

Appendix 2

London Borough of Barnet FOOD LAW ENFORCEMENT SERVICE PLAN 2017/2018

INTRODUCTION

This Service Plan has been prepared in accordance with the Food Standards Agency's (FSA) Service Planning Guidance for Food Law Enforcement. The Plan provides:

- An insight into the activities and management of the Food Safety team;
- An opportunity to consider key service delivery issues and priorities;
- A reference point for measuring future review and change and for managing performance and targets;
- A link with the Council's Corporate aims and objectives.

1.0. SERVICE AIMS AND OBJECTIVES

1.1. Aims & Objectives

Food, Health and Safety (FHS) delivery is focussed on the themes of maintaining the right environment for a strong and diverse local economy and promotion of family and community well-being and encouraging engaged, cohesive and safe communities. A high percentage of the work completed by FHS is planned and proactive and is targeted at maintaining or improving public health and safety which enables financial savings for other services/organisations, for example the NHS. The work plan below incorporates our Key Performance Indicator driven priorities and a selection of areas within the service output specification which, in the professional opinion of the service leads, merit particular focus.

The priority activities for the Food, Health and Safety service are;

- Working with Re and CSG colleagues to improve service access for customers and improving customer satisfaction with the services
- Delivering the statutory planned food hygiene, food standards and health and safety intervention programmes.
- Delivering successfully against the relevant Key Performance Indicators and Performance Indicators
- Balancing the regulatory and collaborative relationships with businesses and related agencies in the borough in a way that promotes the health and well-being of residents and consumers whilst supporting businesses wherever possible.
- Working with the Barnet and Harrow Public Health team to assist in meeting the JSNA priorities particularly on the anti-obesity and anti-smoking agendas
- Ensuring staff are professionally and culturally developed to deliver high quality services and successful business case implementation with income growth

- Maximising the use of Council funds to deliver a targeted and effective food sampling programme and advice service to business to secure greater compliance with food standards requirements
- Maintaining the high level of business compliance with food hygiene requirements in the borough with resources focused on improving those businesses with the lowest standards of compliance.
- Working with the Council, Re colleagues and external partners to discourage frequent offenders in the business sector
- Monitoring the growing threat from organised food fraud in London.
- Assisting in the Council's drive to control the growth in non-compliant shisha business and to raise public awareness of the dangers of shisha smoking.
- Development and delivery of a package of commercial services to support business compliance and growth.

In relation to food in particular, the Food Safety service aims to work in partnership with local people, other agencies, businesses and staff to protect consumers within the Borough to ensure that all foods imported, produced, stored, handled, distributed, sold and consumed within the Borough, are safe to eat and meet compositional, quality and labelling requirements.

In order to achieve this the following will be provided:

- Information, advice and guidance for local businesses to facilitate compliance with legal responsibilities and promote good practice;
- Planned risk-based inspection programme of food premises, which includes food hygiene, food standards as well as health & safety at those premises for which the Council has enforcement responsibilities;
- Investigation of complaints, referrals and notifications;
- Investigation of cases and outbreaks of Foodborne Infectious Diseases;
- Annual programme of Food Sampling to complement the inspection programme and to develop background information on food quality and safety;
- Training initiatives for business;
- Immediate response to national Food Alerts

All interventions with businesses and members of the community are carried out with regard to the local authority's commitment to equality of opportunity for local people as stated in the Equal Opportunities Policy.

1.2. Links to Corporate Objectives and Plans

The Food Safety Team directly supports the corporate strategic priority objectives for Development and Regulatory Services for 2017/18, which are:

- To maintain a well-designed, attractive and accessible place, with sustainable infrastructure across the borough.
- To maintain the right environment for a strong and diverse local economy.
- To promote family and community well-being and encourage engaged, cohesive and safe communities.

1.3 Strategic challenges

- Economic downturn resulting in reduced business income and lower investment in safety and hygiene measures eg pest control
- Government drive to reduce burdens on business contradicts public expectation of high standards for health, safety and hygiene.
- Increasing population - Barnet's population is expected to grow by 60-70,000 over the next 20 years. Within that, the number of children and older people will increase significantly. This means that Barnet will probably need significantly more food outlets and workplaces to match the needs of the changing population.
- Change in customers' expectations – customers expect a higher quality of service in line with the “immediate” culture that new technology innovation has brought e.g. immediate access 24/7 to report issues, monitor case progress and provide feedback.
- Lifestyle changes – significantly increasing obesity, particularly in young people, and the attendant public health implications

2.0. BACKGROUND

2.1. Profile of the Local Authority

Barnet is situated on the northern edge of Greater London and is the third largest London Borough covering a total area of about 33.5 square miles. In 2015 the population was estimated at 380,000 with a growing population of young people, particularly children of school age. The population includes a total of around 35% of ethnic minorities.

