover costs related to this work.
- 3.3.4 The Council is also taking part in a Food Standards Agency Pilot scheme with Busy Bees Nurseries Ltd., testing the potential of National Inspection Strategies. This means that as a primary authority, we can build a picture of compliance across the whole of the business' operations. After considering all the information available, the primary authority could take the view that it has sufficient evidence that the business is being well managed, and consider that a lower number of checks are needed to ensure compliance and protection for the public. This is implemented via a national inspection strategy and is forming part of the FSA Regulating Our Future Programme.

3.4 Advice to Business

- 3.4.1 The food team will take a proactive role in providing advice to businesses to help them comply with the law and encourage the use of best practice. Such an approach helps standards of food hygiene to improve and positive relationships to be built with proprietors. This is achieved through:-
- advice given during inspections and other visits
 - the provision of advice leaflets
 - responding to enquiries
 - Safer Food Better Business (SFBB) coaching
- 3.4.2 We will also provide advice and assistance to new and proposed businesses at the planning and pre-planning stages and will assist existing businesses that propose to make changes to their operations. The team plans to work with the Council's economic Development Officer providing both food safety and business improvement advice. This will improve skills to manage businesses more effectively which is likely to impact on the businesses ability to maintain food safety standards.
- 3.4.3 In an attempt to increase the standards in the poorest performing businesses we will continue the implementation of project based work where such businesses will be offered advice on how to improve their hygiene standards and thereby their food hygiene rating. We will also provide a report on how successful the project is, including information on whether standards are being maintained in those businesses included in previous years.
- 3.4.4 In 2016/17 the Food Safety Service responded to **437** enquiries. As of 11th January 2018, the 2017-18 the number of enquiries is up to **386**.

3.5 Food Sampling

- 3.5.1 The microbiological and physical examination and analysis of food is undertaken on the basis of:-
- businesses identified for sampling as part of nationwide, regional or local schemes;
 - businesses subject to consumer complaints or outbreak investigations;
 - during a programmed inspection where an inspector deems a sample is necessary.
- 3.5.2 The Council supports all nationally co-ordinated food sampling programmes organised by the Food Standard Agency and Public Health England's Laboratory Services.
- 3.5.3 Such sampling is co-ordinated locally by the Staffordshire Chief Environmental Health Officers Food Liaison Group and carried out by the Officers within the team. A Staffordshire Food Sampling Strategy document is in place for food sampling as well as our own Food Sampling Policy/Programme.
- 3.5.4 The general principle of this strategy is to make announced surveillance visits with businesses being informed of both the sample collection and results, co-ordinated by each authority in turn. Unannounced sampling is occasionally used to verify complaint allegations and suspicions of contraventions arising from inspection visits.
- 3.5.5 Samples requiring microbiological examination are sent to the PHE Food, Water & Environmental Services based at Colindale or otherwise are sent to a public analyst. **88** samples were submitted during 2016/17. As of 11th January 2018, the team has collected **70 food** and water samples in 2017-18 with **63** further samples programmed in between January and March.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Diseases(Food Poisoning)

- 3.6.1 Investigation of outbreaks will be in accordance with the South Western Staffordshire Joint Outbreak Control Plan co-ordinated by the Health Protection Agency based out of Stafford. The number of notifications received almost always relates to single cases rather than outbreaks.
- 3.6.2 The Central England Food Coordinators Group, in consultation with Public Health England, has produced guidance on the investigation of infectious diseases and this is followed when dealing with notifications.
- 3.6.3 All food poisoning notifications are followed-up by a standard letter and questionnaire wherever practicable to identify possible sources of infection and recommend practices to prevent its spread. The West Midlands Food, Water and Environmental Services performs sample analysis.
- 3.6.4 The team received **146** notifications in 2016/17. As of 11th January 2018 the team has received **121** notifications for 2017/18.
- 3.6.5 In 2016 the team successfully prosecuted a business implicated in causing 33 people to suffer campylobacter food poisoning during a wedding outbreak. The company were fined £11,000.
- 3.6.6 In October 2017, another wedding food poisoning outbreak was reported by guests attending a wedding organised by a different business. This outbreak is currently under investigation and involves over 50 guests with reported symptoms.

