



**Stafford**  

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**BOROUGH COUNCIL**

**FOOD SAFETY SERVICE PLAN 2007/2008**

## INTRODUCTION

Stafford Borough Council, in accordance with the Food Standards Agency's Framework Agreement on Local Authority Food Law Enforcement have submitted this Service Plan to the Council's Cabinet via the Cabinet Member for the Environment. The Environment Scrutiny Committee will have the opportunity to scrutinise the plan. When approved the plan will be published on the Council's website. Once approved it will form the basis for the provision of food law enforcement services in the year 2007/2008.

The plan is produced in the form recommended by the Food Standards Agency and covers, in detail:

- The aims and objectives of the service provided.
- The organisational structure for and a 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.
- The ways in which the service will be reviewed and improved upon.

The Commercial Section intend to begin the review of this Food Safety Service Plan in February 2008 and would like to receive, 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 have therefore been distributed to the Chamber of Commerce and also have been posted on our website with a view to any observations and comments being taken into consideration when producing next year's plan.

Comments, observations and suggestions for improvements can be sent for the attention of Mr Robert Simpson, Principal Environmental Health Officer, Commercial Section, Environmental and Health Services, Stafford BC, Civic Centre, Riverside, Stafford, ST16 3AQ or by e-mailing him at [rsimpson@staffordbc.gov.uk](mailto:rsimpson@staffordbc.gov.uk) or by fax on 01785 619319.

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Appendix 1

Work plan

## FOOD SERVICE PLAN

### 1 SERVICE AIMS AND OBJECTIVES

#### 1.1 Mission Statement

“To protect the public health of residents and visitors to Stafford Borough from risks which may arise in connection with the consumption of food.”

#### 1.2 Aims And Objectives

The primary aim of the Commercial Section in relation to food safety is to ensure, as far as possible that the food consumed and/or produced within Stafford Borough is safe to eat and will not cause injury or disease. The primary means of achieving this aim is by promoting good food safety standards within the commercial food businesses within the area and by the provision of advice and information and the appropriate use of enforcement action. In particular we will

- Ensure that food is handled and produced hygienically and processed safely.
- Prevent foreseeable incidents of food poisoning or injury as a consequence of consumption of food.
- Perform the Council's statutory duties in respect of Food Safety.
- Secure the control of communicable disease to reduce preventable ill health and injury and promote healthier lifestyles.

#### 1.3 How do we achieve these aims?

- By maintaining a food premises register and by inspecting all food premises at a minimum frequency as determined by the Code of Practice and in accordance with the requirements of the Food Safety Act 1990, and by taking appropriate action to ensure compliance with legal requirements.
- By licensing or approving food premises where necessary.
- By investigating all complaints relating to food or food hygiene at food premises within the Borough.
- By participating in the Staffordshire Food Group/Department of Health/LACORS/EEC Bacteriological Food Sampling programmes.
- By promoting the Chartered Institute of Environmental Health Level 2 Food Hygiene course and other accredited courses that will assist businesses in complying with food hygiene requirements.
- By promoting the Smoke-free Staffordshire Awards.
- By promoting the Food Standards Agency Safer Food Better Business risk assessment scheme.
- By investigating cases, or suspected cases of communicable disease, or food poisoning to identify the source of infection and to prevent it's spread.
- By promoting healthy eating and promoting the Stafford Borough Council Heart of Stafford Award Scheme and Young Heart of Stafford Award.

- By promoting “Water in the workplace” and “water is cool” in school
- By providing information and advice to consumers and food business on food safety and infection control.
- By the provision of a computer system capable of receiving food hazard warnings from the Food Standards Agency and by taking appropriate action on receipt of food hazard warnings to minimise risk to public health and the consumption of unsafe food.

#### 1.4 Links to Corporate Aims and Plans

1.4.1 The Borough Council has agreed a vision for the area, which provides links between the Council’s priorities and the provision of services.

