

Food Safety Service Delivery Plan

Cabinet Member for Legal and Regulatory Services

Date: 25th February 2020

Agenda Item: 5. Food Service Delivery Plan

Contact Officer: Fiona West / Gareth Davies

Tel Number: 01543 308744 / 308741

Email: Fiona.west@lichfielddc.gov.uk

Key Decision? YES

Local Ward Members All Wards



REGULATORY AND LICENSING COMMITTEE

1. Executive Summary

- 1.1 It is essential the delivery of Food Safety enforcement is undertaken in an approved and regulated manner in compliance with Government requirements.
- 1.2 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.
- 1.3 The Food Safety Service Plan for 2020-22 is detailed in **Appendix A** for consideration and approval.
- 1.4 The areas of work we intend to deliver and improve upon in 2020-22 includes:-
 - The undertaking of approximately **800** interventions in food premises, which includes routine inspections, revisits, advisory visits and sampling visits etc.
 - To improve the percentage of broadly compliant premises in the District
 - To improve the poorer performing businesses with 0,1 & 2 Food Hygiene Ratings through support, advice and regulation
 - Dealing with complaints, requests for advice, food alerts and infectious disease control
 - Carrying out food sampling in line with national and cross regional sampling plans and locally determined high risk priorities
 - To enhance food allergen awareness in food premises by delivering advice interventions during routine inspections as well as working alongside Staffordshire Trading Standards to implement the Staffordshire Allergen Enforcement MoU.
 - To further develop our existing '**Primary Authority**' relationships by enhancing the work we undertake with our business partners.
 - To pilot a commercialised project to provide tailored support to poor performing businesses to enable them to improve food safety compliance.
- 1.5 The **main changes** to how the food safety service has operated in comparison to previous years are:-

Rate My Place – Lichfield District Council along with all the other Staffordshire authorities will no longer operate the Rate My Place scheme through ratemyplace.org.uk but will instead focus on delivering one set of accurate data on food hygiene ratings to the National Food Hygiene Rating Scheme which is overseen by the Food Standards Agency through the website www.ratings.food.gov.uk.

Performance Indicators – there will be a slight change in the way we report the % of broadly compliant and non-compliant businesses. This is to mirror the way that the Food Standards Agency report on data provided by this Authority within the annual report on Local Authority Food Law Enforcement.

The reason for the change is to give a better over view of the service performance in comparison with the national averages and to be more consistent with the central competent authority for food safety.

2. Recommendations

- 2.1 To recommend the Regulatory & Licensing Committee consider and approve the Food Safety Service Delivery Plan for 2020-22

3. Background

- 3.1 The delivery of our food service helps protect and improve the public health of those living and visiting our District in connection with the consumption of food and to protect the interest of consumers.
- 3.2 The Food and Health & Safety Team is responsible for delivering all the Authority's Food Safety Service as relevant to a District Council. This includes:-
- programmed and intelligence led 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
 - 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 existing approved premises as well as granting new approval applications.
 - consideration of the environmental aspects of planning and licensing applications in food premises
 - 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 priorities.
 - imported food control
- 3.3 All the officers who deliver services within our Food and Health and Safety 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.
- 3.4 In November 2019 it was identified that there were significant technical failures with the software that operates the Rate My Place website. This led to loss of the safeguard measures that have to be in place to protect the data and how it is displayed resulting in a formal complaint about the authority to the Food Standards Agency. The website was temporarily fixed by a specialist contractor but it became clear that the software required significant development which would come at a disproportionate cost. The partners considered the following options 1) significantly increase the fees to offset the development costs and agree a new ongoing maintenance budget or 2) cease using Rate My Place and individually upload directly to the National Food Hygiene Rating Scheme. Unable to commit to the additional funding and in consideration of the fact that that inputting the data onto Rate My Place creates more duplication and is more resource intensive then the alternative, they collectively chose to withdraw from the Rate my Place scheme and close down the website.
- 3.5 The website is scheduled to close on 31st March 2020 after which all food hygiene rating information for food business in the District will be found on the national food hygiene rating website or mobile app. This authority is in the process of working with the partners alongside the Food Standards Agency to adapt their reporting systems to enable direct uploads of food hygiene rating information to the national portal.

Alternative Options	<ol style="list-style-type: none"> 1. Alternative options were not pursued. We are obliged to meet the requirements of the Food Law Code of Practice which sets out how we should carry out food safety interventions and enforcement. 2. We could choose not to have a plan but this is a requirement of the Food Standards Agency (FSA) as part of its national 'Framework Agreement on Local Authority Food Law Enforcement'.
Consultation	<ol style="list-style-type: none"> 1. Regular feedback about our service is received from our stakeholders through customer satisfaction surveys, comments during and after inspections and through emails or letters sent to the service. 2. The Plan has been developed taking into account this feedback and will be publicised on our website. Comments are welcomed and are considered during the following years planning process.
Financial Implications	<ol style="list-style-type: none"> 1. There are no additional implications. Appropriate financial provision for Food Safety enforcement work is provided within the current Budget for the Food Safety Service. 2. The Financial expenditure for the Food and Health Safety Team is outlined in the Service Delivery Plan.
Contribution to the Delivery of the Strategic Plan	<ol style="list-style-type: none"> 1. The proposals set out in the report support and contribute to the themes and aims set out in the District Council's Strategic Plan 2020 -2024 in the following way: - 2. Enabling People – by carrying out interventions that are prioritised by risk, providing help and support to consumers to protect health and promote healthier lifestyles, working towards increasing the overall compliance of food businesses thereby protecting food consumers within the District. 3. Shaping Places - Ensuring that adequate provisions are in place for Waste management within food businesses, supporting events where food plays a major role to help protect the Districts growing reputation for providing food events. 4. Developing Prosperity - providing support to 'start up' food businesses in the form of advisory visits, implementing a consistent, proportionate and fair approach to enforcement, supporting improvement in non-complaint food businesses to help them improve their reputation and appeal to customers. 5. A Good Council – by demonstrating how we will implement the proposed action plan and demonstrating our performance through measurable targets.
Equality, Diversity and Human Rights Implications	<p>We will protect the rights of individuals and businesses by:-</p> <ul style="list-style-type: none"> • 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. • a consistent, proportionate and fair approach to enforcement across the District.
Crime & Safety Issues	<ol style="list-style-type: none"> 1. By carrying out functions around food safety we hope to protect the public health of those living in our community and the interests of consumers in connection with the consumption of food. This will impact positively on our duty to prevent crime and disorder within the District (Section 17 of the Crime and Disorder Act, 1988).

GDPR/Privacy Impact Assessment	1. The Food Service Delivery plan has no direct impact on GDPR. 2. The service handles some sensitive information but in a compliant manner.
-----------------------------------	---

	Risk Description	How We Manage It	Severity of Risk (RYG)
A	Failure to implement plan because of changes in resource requirements.	Continually monitor performance and resource levels	Green (tolerable)
B			
C			
D			
E			

Background documents
n/a all relevant information is found within the service plan

Relevant web links
Not yet on website