3.7 Food Safety Incidents

- 3.7.1 The Council complies with Food Safety Act Code of Practice in relation to handling food alerts. "Round-the-clock" contact details have been supplied to the Food Standards Agency. All the officers within the Commercial Team are alerted to food alerts via:-
- mobile phone alerts activated by the Food Standards Agency
 - Food Standards Agency E-mail alerts.
- 3.7.2 We respond to all food alerts that **require action** within 1 working day.

3.8 Liaison with Other Organisations

- 3.8.1 Members of the Commercial Team play an active role in the Central England North Food Coordinators Group, which is governed by a Core Constitution. The group's primary aim is to encourage greater consistency in enforcement across the whole of the 9 Staffordshire Authorities represented.
- 3.8.2 Members of the Commercial Team also attend the Shropshire & Staffordshire Health Protection Liaison Group Health Protection Agency Community Control of Infection Committee and its Water Sub Committee which was set up to:
- develop guidelines on infection control
 - act as advisory groups, on all aspects of communicable diseases
 - formulate exercises and where necessary, implement outbreak control plans.

3.9 Food Safety Promotional Work and Education

- 3.9.1 The Food Safety Service can contribute to improving the health of the community by helping to ensure that individuals have access to credible and trustworthy information to enable them to make informed choices that impact on their health. The service will look to develop its health education role and seek to identify new opportunities to deliver information on food safety and healthy eating, especially to young people.
- 3.9.2 Low cost food safety training courses are also provided to local businesses. Approximately 40-80 people per year will be trained to the Food Hygiene Level 2 qualification. Following a review in 2016 it was decided to provide food hygiene training via an external contractor, thereby reducing the cost of this service.
- 3.9.3 The service also promotes and takes part in the Food Standards Agency National Food Safety Week campaign.

3.10 Regulating Our Future Programme

- 3.10.1 The Food Standards Agency has concluded that it's time to improve the way the UK delivers regulatory controls in food. Their Regulating Our Future (ROF) Programme paper explains the direction they intend to take to create a modern, risk-based, proportionate, robust and resilient system.
- 3.10.2 The ROF Programme is looking at introducing a new enhanced registration process for food businesses. The FSA have identified that no single approach to regulation can satisfactorily cover the diversity of size, culture or risk (and any number of other characteristics) of food businesses. They have determined that the UK needs a system that is more sophisticated in dealing with this reality. They intend to introduce a new risk management framework that will determine the nature, frequency and intensity of the controls that a food business will be subject to. In addition they intend to better recognise those businesses that can demonstrate sustained compliance, reducing the regulatory burden on them by ensuring that intervention is proportionate.
- 3.10.3 The Council is taking part in the development of the ROF programme, in particular, around testing the feasibility of a National Inspection Scheme, which may see Primary Authorities and their partnered businesses providing advice and guidance on business compliance. Using access to business compliance data the Primary Authority could influence whether other authorities carry out visits and to what degree.
- 3.10.4 More information can be found relating to the ROF programme here:
https://www.food.gov.uk/sites/default/files/rof-paper-july2017_0.pdf

3.11 Re-rating Charges

- 3.11.1 In November 2017 the Commercial Team, followed guidance from the FSA and introduced a charge for conducting re-rating visits. The fee, set in the Regulatory Services, Housing & Wellbeing, annual Fees and Charges Report, will see businesses who wish to improve their food hygiene rating, pay a fee to receive a re-rating visit by officers. The initial fee was set at £165 per re-rating visit.
- 3.11.2 Businesses who fail to meet the required standard will be revisited as normal without charge and, where standards remain unchanged, will be subject to enforcement action.

3.12 Improved Performance Indicators.

- 3.12.1 A new suite of performance indicators is being introduced which will combine previous indicators with new ones and will see references to national averages and benchmarking against similar profiled authorities. This will help to give a better overview of the team's performance. The implementation of a new line of business computer software system will enhance this overview.

3.12.2 The new performance indicators are shown in the table below and new indicators are highlighted. Benchmarking will include those authorities identified in the CIPFA LG Inform Benchmarking Summary Report. 2017/18 includes the following authorities identified as comparable with Lichfield: Stafford, Hinckley and Bosworth, South Staffordshire, Stroud, South Ribble, Bromsgrove, Tewkesbury, East Northamptonshire, West Lancashire, South Kesteven, Maldon, Staffordshire Moorlands, Chorley, and Rushcliffe. Benchmarking, where data is available (published in the FSA LAEMS report) will be reported annually as a placement figure (eg 1st out of 15).