Our vision is to **"lead a community and Borough which is prosperous, safe, healthy, clean and green."** In order to achieve this vision, four key priorities were identified. These are:

- Prosperity for All
- Cleaner, Greener, Safer Communities - “To create an attractive environment in which our community feels safe
- Health and Wellbeing - “To improve the health and wellbeing of citizens and communities”
- Leading and Delivering for our Community - “To be considered a high performing council which champions the needs and aspirations of its community in a local, regional and national setting”

The individual priorities enable this service to set out a work programme for achieving the corporate aims and our own service priorities. The following relate to the Food Safety Service:

##### Prosperity for All

“To promote economic and social regeneration to improve the quality of life for our community”

- Provide business investment and support for new and existing enterprises in the Borough

##### Cleaner, Greener, Safer Communities - “To create an attractive environment in which our community feels safe

- Make Stafford Borough a safer place
- Promote sustainable development
- Enhance the built environment
- Promote healthy living across the Borough

Health and Wellbeing - "To improve the health and wellbeing of citizens and communities"

- Promote healthy living across the Borough

Leading and Delivering for our Community - "To be considered a high performing council which champions the needs and aspirations of its community in a local, regional and national setting"

- To work in partnership for the benefit of our community

1.4.2 The Food Safety Service plan is the business plan for the Food Safety service, which sets out individual targets, and the system for measuring, monitoring and comparing performance.

1.4.3 As well as the national performance indicators and targets for the service, a number of local management targets are included in the annual service plan, progress of which is reported to elected members through the appropriate Scrutiny Committee.

1.4.4 Best Value Service Reviews: -

The Food Safety service received a review during the year 2001/2002 as part of the review of the core functions of Environmental Health (not including Housing). An action plan was produced, and has been fully incorporated into this service plan.

1.4.5 Complaints about the Service

The Authority has a documented corporate complaints procedure, which requires that any complaints about the Service and any action taken must be recorded. A summary leaflet outlining the procedure has been printed and copies are readily available to the public and to businesses from the Council's public reception points and website.

## 2 BACKGROUND

### 2.1 Profile of the Local Authority

Stafford Borough Council is situated to the north of the West Midlands conurbation and to the south of the area commonly known as the Potteries. It is a mixed urban/industrial and rural area covering 59,705 hectares with a resident population of approximately 120,000. Stafford town with a population of approximately 56,000 is the centre; with other significant areas of population being Stone and Eccleshall.

In the last 25 years the Borough has seen a rapid expansion of housing as it has proved to be attractive to people prepared to travel to the urban areas to the north and south for employment. The borough is close to two major motorway junctions

providing access to international airports. The borough is a major manufacturing, distribution and services centre for Staffordshire with 25.3% of the workforce engaged in these trades. The traditional industries of Engineering have been in decline in recent years, and shoe making has disappeared. Staffordshire County Council has its administrative centre in the town and together with Areva, Staffordshire University and the Army at MOD (Stafford) are now the major employers. The Borough Council has been successful in its bid for SRB6 funding in order to develop the area as a centre for Renewable technologies and to develop Computer technologies.

Stafford has a relatively low deprivation scoring on the DTLR index being 234th out of 354 local authorities. The proportion of residents describing themselves as from a BME background - black and minority ethnic group - is small at less than 1.68%.

## 2.2 Organisational Structure

The Borough Council comprises 59 Councillors who are elected every 4 years. The make up of the Council is 40 Conservative, 13 Labour, and 6 Liberal-Democrat/Independent Councillors.

The Council has appointed a Leader, and approved 5 portfolios, which have corresponding scrutiny committees. Each of the portfolio holders is a member of the Cabinet. The portfolio holder for Environment is responsible for all Environmental Health functions, and this includes the food safety service. The Environment Scrutiny Committee oversees decisions taken by the Cabinet member for Environment.

The Council's senior management structure reflects the present democratic arrangements and provides specific support for the Cabinet and Scrutiny committees. The Council's Chief Executive and its two Strategic Directors have responsibility for ensuring that the strategic role of the Authority is undertaken, that the Scrutiny Committees are supported and that cross cutting issues are effectively addressed.

Operational services are managed by 11 Heads of Service, who together with the Chief Executive and Strategic Directors comprise the Corporate Management Group.

Management responsibilities for the Food Safety Service are through the Head of Environment, through the Environmental Health Manager to the Principal Environmental Health Officer (Commercial).

Environmental and Health Services provides many services to both residents and businesses within the Stafford Borough Council area. The Commercial Section is part of Environmental and Health Services and is responsible for the food safety function.