The Borough is a mix of rural and residential with the majority of businesses located in high streets and shopping centres in a number of town centres. The significant majority of food businesses fall within the catering and retail sectors. There is a small number of food manufacturers and wholesalers in the borough based mostly in commercial estates and providing a range of ready prepared foods for local retailers and caterers. An approved, medium sized, but rapidly growing, producer of bread and ready to eat salads and cold dishes is the only significant manufacturer in the borough.

2.2. Organisational Structure

The Food, Health and Safety team is part of the Regulatory Services division also comprising, Private Sector Housing, Community Protection (Regulation) and the Scientific Services teams. The food team is led by a Group Manager who reports to the Director of Regulatory Services.

The work of the section is supported by the services of the public analyst, Public Analyst Scientific Services Ltd. and the Public Health England, North East and North Central London Health Protection Team based in Victoria with the central laboratory

within the borough in Colindale. These services are run by accredited laboratories with appropriately qualified staff that are able to offer expert advice to the authority. Please refer to Annexe 1 for Organisational Structure Chart.

2.3 Scope of the Food Enforcement Service

The main areas of responsibility for the Food Safety Service are:

- Planned Food Hygiene and Food Standards inspections and assessment of compliance with food hygiene and food compositional and labelling legislation;
- Investigating complaints and referrals from the public and businesses regarding food and food premises;
- Enforcement of food safety and standards law;
- Providing information, advice and guidance to local food businesses and the public;
- Investigating cases and outbreaks of Foodborne Infectious Diseases;
- Responding to national Food Alerts;
- Registering food businesses, and issuing approval for premises under product specific hygiene legislation;
- Operating inland imported food control at retail and catering establishments
- Undertaking an annual programme of food sampling;
- Enforcement of occupational health and safety legislation including accident investigation
 - Health promotion including the London Healthier Catering Commitment and hygiene training activities;
 - Acting as the Primary Authority for McDonalds and the Jewish Care charity;
 - Enforcement of smoke free legislation
 - Monitoring local drinking water quality and liaising with local Water Companies, particularly on incident and outbreak management.

2.4 Demands on the Food Enforcement Service

The main demands on the food service at the end of 2016/17 were:

- A total of approximately 2610 food premises in the borough of which 2420 are in the hygiene inspection programme, including;
- 64 Manufacturers & Packers
- 3 Approved Premises under EC Regulation 853/2004 (meat products manufacture)
- 26 Importers, Wholesalers and Distributors
- 595 Retailers
- 1735 Restaurant & Catering Premises

In addition the team deals with 31 food importers based in the borough where food is not actually present on the business premises.

The Food Safety team is based at Barnet House, 1255 High Road, London N20 0EJ and the offices are open between 9 am and 5 pm Monday – Friday for personal callers (although staff will often be working outside of these hours). A general

contact number of 020 8359 7795 is in use for the Food Safety team. In the event of an out-of-hours emergency, a duty officer is available on 020 8359 2000.

2.5 Enforcement Policy

The Regulatory Services Directorate, in which the food team is located, has adopted the principles laid down in the Enforcement Concordat and Regulators Code which state that enforcement must be fair, consistent and equitable.

A general, member endorsed enforcement policy is in force as well as a service specific policy for Development and Regulatory Services (DRS) copies of which are available on request from the offices at Barnet House. The DRS policy outlines the enforcement options available for dealing with problems relating to non-compliance with the legislation and can be found at Annexe 2.

3.0. SERVICE DELIVERY

3.1. Food Premises Inspections

The Food Service is obliged to implement inspection programmes relating both to food hygiene and to food standards. Food standards inspections focus on food composition, quality and labelling rather than safety and are generally required at a lower frequency than food hygiene inspections

All food premises are rated according to their level of risk, as defined by the Food Standards Agency Code of Practice. The risk rating determines the frequency and nature of the interventions that are classed as official controls.