Status	Performance Indicator	Example				Notes
		Actual 2016/17	Target	National Average	Bench-marked Position (Out of 15 LA's)	
Current	LEH7(a) No. of food establishments inspected in the last month that were broadly compliant	408	58 / mth 97% / year	89% ² 2016-17	5 th	Reported monthly, quarterly & annually – benchmark reported annually <i>NB – Target is indicative of district performance rather than entirely reflecting officer performance.</i>
Current	LEH7(b) No. of food establishments inspected that were not compliant	60	3%	6% ² 2016-17	N/a	Reported monthly, quarterly & annually – benchmark reported annually <i>NB – Target is indicative of district performance rather than entirely reflecting officer performance.</i>
NEW	No. of those that were not compliant due to poor management (Where the confidence in management score is 20+)	N/a	N/a	N/a	N/a	Reported monthly, quarterly & annually – benchmark reported annually <i>NB – reflects the number of businesses that are performing badly due to poor management. These premises will be targeted for enforcement or where appropriate advice.</i>
Current	LEH7(c) Total number of food safety intervention visits made	558	60/ mth 97% / year	N/a	N/a	Reported monthly, quarterly & annually – <i>NB – No benchmark or national average data available.</i>
Current	LEH7(d) % all food establishments within the District which are broadly compliant	94.04%	58 / mth 97% / year	89% ² 2016-17	7 th	Reported monthly, quarterly & annually – benchmark reported annually <i>NB – Target is indicative of district performance rather than entirely reflecting officer performance.</i>
NEW	% of reports sent within 10 working days of intervention	98%	98%	N/a	N/a	Reported monthly, quarterly & annually <i>NB – No benchmark or national average data available. Team data reported, individual officer data held by the Food and Health & Safety Manager</i>
Current	LEH7(e) Total number of new food premises that have started up since the last month	109	N/a	N/a	N/a	Link to previous year month data to show annual / seasonal trends. <i>NB – No target set as figure for info only. No benchmark or national average data available.</i>
New	Total number of new food premises that have started up since the last month that are included in the FHR Scheme and were given advice	65	N/a	N/a	N/a	<i>NB: Not all food businesses require advice if they are already performing well. Some are rated on initial visit. Some businesses are exempt from the FHR Scheme No benchmark or national average data available.</i>
Current	LEH7(f) No of new food premises start-ups in the last month which have been provided with regulatory advice that achieve 4* or above	77.58%	75%	N/a	N/a	Figure worked out from new PI above (Total new businesses in month given advice) <i>NB: No benchmark or national average data available</i>
Current	LEH7(o) Food Safety Simple Cautions	0	N/a	0.7	5 th (Joint with 10)	<i>NB No target required for this activity.</i>
Current	LEH7(o)(i) Food Safety Written Warnings	300	N/a	272	3 rd	<i>NB No target required for this activity. The national average includes only authorities with total number of premises between 800 and 1,500.</i>
Current	LEH7(p) Food Safety Legal Proceedings	0	N/a	0.86	2 nd	<i>NB No target required for this activity.</i>
NEW	Food Safety – Food Hygiene Notices served	24	N/a	9.15	2 nd	<i>NB No target required for this activity.</i>
Current	LEH18(a) Shift in Compliance - Number of premises improving from 0, 1 & 2 to 3 or above rating	70% 26	Overall improvement 60 %	N/a	N/a	Reworded: Number of premises identified as improving from 0, 1 & 2 to 3 or above rating
Current	LEH18(b) Shift in Compliance - Number of premises falling into the lower 0, 1 & 2 rating	20		N/a	N/a	Reworded: Number of premises identified as falling into the lower 0, 1 & 2 rating
Current	Satisfaction of business with local authority regulation services (NI 182)	99%	99%	N/a	N/a	Reported annually <i>NB: No benchmark or national average data available</i>
NEW	No Premises maintaining Broad compliance over the last three visits	N/a	75%	N/a	N/a	To be reported on following implementation of a new computer system (2019 onwards) <i>NB: This will not include new businesses or businesses with less than three historical inspections recorded. No benchmark or national average data available</i>
Current	% of premises inspected which were programmed.	99.49%	100%	87.14%	3 rd	Reported monthly, quarterly & annually – benchmark reported annually
NEW	% of premises inspected of those programmed and those non programmed (Unrated)	99.75	98%	90.06%	3 rd	Reported annually after LAEMS report is published – benchmark reported annually