The Commercial Section consists of five Environmental Health Officers headed by a Principal Officer, who all hold the Certificate of Registration from the Environmental Health Officers Registration Board. Each Officer has a district and a specific area of expertise within the food safety function. The Principal Officer has day-to-day

managerial responsibility for the Section. However, the Lead Officer for food safety is the Environmental Health Manager.

A post of Health Promotion Officer is located in the Section.

An Organisational chart showing the Structure of the Section is attached to the plan.

One fulltime and two part time clerical assistants assist the section as part of their general support to the Environmental and Health Services. Their role is to: -

- To provide an efficient and caring first contact with members of the public.
- To provide ancillary clerical support.
- To receive as the main customer point for the section, complaints and service requests directed to the Service and to process them in accordance with Service instructions.
- To process the goods/services provided by the section through the debtor system.
- To process orders and invoices for goods, services and materials as required through the creditor system.
- To carry out administrative duties relating to the infectious disease and food hygiene training function of the Section.
- To help compile and to co-ordinate the preparation of statistical information.
- To carry out administrative duties' relating to the service of statutory notices.
- To receive all fees and charges paid into the Section.

The Public Health Laboratory Service (PHLS) and Staffordshire County Council, County Analyst undertakes microbiological and chemical analysis of food for the Authority.

### 2.3 Service Scope

Officers within the Commercial Section deliver the Food Safety Function.

The Commercial section delivers a wide range of services: -

- Licensing consultations including Liquor Licensing
- Food hygiene inspections of premises handling, preparing, storing, distributing and selling food for human consumption; based on risk assessment of the business activity, which will dictate the frequency of visits
- Food hygiene training and advice
- Investigation of complaints regarding food sold or prepared within the Borough,
- Investigation of food premises complaints,
- Voluntary surrenders and condemnation of food to prevent it from entering the human food chain
- Responding to Food Standards Agency Food Hazard Warnings
- Food sampling
- Maintaining a register of food businesses

- Infectious disease control
- SFBB training in association with Rodbaston College

In addition the section also has the following non-food related responsibilities

- Noise complaints from food premises
- Pollution complaints from food premises
- Health promotion, and supporting local health improvement programmes
- Health and Safety at Work enforcement and advice in food premises.

#### 2.4 Service Demands

The Stafford Borough Council area contains 1090 food premises as at 1 April 2007. This number fluctuates as new premises open and others cease trading. This generates an inspection programme of 549 inspections for 2007/2008 (compared with 558 inspections planned for 2006/07 of which 522 were carried out (87.29%); this does not include 36 inspections rolled over from 2006/07. The area contains one large manufacturer in Premier Brands and a number of large chilled and frozen food warehouse operators and 2 Motorway Service stations.

Premises category	No. in category	Inspection Frequency (months)	Target 04/05	Target 05/06	Target 06/07	Target 07/08
A	11	6	80%	83%	83%	83%
B	116	12	80%	83%	83%	83%
C	562	18	80%	83%	83%	83%
D	186	24	80%	80%	80%	80%
E	215	36	80%	80%	80%	80%
Total	1090					

There are presently 19 un-rated premises.

The inspection profile for 2007/2008 is as follows: -

Premises category	No. in category
A	24
B	105
C	292
D	72

E	56
Total	549

The estimated reactive workload associated with the Section in 2007/08 includes 500 requests for service and 300 notifications of Infectious Disease. It is estimated that for 2007/08 that these figures will show a slight increase for service requests.

The number of food complaints received in 2006/07 was 55. It is estimated that in 2007/08 that this figure will remain constant.

The number of complaints received about premises in 2006/07 was 108. It is estimated that in 2007/08 that this figure will remain constant.

The operational base of the food safety service is the Council's Civic Centre, Riverside, Stafford ST16 3AQ, which is open Monday to Thursday 8.30am to 5.00pm, and Friday 8.30am to 4.30pm. The Council has introduced a call centre, which will operate to 8.00pm on weekdays only.

Complaints may also be received at some of the Council's other facilities, eg.

Stone Area Housing office

Requests for service can also be made by fax, and the Officers of the Commercial Team can also be contacted by individual e-mail.