3.2 Inspection Performance 2016/17

The table below provides a summary of our target performance and 2016/17 delivery for food hygiene inspections:

| Category | Intervention Type and 2016/17 performance target | Required Frequency (Months) | Number completed | Number Outstanding at year end |
|-------------------------|---|------------------------------------|-------------------------|---------------------------------------|
| A | Full hygiene inspection within 28 days of due date | 6 months | 37 | 0 |
| B | Full hygiene inspection within 28 days of due date | 12 months | 84 | 0 |
| C non-broadly compliant | Full hygiene inspection within 28 days of due date | 18 months | 37 | 0 |
| C broadly compliant | Full hygiene inspection within 2 months maximum of the due date | 18 months | 237 | 16 |
| D | Full inspection prioritising the most overdue and highest scores. | 24 months | 305 | 250 |
| E | Partial inspection on a sample basis | 36 months | 14 | 558 |

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|---------|--|-----------|-----|----|
| | or when other intelligence indicates. | | | |
| Unrated | Full hygiene inspection within 28 days of knowledge of trading | N/A trade | 292 | 29 |

As the table shows, in addition to businesses that form part of the programme, approximately 292 unrated, ie new food businesses, were inspected in 2016/17 and a further 29 were still to be inspected at year end.

The prioritisation of higher risk businesses resulted in 250 lower risk D rated businesses being overdue at the end of the year. A further 558 lowest risk due and overdue E rated businesses did not receive an intervention albeit full inspection is not a requirement of the Food Law Code of Practice. We plan to address these outstanding matters in 2017/18 as set out in para 3.4 below.

The table below provides a summary of our target performance and 2016/17 delivery for food standards inspections:

| Category | Intervention Type and 2016/17 target | Required Frequency (Months) | Number completed |
|----------|---|-----------------------------|------------------|
| A | Full standards inspection within 28 days of due date | 12 months | 3 |
| B | Full standards inspection no later than the time of the next due hygiene inspection | 24 months | 92 |
| C | Full standards inspection at minimum of 10% of those inspected for hygiene estimated at 60. | Local strategy | 85 |
| Unrated | Full standards inspection within 28 days of knowledge of trading at time of hygiene inspection. | N/A | 301 |

3.2 Other interventions

During the same period, 2016/17, the local authority also dealt with a range of incidents and enquiries. These are set out in the following table.

| Type of Incident / Action | Number |
|------------------------------------|--------|
| Food premises hygiene complaints | 157 |
| Food item complaints | 227 |
| Primary Authority enquiries (Food) | 12 |
| | |

| | |
|--|-----|
| FSA Food alerts for action | 5 |
| Training courses | 38 |
| Advisory visits | 16 |
| Composition/labelling samples and Microbiological food samples/surface swabs | 144 |

3.3 Food enforcement interventions

During the course of delivering the food safety service, officers will resort to formal action in circumstances indicated in the enforcement policy. Details of formal action taken in year 2016/17 are set out in the following table:

| Type of formal action | Number |
|--|--------|
| Hygiene Improvement Notice | 48 |
| Remedial Action Notice | 0 |
| Suspension/withdrawal of Approval status | 0 |
| Emergency Prohibition Notice & Prohibition Order | 8 |
| Voluntary closure | 5 |
| Seizure/detention of food | 3 |
| Voluntary surrender of food | 2 |
| Simple Caution | 0 |
| Prosecution | 0 |
| Prohibition of people following prosecution | 0 |

3.4 Planned inspections 2017/18

The programme of food hygiene inspections is set out below, prioritised as resources permit in line with corporate KPI targets and the Food Law Code of Practice. There is a backlog of overdue lower risk premises interventions from 2016/17 and before, which will be addressed. Using the flexibilities in the Food Law Code of Practice we aim to catch up on D rated interventions and address the need to establish the current status of the E-rated businesses. For example the Code permits D rated businesses to receive a non-inspection intervention alternating with a standard inspection every 2 years, this will be adopted. If any of the status checks reveal that a business has poor hygiene or that the inherent risk at the premises has changed due to change of use, a full inspection will be undertaken.