² Annual report on UK local authority food law enforcement, 1 April 2016 to 31 March 2017, FSA

4 SECTION 4: RESOURCES

4.1 Financial Allocation

- 4.1.1 The net expenditure for food law enforcement for 2017-18 was **£275,660**. In 2018-19 it is **£276,260** and the 2019 -20 net expenditure is expected to be **£279,810**.
- 4.1.2 A breakdown of expenditure for food safety by activity for 2017-18 to 2021-22 is included in **Appendix 5**.
- 4.1.3 If legal action is to be taken by the service, costs are met from within the overall environmental health budget under a specified cost area for prosecutions. Where possible costs are recovered.
- 4.1.4 The Council recognises the importance of being able to deal with legal actions and other one off occurrences by maintaining adequate corporate reserves and provisions.

4.2 Staffing Allocation

- 4.2.1 Pressures on staffing resources for food safety service delivery are likely to increase. To ensure the viability of our service we are looking at and implementing ways to deliver our service in a number of different ways such as:-
- the introduction of a new database system
 - changing the way we carry out interventions to release resources in 'pressure areas' such as enforcement
 - raising income through the delivery of services and further 'Primary Authority' arrangements
 - Continued streamlining the inspection report process to reduce administrative burdens.
- 4.2.2 The staff resources available to undertake food law enforcement during 2018-20 are equivalent to 2.3 full time officers. FTE of 2.3 is equivalent to 506 working days. We believe that we can deliver the service with this resource, using the techniques highlighted above in this time. Resource to task allocation is highlighted in the work/improvement table that follows. A breakdown of this figure based on full time equivalent posts (FTE) is as follows:-

Post	Full Time Equivalent (FTE)
Food and health & Safety Manager	0.4
Environmental Health Officer (Pt time)	0.3
Environmental Health Officer (Pt time)	0.3
Technical Officer	0.6
Technical Officer	0.7
Total (FTE)	2.3

- 4.2.3 All Technical Officers are qualified to undertake food safety work. Both officers have the Higher Certificate in Food Premises. The Food and Health & Safety Manager and EHOs are qualified to undertake the whole range of food safety work. When needs arise, the Head of Service is trained to cover food.
- 4.2.4 Support for our service comes from our Technical Support Officer. Currently the level of this support is 0.25 of a full time equivalent.

4.3 Staff Development

- 4.3.1 The Council recognises that there is a need to invest in the continuing development of staff. Each member of staff takes part in a performance and development review at the beginning of the

financial year in order to establish work and performance targets and identify training and development needs.

- 4.3.2 Within the Commercial Team, such development is needed in order to meet the continuing professional development requirements of the Chartered Institute of Environmental Health and more specifically requirements contained in the Food Standards Agency's Code of Practice.
- 4.3.3 All Officers are required to prove competence via the competency framework introduced by the Food Standards Agency. Each officer must attend 20 hours CPD training each year.
- 4.3.4 All necessary training will be undertaken through in house training, formal courses and vocational visits as appropriate. Sufficient resources will be allocated towards such training and the extent of training will be assessed as part of the development review process.

5 SECTION 5: QUALITY ASSESSMENT

5.1 Quality Assessment

- 5.1.1 The work of the team is subject to scrutiny by Members, internal auditors, the Audit Commission, the Food Standards Agency and peer review by other Staffordshire Local Authorities.
- 5.1.2 The following monitoring arrangements are currently in place to assist in the quality assessment of the work carried out by the food team :-
- sample inspection audits
 - customer satisfaction questionnaires
 - sample audits of food files and associated paperwork
 - sample audits during visits
 - sample telephone audits post intervention
 - sample audits post enforcement action being taken
 - performance and development reviews
 - performance monitoring of target response times
 - performance monitoring against targets set down by National Indicators
 - 1:1 meetings with team members
 - team meetings
- 5.1.3 We aim to continue to build on the qualitative aspects of our work and recognise that through the introduction of a new database, the reporting and monitoring of key aspects of our service will improve.
- 5.1.4 In our work programme we will continue to review and improve our documented food procedures required within the Food Standards Agency's Framework Agreement.