The Commercial Team has also a number of pages on the Website [www.staffordbc.gov.uk](http://www.staffordbc.gov.uk)

An out of hour's service also operates for food poisoning outbreaks and Food Hazard Warnings. Requests for other services can also be left with the central control operator for the attention of the Commercial Section the next working day.

Whilst the area has a significant proportion of restaurants, takeaways and general stores operated by proprietors from the ethnic minorities, language difficulties are not a significant problem. Due to the fact that food businesses are open in the evening and at weekends the section's officers work both evenings and weekends.

Factors likely to have a major impact on service delivery this year include: -

- Implementation of a new CRM (Customer Relationship Management) system and EDM (Electronic Document Management) system for Environmental and Health Services
- Hampton report implications
- Job evaluation
- Consolidating the 'Safer food, better business' element of the new European Council Regulation 852/2004 that applied from 1 January 2006.
- Introducing the smoking prohibition in food premises.
- Introducing a web based scores on the doors scheme.

## 2.5 Enforcement policy

The enforcement policy, which has Cabinet approval and has been widely advertised. The existing Policy incorporates the guiding principles laid down in the following documents: -

- The Food Safety Act Codes of Practice
- LACOTS Guidance On Food Hygiene Inspections June 1993
- LACOTS Food Hygiene Risk Assessment July 1995
- Lacots Food Safety Hazard Analysis July 1997
- Cabinet Office Enforcement Concordat
- European Council Regulation 852/2004

All Officers have been trained in the application of the policy and the graduated approach to enforcement.

### 3 SERVICE DELIVERY

#### 3.1 Premise Inspections

Stafford Borough Council carries out its inspections in accordance with the Code of Practice and has produced detailed guidance during the current year as part of its Documented Management Procedures. Category F premises have been reassigned and work is currently being developed to introduce self-regulation for category E premises.

The Stafford Borough Council area contains 1090 food premises as at 1 April 2007. This number fluctuates as new premises open and others cease trading. This generates an inspection programme of 549 inspections for 2007/2008, this excludes roll over inspections from 2006/2007 of 36 inspections.

Re-visits will be required for compliance with notices and serious contraventions. The pilot scheme to reduce the number of revisits by issuing a self-certification letter to be sent out with all reports of visit has been integrated into working practice.

The Commercial Section will endeavour to undertake all of the inspections programmed for the year, but it is accepted by the Council that this depends on other reactive duties required. It is intended that the percentage of category A to C premises inspected will be 83%, and the percentage of category D to E will be 80%.

In addition to visits undertaken as part of the risk assessment programme, inspections are also undertaken in respect of: -

Complaints regarding food business operations  
Enquiries and requests for advice from food business operations  
Investigation of unsatisfactory sampling results  
Transient stalls and mobiles  
New business operations  
Visits in connection with new or transfers of Liquor licences  
Planning applications.

The local performance indicator requires 90% of complaints about food premises to have an initial response time of 2 working days.

Resources necessary for food premises inspections in 2007/08 are estimated to be 3.62 FTE qualified officers.

To accommodate inspection of high-risk food premises all officers have access to the following: -

- The LACORS website, publications and seminars
- The Food Standards Agency website, publications and seminars
- Butterworth's Food Safety Services (CD)
- Barbour (CD and web based)
- Internet access

### 3.2 Food Complaints

The section received 55 food complaints in 2006/07, and therefore it is estimated that the number for 2007/08 will be of the same order. All complaints are investigated in accordance with the Food Safety Code of Practice. The Commercial Section has produced detailed guidance as part of its Documented Management Procedures. A local performance indicator requires an initial response time of 2 working days for 90% of complaints.

### 3.3 Home Authority Principle

Stafford is committed to maintaining good relationships with businesses for which it acts as home or originating authority. Additional time is allowed during inspections to provide all necessary advice. In particular, Stafford is committed to forming Home Authority Partnership Agreements with interested businesses. This commits Stafford to extra audit visits and support. Requests for investigations by other local authorities, in relation to food complaints arising from food produced in Stafford, will be fully investigated in partnership with the business concerned, with a view to ascertaining the cause of the complaint and preventing a recurrence. Full reports are provided to the authorities concerned. This Authority is the Originating Authority for one large dried milk product producer, which has presented the Commercial Section with some demand to answer enforcing Authority queries. However, as the business is well managed and problems are infrequent, this workload is small. The Authority is forming strong links with Staffordshire County Council Social Care and Health Directorate and School County Catering in order to develop the Home Authority Principle with them.