The food hygiene inspections due and overdue in 2017/18 are set out below with the performance targets for the year:

| Category | Intervention Type and 2017/18 target | Required Frequency (Months) | Number due and overdue from previous years |
|-------------------------|--|-------------------------------------|--|
| A | Full hygiene inspection within 28 days of due date | 6 months | 20 (10 premises) |
| B | Full hygiene inspection within 28 days of due date | 12 months | 97 |
| C non-broadly compliant | Full hygiene inspection within 28 days of due date | 18 months | 54 |
| C broadly compliant | Full hygiene inspection within 2 months maximum of the due date | 18 months | 337 |
| D | Short status check visits if inspected in last 30 months (est. 265), otherwise full inspection (est. 200). | 24 months | 465 |
| E | Partial inspection of selected business types or when other intelligence indicates – otherwise an alternative non-inspection intervention to check on status | 36 months | 638 |
| Unrated | Full hygiene inspection within 28 days of knowledge of trading | Within 28 days of starting to trade | 300 (est) |

The food standards inspections due in 2017/18 are set out below with the performance targets unchanged from last year:

| Category | Intervention Type and 2017/18 target | Required Frequency (Months) | Number due |
|----------|--|-----------------------------|------------|
| A | Full standards inspection within 28 days of due date | 12 months | 5 |

| | | | |
|---------|---|----------------------------------|-----------|
| B | Full standards inspection no later than the time of the next due hygiene inspection | 24 months | 90 (est) |
| C | Full standards inspection at not less than 10% of those visited for hygiene. | Local strategy | 60 (est) |
| Unrated | Full standards inspection within 28 days of knowledge of trading at time of hygiene inspection. | Within 28 days of starting trade | 300 (est) |

3.5 Food complaints

The investigation of customers' complaints regarding food safety is an important area of work for the team. The local authority has a response target of up to 5 days for such complaints. Alleged food poisoning outbreaks and potential chemical poisonings for example will be same day responses, lower risk issues like mislabelling would be 5 days. In 2016/17 the local authority dealt with 384 food complaints of which 157 related to the hygiene of premises and 227 to food items.

3.6 Primary Authority Principle

The Principle is overseen by Regulatory Delivery, a central government agency, to aid consistent enforcement where businesses operate in various enforcement authority areas. Regulatory Delivery is part of the Department for Business, Energy & Industrial Strategy. The scheme provides participating businesses with a single local authority source of guidance and advice and provides a system for the resolution of disputes. The guidance and advice the local authority provides must be taken into consideration by officers carrying out inspections and dealing with instances of non-compliance.

London Borough of Barnet fully endorses the Primary Authority (PA) principle and currently acts as PA for McDonalds Ltd and the Jewish Care charitable organisation. We handled 12 enforcing authority colleague enquiries regarding McDonalds in 2016/17 and expect around the same volume in 2017/18.

3.7 Advice to business

The service provides advice and support for all food businesses on request. In 2016/17 100 advice and information requests were recorded. Information is available on the local authority website and enquirers are often directed to the FSA web pages for more information. Officers are available to visit businesses to advise on any aspect of food safety and hygiene where personal contact would be warranted by the potential health risk of non-compliance. 16 site visits were conducted to advise on food safety in more detail.

3.8 Food sampling

A food sampling programme is produced every year which outlines the local authority's sampling strategy and approach to specific local and national demands.

The North West London Sector Liaison Group, in partnership with the London Food Co-ordinating Group co-ordinate much of the sampling programme. The co-ordinated surveys are developed by the group to incorporate priorities identified by Public Health England and the Food Standards Agency.

In 2016/17 13 surveys were undertaken including microbiological safety of food produced by local manufacturers and sandwich makers, allergens in take-away meals, non-permitted colouring matter in tikka masala dishes, toxins in imported nut products, and authenticity of wines and spirits. The Food Safety Team took 144 food samples altogether, of which 120 were planned survey samples and 24 were in response to complaints, investigations or inspection findings. Full results are not yet available for all of these samples.

Microbiological examinations are undertaken by PHE laboratory at Colindale which is within the borough. In 2015/16 the Food Safety Team took 41 food samples for microbiological checks, 36 of which were reported as satisfactory and only 5 unsatisfactory.

Other food samples are sent to the Public Analyst at Public Analyst Scientific Services Ltd for food testing. The analysis includes testing for food composition and contamination. Samples from food complaints are also submitted for analysis. For the period 2015 to 2016 31 food samples were submitted for analysis of which 14 were unsatisfactory in some respect. 8 of these were prepared dishes which failed on compositional standards, mostly due to the presence of allergens.

In 2017/18 the sampling surveys will include microbiological quality of sushi rice, canned cheese, sandwiches in sandwich bars, and foods in some of our worst rated premises for hygiene. 2017/18 surveys will also include analysis of contamination, labelling and/or composition of butter, colours in confectionery, wines and spirits, and foods sold as free of certain allergens.