6 SECTION 6: REVIEW

6.1 Review against this Service Plan

6.1.1 The process of review will be commenced in March/April each year based on:-

- performance and resources available over the previous 12 months
- responses to feedback from local businesses and the community
- observations from members and the food safety team
- advice and guidance issued by the Food Standards Agency, the Local Authority Co-ordinating Body on Regulatory Services and examples of best practice.

6.1.2 A briefing paper on the previous year's performance against the Food Safety Service Delivery Plan will be submitted to the Regulatory & Licensing Committee in each year in the form of a briefing paper.

6.2 Identification of any Variation from the Service Plan

6.2.1 Quarterly performance figures are produced for our National & Local Indicators through our performance monitoring software 'Pentana'. Regular performance reports are submitted to Committee. Any variances against the Food Safety Service Plan, including resource implication, will be addressed during this process.

6.3 Work Programme and Areas of Improvement

6.3.1 Both a work and improvement programme have been developed as part of this Service Plan, details of which can be found in the tables below.

6.3.2 Work/Improvement Programme 2018-20

Work Activity	Ongoing Work / Improvement Action	Links to Strategic priorities: 1. Vibrant and prosperous economy 2. Healthy and safe communities 3. Clean, green and welcoming places 4. A Council that is Fit for the future				Performance Measures –	Timescales (based on end of reporting years for 2016-18)	Responsibility	Resources (per annum)
		1	2	3	4				
Interventions	To undertake interventions at food premises in accordance with our annual programmes for 2018-19 & 2019-20 Target worst performing premises to improve standards To produce LAEMS return	✓	✓	✓	✓	Annual Programme – 575 interventions approx Monthly target - 60 interventions 100% of all interventions by year end To improve the number % 'Broadly Compliant' Premises and those premises in the 0,1 & 2 category (minimum overall 95% broadly compliant) 97% performance in the 10 day target for turnaround of paperwork LAEMS Return submitted by FSA set deadline	March 2019 March 2020	Commercial Team / FHSM	295 days
	To implement the internal monitoring procedure to monitor consistency of intervention and enforcement.				✓	To check against procedures on monitoring of intervention and enforcement 95% compliance / training needs acted upon if identified	Monthly/March 2020	FHSM	20 days
	To continue with the poor performing business project – providing new advisory interventions to improve FHRS ratings and standards	✓	✓	✓		Increase in higher FHRS ratings for current programmed visits and assessment of sustainability for those taking part in previous years.	Ongoing	Commercial Team / FHSM	15 days
Food & Premises Complaints	To investigate all food and premises complaints	✓	✓	✓		To respond to 97% of all food and premises complaints within 5 working days	March 2019 March 2020	Commercial Team / FHSM	30 days

Work Activity	Ongoing Work / Improvement Action	Links to Strategic priorities: 1. Vibrant and prosperous economy 2. Healthy and safe communities 3. Clean, green and welcoming places 4. A Council that is Fit for the future				Performance Measures –	Timescales (based on end of reporting years for 2016-18)	Responsibility	Resources (per annum)
		1	2	3	4				
Primary Authority	To continue to develop our working arrangements and partnership where we act as a primary authority. Actively seek new partnerships	✓	✓	✓	✓	Identify and approach 4 more businesses to enter into PA agreements.	March 2019 March 2020	Commercial Team / FHSM	40 days
Provision of Advice to Business & other Service Users	To respond to all requests for advice from businesses and service users	✓	✓			To respond to 97% of all requests for advice within 5 working days	March 2019 March 2020	Commercial Team / FHSM	40 days
Food Sampling	To undertake a food sampling programme based around the Central England Food Coordinators Group and the National annual sampling programmes	✓	✓			To take approximately 120 food samples in 2018-19 To take approximately 120 food samples in 2019-20 Review & publicise the Sampling Policy and procedure	March 2019 March 2020 March 2019	Commercial Team / FHSM	30 days
Food Poisoning & Outbreak Investigations	To undertake investigations of all food poisoning or outbreak notifications received	✓	✓			To respond to 97% of all food poisoning or outbreak notifications within 1 working days	March 2019 March 2020	Commercial Team / FHSM	20 days
Food Safety Incidents	To respond to food alerts issued by the Food Standards Agency	✓	✓			To respond to all food alerts received in accordance with guidance issued by the FSA	March 2019 March 2020	Commercial Team / FHSM	5 days
Liaison with Other Organisations	To actively participate on the Central England North Food Coordinators Group	✓	✓	✓	✓	Attendance by a member of the Food Team at 4 meetings	March 2019 March 2020	Commercial Team / FHSM	2 days