The Service's documented food sampling policy and current sampling programme provided for routine food sampling from all the major food manufacturers in the District, with a view to providing further support and assistance.

### 3.4 Advice to Business

This area of work received detailed scrutiny in the best value review during 2002/2003. It was decided to transfer all food hygiene training to an external training provider as part of a public/private partnership.

Planning and Building Regulations applications relating to Food Businesses are examined and where appropriate applicants contacted to seek further information and to provide advice. Consultative advice was issued to the Council's planning department and to developers with regard to planning applications for food businesses.

A pack has been developed to give to all potential new food businesses.

### 3.5 Food Sampling

The section operates its Sampling programme in full co-operation with the Staffordshire Food Safety Liaison Group. A Sampling programme is set annually and consulted on to reflect national and local priorities. In addition, the Team co-operates with LACORS, FSA and PHLS programmes as and when requested.

The section uses Staffordshire Public analyst (NAMAS approved) Laboratory for chemical and foreign body analysis and the Public Health Laboratory in Stoke for microbiological samples.

The section has portable refrigeration equipment for the transport of samples to PHLS Stoke for bacterial analysis and the County Analyst Staffordshire County Council for chemical or foreign body analysis; both are accredited under the United Kingdom Accreditation Services (UKAS) to undertake this work. New temperature logging equipment was purchased in 2001/02 to ensure consistency across Officers and to comply with the Food Safety Code of Practice on Sampling.

During 2006/07 159 samples were taken. It is intended to maintain this level of sampling for 2007/08. Of these samples 20 were found to be unsatisfactory.

### 3.6 Control and Investigation of Outbreaks and food related Infectious disease

The section operates its infectious disease investigation policy in accordance with the protocol devised by Staffordshire Control of Infection Committee in 2002 as revised. During 2006/07 the Commercial team received 258 notifications. It is estimated that this figure will not change for 2007/08. The investigation of cases of Infectious disease is subject to a local performance indicator of 100% initial response in 1 day.

The section has close links with the CCDC employed by the Health Protection Agency.

### 3.7 Food safety incidents

Food Incidents and Hazard Warnings are dealt with in accordance with the Code of Practice. The Service is linked to the EHC net and measures are in place to ensure all warnings are notified to the appropriate Manager and/or Principal Officer. All incidents are noted and the Commercial Section's response recorded.

### 3.8 Liaison with other organisations

The Section will liaise with other agencies and other local authorities to ensure consistency of enforcement and sharing of best practice. The Section will liaise with originating/home authorities to ensure consistency of application of food hygiene legislation'.

The section is represented on the Staffordshire Food Safety Liaison Group and the Staffordshire Chief Officers Group. The Food Group is very active and in the past three years has developed Peer Review Audits, Service Benchmarking, Consistency Exercises, Customer satisfaction Surveys and an Enforcement Strategy on Hazard Analysis. A sub-group for the co-ordination of sampling has been formed and this authority is represented.

The Group has an Annual Work plan under continuous development and review. This plan for 2007/08 included the following activities: -

- Development of a co-ordinated training provision
- Inter-Authority auditing
- A programme of food safety exercises and workshops for continuing development
- A co-ordinated approach to customer satisfaction surveys
- A consistent approach to enforcement
- Benchmarking activities.

The Section helps with the training of the Public Health Registrars to give an insight into the work of the Commercial Team.

The Council is represented by the Principal Environmental Health Officer on the Community Control of Infection Committee and its Water Sub Committee.

The section has by its very nature a wide range of tasks and responsibilities. A considerable amount of liaison takes place with a variety of public bodies: -

- Staffordshire County Council
- Neighbouring District Councils
- Various government departments inc. Department of Health, DEFRA, Home Office
- South Staffordshire PCT
- Public Health Laboratory Service
- Ofsted
- HPA

### 3.9 Food safety promotion

The Section is committed to food safety health promotion work with a view to making health interventions which will raise awareness of health issues in relation to food and which will influence and inform decisions on food safety, with a view to reducing the incidence of food poisoning. Therefore, the Section is able to demonstrate an innovative range of activities that had been developed and implemented to promote food safety, with the focus clearly aimed at achieving a measurable reduction in levels of food related illness and improvements in the diets of the residents. Health promotion projects are often long term and therefore continue from one financial year to the next.'