3.9 Control and investigation of outbreaks and food-related infectious disease

The Food Safety team will investigate food-related infectious disease notifications in accordance with procedures agreed with the Consultant in Communicable Disease Control (CCDC). The response to notifications of illness will be dependant on the severity of illness ranging from same day in the case of serious infections e.g. E. coli, typhoid to 5 days for medium to low risk infections eg Salmonella and Campylobacter.

Investigation of outbreaks will be in accordance with the Outbreak Control Plan agreed with Public Health England and will commence on the day of receipt of notification.

The table below summarises the number of cases notified to Barnet in 2016/17:

| Disease | Number |
|--------------------------|---------------|
| Campylobacter | 218 |
| Salmonella | 43 |
| Suspected food poisoning | 4 |
| Norovirus | 5 |
| Hepatitis A | 15 |
| Shigella Dysentery | 34 |
| E. coli | 17 |
| Cryptosporidium | 5 |

| | |
|-----------------|----|
| Bacillus cereus | 1 |
| Giardia | 7 |
| Rotavirus | 13 |
| Listeria | 1 |
| Legionella | 2 |

There were two significant outbreaks of illness in 2016/17. One involved a public house in N11 where EHOs found that hygiene conditions were sufficiently poor to merit immediate closure of the kitchen due to an on-going risk of food poisoning to customers. The closure was endorsed by Willesden Magistrates in a formal hearing on 12th January and costs were awarded to the council of £1400. However, the investigations were inconclusive about the cause of the alleged outbreak. From our discussions with the complainant it seems quite possible this was a community viral infection by the winter vomiting Norovirus which spread through the family at the heart of the allegation. This sort of outbreak is not uncommon at this time of year and complainants often wrongly link it to the last meal they ate out. A second outbreak was linked to a local football club event where food was brought in from a neighbouring authority area and incorrectly transported, stored and handled. The mishandling was attributed to the caterer from outside the borough and formal investigations by the authority concerned were completed using our local findings.

3.10 Food safety incidents

Food alerts are issued by the Food Standards Agency to relate information on national food issues to local authorities, the majority being for information only. Food alerts for action require officers to undertake a wide variety of courses of action dependent upon the issue at hand. In 2016/17 there were 5 national food alerts requiring action that were given preliminary assessment by the food team. None of them was found to require local action.

3.11 Liaison with other organisations

The service is committed to maintaining close liaison with appropriate peer groups and colleagues in order to compare performance and/or identify best practice, maintain consistency and to facilitate co-ordinated actions where necessary.

- A senior officer attends quarterly meetings with the Association of London Environmental Health Managers.
- The Food Group Manager attends the London Food Coordinating Group (LFCG) attended by, amongst others, FSA, PHE and Public Analyst
- The Group Manager also attends and chairs the NW London Food Liaison Group, which is attended by neighbouring authorities as well as a representative from the Public Analyst and PHE
- Every two months the Food Team Leader will attend the Infectious Disease Control Forum with representatives of Public Health England and local sector boroughs.
- All officers receive the EHCNet email system used by Environmental Health departments across the country to communicate on, amongst other things, food safety matters.

3.12 Food safety and food standards promotions

Barnet participates in the Food Standards Agency National Food Hygiene Ratings Scheme. The scheme is designed to provide information about business hygiene standards to members of the public but is also a useful tool to drive up performance standards of food businesses. Over 2000 current Barnet business hygiene ratings are posted on the FSA website.

In 2012 Barnet signed up to the London Healthier Catering Commitment (HCC) scheme in partnership with Barnet and Harrow Public Health (BHPH) team. This is a voluntary award scheme for catering outlets in London. The scheme is promoted by Environmental Health Officers and Local Authorities across London to encourage businesses to play their part in improving the healthiness of everyday food through simple, affordable and achievable steps.

In 2015/16 the scheme was enhanced in Barnet to allow businesses to make additional commitments through launching two new Silver and Gold award levels, thus encouraging businesses to think more widely about their role in the community and their impact on their customers' health and so reduce health inequalities, and costs associated with these, and improve the well-being of the borough as a whole.