Work Activity	Ongoing Work / Improvement Action	Links to Strategic priorities: 1. Vibrant and prosperous economy 2. Healthy and safe communities 3. Clean, green and welcoming places 4. A Council that is Fit for the future				Performance Measures –	Timescales (based on end of reporting years for 2016-18)	Responsibility	Resources (per annum)
		1	2	3	4				
	To actively participate on the local Health Protection Agencies Community Control of Infection Committee and Water Sub Committee.	✓	✓		✓	Attendance by a member of the Food Team at 2 meetings	March 2019 March 2020	Commercial Team / FHSM	2 days
	To obtain feedback from businesses and the local community to allow for the better understanding of how well our service works	✓	✓		✓	99% positive feedback about our food safety service	March 2019 March 2020	Commercial Team / FHSM	2 days
	To support National Food Safety Week in 2018 & 2020	✓	✓		✓	Publicity & Press Releases	June 2018 June 2019	Commercial Team / FHSM	3 days
	To provide Foundation Level 2 Food Hygiene Training or its equivalent	✓		✓	✓	5 Courses in 2018-20 Pass rate 100%	March 2020	FHSM	5 days
Food Safety Promotion & Education	To review documented procedures for food safety and train officers in their implementation				✓	Completion of procedures review and implement updates	March 2020	FHSM	5 days
	All officers undertaking food safety work to have received at least 20 hours training in relevant subject areas	✓	✓	✓	✓	Completion of 20 hours of training	March 2019 March 2020	Commercial Team / FHSM	10 days
	To identify and fully implement a new back office system				✓	Full back office line of business system implemented.	March 2020	FHSM	30 days

Work Activity	Ongoing Work / Improvement Action	Links to Strategic priorities:				Performance Measures –	Timescales (based on end of reporting years for 2016-18)	Responsibility	Resources (per annum)
		1. Vibrant and prosperous economy	2. Healthy and safe communities	3. Clean, green and welcoming places	4. A Council that is Fit for the future				
		1	2	3	4				
Additional Work in Food Safety	Carry out internal audits in-line with the Central England North Food Liaison Group programme	✓	✓	✓	✓	Completion of 2 audits in March 2019-20	March 2019 March 2020	FHSM	5 days

REFERENCES

- 1 Framework Agreement on Local Authority Food Law Enforcement 2004 (as amended)
- 2 Food Standards Agency Strategy Plan for 2015 - 2020
- 3 Lichfield District Council - Strategic Plan 2016-2020
- 4 Food Standards Agency - Food Safety Act 1990 - Code of Practice & Practice Guidance Notes (2017)
- 5 Lichfield District Council's Regulatory Services, Housing & Wellbeing Enforcement Policy 2015, updated 2017
- 6 PHE WM Centre Outbreak Control Plan 2017
- 7 Annual report on UK local authority food law enforcement, 1 April 2016 to 31 March 2017, FSA
- 8 Equality Statement 2017, Lichfield District Council published 31st January 2017

Commercial Team

Food and Health & Safety Manager
(1.0)

**Food and Safety Commercial
Team**

Environmental
Health Officer
(0.5)

Environmental
Health Officer
(0.5)

Food Safety
Officer
(1.0)

Food Safety
Officer
(1.0)

Technical
Support Officer
(0.8)