The section participates in local and national campaigns such as Food link's Food Safety week. Additionally, a Christmas sampling and promotion campaign is organised, as are a number of other seasonal campaigns such as Barbecue safety and, holiday safety. Talks are also given to business groups and social groups in the Borough. A new Young at Heart of Stafford Award scheme will be launched in 2006 to compliment the existing Heart of Stafford Award scheme.

Regular educational/advisory work with local schools, community groups and charities.

Regular articles on food safety and the work of the Service appear in Spotlight the Authority free newspaper, which is distributed throughout the Borough.

A food newsletter (Feeders Digest) for food businesses in the area is produced twice a year.

The "Water is Cool" and "Water in the Workplace" initiatives were launched in 2003, and continue to run.

Involvement in a number of food-linked activities also takes place in conjunction with the LA 21 Officer: -

- School/farm link
- Allotment mentors
- Farmers' markets
- Community orchards
- Local food directory

The Service will work with other interested agencies in the area, including South Staffordshire Primary Care Trust (PCT) and Staffordshire County Council to develop a Food and Health Strategy. It was envisaged that this initiative would provide a broad framework for a range of related activities and the means by which they could be linked and co-ordinated.

Officers will provide Day to day advice to business during the course of their enforcement duties and in response to enquiries from businesses in their respective areas. For specific advice related initiatives, individual officers are allocated lead officer roles.

Officers provide training to summer play scheme organizers. “ I’m in the process of booking training for our play scheme staff and was wondering if you would be available again this year. All the feedback from last years sessions were very positive and from our point of view fit well into the training.”

Officers also will work with Staffordshire University to provide advice to students.

### 3.10 Work Plan

Appendix 1 shows the key service tasks for 2007/08 together with their impact on the Borough Council policy themes, Best Value Performance Plan targets and the Services objectives. These include measures: -

- To improve the consultation process
- To implement a continuous improvement plan
- To continue to respond to the results of the Best value review
- To provide appropriate training to enable all staff to deliver a first class service
- To address the requirements of Choosing Health

#### Long-range plan

- The objectives of the section are to meet the FSA targets for the inspection of food premises and to meet the Council’s performance review targets
- To update, develop and implement the procedure and policy manuals to cover all areas of the Section’s work
- Provide the appropriate training to staff to reflect changes in food safety legislation or commercial methods of operation so as to ensure staff are able to meet the challenges of delivering a modern and effective food safety service.

## 4.0 RESOURCES

It is estimated that the work programme can only be achieved with existing resources. However the introduction of any further legislation will require the necessary input of resources.

### 4.1 Financial allocation

The financial position of the Food Safety service for 2007/08 is as follows: -

Expenditure	Total Budget (£)
Employee costs	257,830
Travel costs	27,750
Supplies and services and sampling	18,010
Income	(1,230)
Total	302,360

## Computer System

The FLARE provides a premise based computer system, which allows effective recording of service requests and of other activities.

## 4.2 Staffing allocation

The organisational chart of the Commercial Section shows 7 operational Staff

1x Environmental Health Manager  
1x Principal Environmental Health Officer

4x Environmental Health Officer  
1x Health Promotion Officer

Taking into account all the services provided by the team it is estimated that the FTE to the Food Safety Service in 2007/08 is 3.62. This resource has been sufficient to meet inspection targets for 2006/07.

## 4.3 Staff Development Plan

Staff training is co-ordinated by the Human Resources. Following annual appraisals, staff development plans are produced for each member of staff.

Continuous professional development is a requirement for professional Environmental Health staff. The Section is committed to ensuring that all staff receive suitable and appropriate training.