In 2016/17 the Food Team and a BHPH Health Improvement Officer agreed to continue raising the profile of the scheme by visiting caterers to explain the scheme and offer support where needed. Social media, press releases and a trader guidance material was used to publicise the scheme. The focus was on elevating standard award holders to silver and gold standards and gaining maximum publicity for this to give the scheme more status and consumer interest. This was achieved in the summer with an award ceremony celebrating four gold and four silver award winners with press coverage. In 2017/18 we aim to convert a minimum of 20 businesses to at least standard award level of which at least 5 to be in the hard to convert group. We will continue to seek gold and silver award candidates and we will publicise success with another award event and press releases. A parallel project in schools on the reduction in consumption of trans-fats will identify the fast food outlets most used by pupils with a view to targeting some of these.

The food team also runs a low cost course on food allergen control to enable businesses and food handlers generally to appreciate the technicalities of preparing, labelling and advertising of foods in relation to their allergen content.

4.0 Resources

Staffing resource

In the food team there are 10 full and part-time operational food officer posts, including the Team Leader and a Group Manager. These staff are engaged in all the activities listed in section 2.3 above. The full time equivalent (FTE) resource is 7 FTE food officers as the 1FTE manager and the 1 FTE team leader posts are not generally expected to deliver field activities. Of those 7 FTE field staff it has been calculated that approximately 75% of their time is given to delivering the food service plan activities listed in Section 3 of this plan. Therefore the resource engaged specifically in food safety/food standards work is as set out in the following table. The

calculated FTE demand imposed by the 2017/18 food service planned activities is also shown:

| Officer Post | FTE Resource | FTE Demand |
|--|--------------|------------|
| Environmental Health Officers/Food Safety Officers | 5.25 | 5.17 |

A structure chart is available in Appendix 1
It is estimated that recruitment lag and maternity leave accounted for an approximate 0.75 FTE shortfall in 2016/17. This quite closely equates to the resource demand of the missed lower risk premises interventions. It is becoming increasingly difficult to recruit to qualified food officer posts in Barnet, as it is in many London Boroughs and recruitment strategies will be examined.

The FSA has advised that an analysis of the resource demand is required for the planned qualitative and quantitative monitoring programme for the interventions in Section 3. This analysis reveals that a minimum management resource of 0.15 FTE will be required depending on findings. This includes the process of collecting related KPI data. See section 6.0 below. This resource is certainly available while both the Group Manager and Team Leader posts are occupied. The Group Manager, a very experienced Food Manager, with 37 years service in Barnet is due to retire in September 2017 and it is proposed that this post will be filled as quickly as possible to be able to meet this requirement.

5.0 Officer development

All permanent food enforcement officers are subject to annual appraisal with mid-year reviews and one-to-one sessions to assess any training needs. Although this covers the officers' full remit and personal development needs, priority is given to food law enforcement competency when allocating training resources. Advantage has previously been taken of free training funded by the FSA, but this will not be available in 2017/18 so alternative sources are currently being researched by food team managers across London. On-line training has already been identified as an alternative resource and has been financed for most of the team in 2017/18.

Food team officers are expected to achieve 10 hours minimum CPD in food related matters per calendar year and encouraged to achieve 20 hours CPD in total. Permanent staff engaged in food work during 2016 achieved the standard for food CPD, and most did for the 20 hour total.

6.0 Quality assessment and performance management

Officers' inspections are allocated within the Idox Uniform data management system. This deploys a traffic light tasking system identifying each officer's inspection workloads. Planned inspections of A to C rated and unrated businesses and food sampling programme delivery is monitored each month through the corporate KPI monitoring system. This is reported to senior managers each month and quarterly to the Council's relevant commissioning team.

The quality of individual case delivery is monitored and recorded on a sample basis in accordance with the service's documented food intervention monitoring procedure. Particular focus is on compliance with the relevant Council enforcement policy. This

process was restarted late in 2016/17 after a gap occasioned by the inability to recruit a team leader in that year. The procedure will be implemented for each officer in 2017/18 and for each type of intervention and enforcement action. The procedure has been updated to include quantitative examination of the delivery of lower risk premises interventions as recently advised by the Food Standards Agency. In accordance with the procedure, any findings of sub-standard delivery of interventions will result in additional checks being made and follow up action may include extra training and/or supervision of staff.

7.0 Review

A review of this plan and the Food and Safety Team's general service plan will be undertaken in April 2018. Performance against service plans is now required to be reported to Environment Committee each year. Details of the team's performance against key elements of the food and safety team's 2015/16 work plan can be found in Environment Committee report of 11 January 2017.

Annexe 1

Service Staff Structure Chart