Appendix 2 - Committee Structure & Food Safety Reporting

Lichfield District Council Portfolio Chart



Last updated: 18 October 2017

Appendix 3 - Useful Contacts

Lichfield District Council Regulatory Services, Housing & Wellbeing Food Safety Team Council House Frog Lane Lichfield WS13 6ZE	Tel:- 01543 308000 Out of Hours Tel:- 01543 254 213 E-mail:- food.safety@lichfielddc.gov.uk Web address:- www.lichfielddc.gov.uk
Lichfield District Council Council House Frog Lane Lichfield WS13 6ZE	Tel:- 01543 308000 E-mail:- enquiries@lichfielddc.gov.uk Web address:- www.lichfielddc.gov.uk
Food, Water and Environmental Microbiology Laboratory London Public Health England 61 Colindale Avenue London NW9 5EQ	Tel:- 0208 327 6548 / 6550 / 6551 https://www.gov.uk/guidance/london-food-water-and-environmental-laboratory-services-takes E-mail address:- fwem@phe.gov.uk
PHE West Midlands 6th Floor 5 St Philip's Place Birmingham B3 2PW	Tel:- 0344 225 3560 E-mail address:- phebirmingham@heartofengland.nhs.uk Web address:- https://www.gov.uk/government/organisations/public-health-england
Staffordshire County Council Consumer Services Trading Standards 57-60 High Street Burton upon Trent DE14 1JE	Tel:- 03454 040506 E-mail address:- businessadvice@staffordshire.gov.uk Web address:- www.staffordshire.gov.uk/trading
Food Standards Agency Local Authority Enforcement Division Aviation House 125 Kingsway London WC2B 6NH	Tel:- 020 7276 8000 E-mail address:- helpline@foodstandards.gsi.gov.uk Web address:- www.food.gov.uk

Appendix 4 - Performance Indicators for our food safety service

	2014-15		2015-16		2016-17		2017-18	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
LEH7(a) No. of food establishments inspected in the last month that were broadly compliant		408		420		457		194 at Dec 17
LEH7(b) No. of food establishments inspected that were not compliant		60		40		49		37 at Dec 17
LEH7(c) Total number of food safety inspection visits made		558		527		527		295 at Dec 17
LEH7(d) % all food establishments within the District which are broadly compliant - moving figure (monthly).	97%	94.04%	97%	95.43%	97%	94.89%	97%	94.97 at Dec 17
% of reports sent within 10 working days of intervention	Not recorded						97%	Unavailable until March
LEH7(e) Total number of new food premises that have started up since the last month		109		80		105		124 at Dec 17
LEH7(f) No of new food premises start ups in the last month which have been provided with regulatory advice that achieve 4* or above	75%	77.58% 65	75%	74.12% 30		83.06% 27		72.22% 21 at Dec 17
LEH7(o) Food Safety Simple Cautions		0		0		0		1 at Dec 17
LEH7(o)(i) Food Safety Written Warnings		300		284		343		175 as at Dec 17
LEH7(p) Food Safety Legal Proceedings		0		0		0		0
LEH18(a) Shift in Compliance - Number of premises improving from 0, 1 & 2 to 3 or above rating	Overall improvement 60 %	70% 26	Overall improvement 60%	39		27		13 at Dec 17
LEH18(b) Shift in Compliance - Number of premises falling into the lower 0, 1 & 2 rating		20		21		35		22 at Dec 17
Satisfaction of business with local authority regulation services (NI 182)	99%	99%	99%	100%	99%	Unavailable	99%	Unavailable until March
% of premises inspected of those due	100%	99.27%	100%	99.62%	100%	99.38%	100%	Unavailable until March

Appendix 5 - A Breakdown of Net Expenditure for Food Safety by Activity from 2015 to 2020

			Forecast		
	Budget	Budget	Budget	Budget	Budget
	2017/18	2018/19	2019/20	2020/21	2021/22
	£	£	£	£	£
Expenditure					
Employees	190,410	189,010	191,400	193,370	195,360
Transport	5140	5140	5140	5140	5140
Supplies and Services	4830	4860	4900	4940	4980
Overheads	105,590	107,560	108,680	107,590	88,050
Total Expenditure	305,970	306,570	310,120	311,040	293,530
Income					
External Sources	3,500	3,500	3,500	3,500	3,500
Internal Recharges	26,810	26,810	26,810	26,810	26,810
Total Income	30,310	30,310	30,310	30,310	30,310
Net Expenditure	275,660	276,260	279,810	280,730	263,220