This is provided by:

- In-house training and cascade training course
- Short external courses and conferences
- Monthly team meetings with agendas and minutes
- Monthly team briefs from the Service Team brief
- Annual review and development discussions to produce a personal development plan
- Post course discussion and evaluation

## 5 QUALITY ASSESSMENT

The quality of service provided by the Commercial Section is assessed by: -

- Monitoring performance against targets detailed in Stafford Borough Council's Best Value Performance Plan for food premise inspections and responses to requests for service.
- Monitoring actual working practice against procedures and protocols for: -

- Inspection of food business.
  - Investigation of food poisoning notifications.
  - Enforcement.
- Customer satisfaction surveys of local businesses receiving inspection will be introduced.
  - Customer satisfaction surveys of people of residents making complaints to the service will be carried out.
  - Comparison of service provision on a quarterly basis against the 'Hampshire Matrix' benchmarking standard.
  - Inter authority audit and bench marking
  - In 2007/2008 performance monitoring will be undertaken by generating monthly reports from the database on: -
    - Inspections undertaken for the comparison against annual programme.
    - Complaints and other requests of service to monitor progress.
  - In 2007/2008 working practices will be monitored routinely through close and immediate contact between the Commercial Section and the Environmental Health Manager via the Principal Environmental Health Officer; and by the submission of all inspection reports including copy letters to the Head of Environment.
  - Referral of contentious issues and formal enforcement will be made to the Environmental Health Manager
  - In 2007/2008, customer satisfaction surveys will be undertaken of 25% of all food businesses inspected.
  - Any complaints regarding services provided will be investigated under the Council's formal complaints procedure.
  - The service pledge will be updated by the team and be advertised; and then be available on request.
  - In 2007/08 monitoring visits by Environmental Health Manager Officer with each Environmental Health Officer will continue. The Environmental Health Manager closely monitors all investigations of food poisoning outbreaks.
  - Copies of all correspondence including notices circulated to Head of Service and Principal EHO

Monitoring Procedures, Indicators and Statistical Returns of the plan: -

We will undertake regular views of the plan in order to provide feedback and discussion about its progress and development. The mechanisms for review include:

- Environment Scrutiny Committee will receive quarterly performance management reports on the various national and local performance indicators.
- The Service management group meetings will discuss the plan generally, and how we are complying with targets, and advise on any necessary remedial action.
- Food team meetings, monthly to obtain feedback from field staff.
- Quarterly returns to FSA

## 6 REVIEW

### 6.1 Review Against the Service Plan

The process of the review will be commenced in February each year having regard to information obtained throughout the previous 12 months which will include: -

- (i) Performance and resources available over the previous 12 months.
- (ii) Responses for consultation with local businesses and the community.
- (iii) Observations from Councillors and the Commercial Section.
- (iv) Advice from the Food Standards Agency, the Local Authority Co-ordinating Body on Regulatory Services and examples of best practice observed elsewhere.

A report on the year's performance against this service plan together with a revised service plan for 2007/2008 will be submitted to the Cabinet.

#### **What parts of the service do we do well?**

- The Commercial section has a track record of achieving the targets set in the Unit Service Plans
- Consultation carried out with various stakeholders' show that they are satisfied with the way they are treated and the service they receive
- All the professional and technical officers have delegated powers and are part of a continuing professional development (CPD) scheme as well as the Corporate Review and Development process.
- The section works with its County Officer Group and also carries out Inter-authority auditing.
- The section has introduced the Hampshire matrix benchmarking in conjunction with the Staffs CEHO group.
- The partnership working within Health Promotion is wide and varied
- The Commercial Section has taken the lead for various projects throughout the County for example the smoke free alliance, and health promotion.

#### **What parts of the service could we do better at?**

- A more robust derivation of costs where all elements of the service are subject to time recording
- Over a 12 month period 100% of premises in category A-C are inspected

## 6.2 Identification of Variation from the Service Plan

Quarterly reports on performance against targets will be made to the Environment Services Scrutiny Committee but any variances against the service plan, including resource implication will be addressed.

## 6.3 Areas of Improvement in 2007/2008

1. Improved consultation with recipients of the service.
2. Improved performance management.
3. Feasibility of applying for Charter mark for the Service

Appendix 1 Work plan

<b>What we say we are going to do</b>	<b>How we are going to do it</b>	<b>Key targets</b>	<b>Timescale</b>	<b>Who will lead</b>
1) <u>Consultation</u> Continue consultation process, benchmark results and use to improve service delivery and priority setting.	To forward questionnaires to business proprietors following an inspection for Food hygiene	25% random sample of proprietors of food Businesses following a food hygiene visit	To be taken at the end of each quarter	RJS
	To forward questionnaires to customers who make a Service request	25% random sample of people who make a Service request	To be taken at the end of each quarter	RJS
2) <u>Information technology</u> Review the use of IT in all aspects of enforcement. Reassess internal and external communication strategy.	Continue the introduction of new Environmental Services Computer software.	EH computer system being used by all officers	December 2007	JRF/SFC
	Assist in the introduction of CRM and EDM into the Service Area	CRM and EDM Introduced and working in Service area	March 2008	JRF/SFC
	Transfer all locally produced Food Safety publications to the website.	Review of leaflets produced, new branding applied and updated on Food pages of Stafford Borough Council website	August 2007	RJS/SFC

		to provide information and contact points for business and consumers		
3) <u>Best Value</u> To implement continuous improvement action plan	Continue to Implement action plan and benchmark performance	Prioritise workload  BV166 updated  Hampshire Matrix updated	April 2008  April 2008  Every 3 months	JRF  JRF  RJS
4) <u>FSA Enforcement Framework Document</u>	To update all of the Section's documented policies and procedures	Complete updating of framework document	February 2008	JRF
5) <u>Premise Risk Assessment</u> Review the resources to meet the requirements of FSA and others	To re-evaluate the risk assessments given to all premises	Carryout an inter officer risk assessment training event to ensure consistency  Re-evaluate inspection priorities	December 2007  March 2008	RJS  JRF/RJS
6) <u>Enforcement concordat</u> Continue to monitor	To formally agree and to arrange with the Staffordshire Food Group for inter-agency auditing of compliance with the Concordat	Agree protocols and programme audits  Complete next phase of audits	September 2007  End of 2007	RJS  RJS
7) <u>Staff Development</u> To develop all	To formally agree with	Complete training needs	October 2007	RJS

staff in accordance with the needs of the Section and their aspirations, to meet legal requirements (e.g. Food Safety Act Code of Practice and thus retain IIP accreditation	members of the section their training needs in relation to their job-descriptions	assessment  Produce training plan	November 2007	RJS
8) <u>Advice to Business</u> To improve the information given	To work with local food business to improve the advice given  Complete FSA Grant work to implement new 'Safer food, better business' element of the new European Council Regulation 852/2004	Continue to Produce a bi-annual food newsletter  To prepare a business seminar on a food topic  Courses completed	April and November 2007  March 2008  September 2007	LKD  RPP  JRF/RJS
9) Choosing Health	Continue Health Promotion work with South Staffordshire Primary Care Trust (Raising awareness of the need to reduce salt, sugar and fat	Promote Young Heart of Stafford Award.  Annual programme formulated  To continue Water in the	March 2008  March 2008  July 2007	JRF/RJS /HM  JRF/KR

	intake and helping to reduce ill health of local people.)	Workplace campaign		HM/KR
10) Inspect all premises due for a food hygiene inspection.	Ensure improvement in compliance with food hygiene requirements in line with the FSA target of reducing food borne illness.	Inspection programme completed	March 2008 with quarterly updates	All
11) <u>Provision of Smoke-free advice</u>	Introduction of advice to work place and public premises on the implications of the Health Act 2006	Compliance with the Act	July 2007	JRF/RJS /KR
12) <u>Advice to Children</u> To review the present advice given	To work with the Local Co-ordinator of Health promoting schools to give a Food Safety input.	To provide a display at the Annual conference  To provide information to disseminate to schools  To continue Water is cool campaign	Annually  Continuous  Continuous	HM  HM  HM
13) <u>Planning Applications</u>	To work with Development Control section to continue to improve the consultation process	Continue to provide a duty officer to feedback on this Service's comments on Planning	April 2008.	RPP

		Applications. Production of a Service Level agreement and standard planning conditions	November 2007	RPP
14) <u>To continue to promote the local food directory</u>	To work with partners to promote and update the local food directory	a local food directory available for consumers	April 2008	RJS