

Appendix 1 – Food Service Plan

Name of Service: Environment and Regulation: Food Service

Aim of service: To protect the public from potentially dangerous foods and poor food hygiene practices

Service plan 2018 – 2019

	Link to corporate objectives or national plans	Objective	Lead officer	Timescale to complete	Milestones	RAG rating	Comments/risks
	which ones	What we are going to do	who	when	How we will know when completed or we have achieved it	on track	
1	Food Standards Agency Strategy 2015 – 2020: Food We Can Trust Supporting local businesses to prosper for the benefit of the community. Service outcomes for the community – providing a service that residents' value.	New Businesses: To carry out a full inspection of all new food businesses as required by the food law code of practice, with the exception of those identified as not requiring initial inspection in Procedure F06b.	BS (Team)	31 March 2019	Allocation of all new registrations in month. Performance monitoring – During team 1:1 meetings, end of month review of missed inspections list. Reporting of new registration via flash report.		
2	As above	A, B, Non-broadly Compliant C Rated Premises: To carry out a full inspection or audit of all premises due an intervention with a rating of A or B, or non-broadly compliant C rated premises.	BS (Team)	31 March 2019	Performance monitoring – quarterly review of completed interventions against the plan, Monthly 'missed list', 1:1 meetings, flash reporting, end of year reports		

		Approx 22 (44) A, 98 B, 312 C					
3	As above	Broadly Compliant C Rated Premises: To alternate between either an inspection, a partial inspection or an audit, or another type of official control (monitoring, surveillance, verification etc) of due broadly compliant premises with an intervention rating of C. Approx 285D	BS (Team)	31 March 2019	As above		
4	As above	D Rated Premises: To carry out an intervention on all due premises with an intervention rating of D which is either an official control or an unofficial control Approx 285D	BS (Team)	31 March 2019	As above		
5	As above	E Rated Premises: To carry out an alternative enforcement strategy on due category E businesses in line with Food Procedure F06b – to include inspection of all approved egg packing establishments. To use cross-team work to reduce backlog by year-end. Approx 304 E	BS (Team)	31 March 2019	As above		
6	As above	Primary Producers: To carry out hygiene based inspection of primary producers, in line with HLOW agreement	BS (Team)	31 March 2019	As above		

		Approx 7					
7	As above	Food Hygiene Rating Scheme Re-Inspections: To carry out all re-inspections of qualifying businesses which apply in line with agreed timescales Approx 30 per year	BS (Team)	31 March 2019			
8	Assisting the well-being of those people who live and work within the district. Service outcomes for the community – providing a service that residents' value.	Service Requests: To respond to and investigate requests for service and complaints relating to food purchases and food hygiene in businesses, in line with service response times. Approx 200 (2017-18)	BS (Team)	31 March 2019	Allocation by team manager or deputy within 1-day, review during 1:1 meetings, regular interrogation of database.		
9	Food Standards Agency Strategy 2015 – 2020: Food We Can Trust Supporting local businesses to prosper for the benefit of the community. Assisting the well-being of those people who live and work within the district.	Enforcement Action: To undertake appropriate enforcement action in accordance with the Food Safety Enforcement Policy.	BS (Team)	31 March 2019	Peer discussion of cases, 1:1 meetings, Enforcement consideration meeting, consultation with legal services and service manager.		
10	Assisting the well-being of those people who live and work within the district. Service outcomes for the community – providing a	Food Poisoning: To investigate notifiable food-borne infections and suspected food poisoning outbreaks in line with service response targets and in line with Hampshire and Isle of Wight Single Case Plan.	Team (BS)	31 March 2019	Same day allocation by team manager or deputy, during 1:1 meetings with team, if necessary interrogation of performance tables in database.		

	service that residents' value.						
11	<p>Assisting the well-being of those people who live and work within the district.</p> <p>Service outcomes for the community – providing a service that residents' value.</p>	<p>Priority response to:</p> <ul style="list-style-type: none"> Food Alerts For Action; Identification of breaches which exist in respect of food safety, which pose a potential and imminent risk of injury to health (e.g. during business inspection); Local food issues where food recall/withdrawal/ seizure or detention/voluntary surrender may be required. 	Team (BS)	31 March 2019	Daily check of FSA Smarter Comms Hub, same day allocation by team manager, refresher training in in joint inspection/visits to poor performing businesses,		
12	<p>Assisting the well-being of those people who live and work within the district.</p> <p>Service outcomes for the community – providing a service that residents' value.</p>	<p>Sampling: To participate in national, regional and local sampling programmes for food safety.</p> <p>To report on results obtained, and to notify instances of non-compliance. Re-sampling and investigation where appropriate.</p> <p>Aim to take >200 food samples per year.</p>	OM (Team)	31 March 2019	Attendance at HLOW sampling group meetings, standing item at monthly team meetings, 1:1 meetings.		
13		<p>Officer Competency: To ensure that officers' receive the necessary support and training to maintain competency in line with the Food Law Code of Practice – completion of officer competency and authorisation review each year.</p>	BS	31 March 2019	Yearly PDI process, allocation of available of courses, completion of competency matrix/ yearly RDNA, monthly 1:1 meetings.		
14	Assisting the well-being of	Eat Out Eat Well: To build on	NJ	31 March	Regular steering group		

	those people who live and work within the district	current businesses signed up to the Eat Out Eat Well Scheme by targeting, approaching and assessing further businesses. Target – 5 businesses in year.	(BS)	2019	meetings.		
15	Service outcomes for the community – providing a service that residents' value.	Website: To develop the food hygiene and safety section of the newforest.gov.uk website to provide a more user-friendly customer interface, and to make available targeted services such as online applications, payments and information/signposting.	BS	31 March 2019	Regular website review meetings within service and via 3-monthly website steering group meetings		
16	Supporting local businesses to prosper for the benefit of the community.	Primary Authority: To gain approval from EMT to seek Primary Authority partnerships in District, and to aim to have set up first partnership by year end.	DB (BS)	Present proposal to EMT - 31 August 2018 Set up first PA agreement - 31 March 2019	Regular steering group meetings, discussions with identified businesses in District		
17	Service outcomes for the community – providing a service that residents' value.	Food Safety Enforcement Policy Statement: To review, update and publish Food Safety Enforcement Policy Statement.	BS	31 March 2019	Regular 1:1 meetings & Management meetings.		
18	Supporting local businesses to prosper for the benefit of the community – Helping local businesses grow.	Shellfish: <ul style="list-style-type: none"> Statutory monitoring of classified shellfish harvesting areas (currently monthly sampling in Beaulieu River). To respond to requests to 	AF/DB	31 March 2019	Standing item at team meetings, 1:1 meetings.		

		classify new production areas.					
19	Assisting the well-being of those people who live and work within the district	Health Promotion: To support the FSA food safety week 2018 campaign 'Food Safety on a Budget' by creating support webpage, and social media updates.	BS / Comms	30 June 2018	Regular update meetings with Comms.		
20	Assisting the well-being of those people who live and work within the district. Supporting local businesses to prosper for the benefit of the community – Helping local businesses grow.	Acrylamide in food: to advise businesses during inspection of new Regulations which require measures to be put in place to control this probable carcinogen. Focus on highest risk businesses – those cooking starchy foods at high temperatures – e.g. chips, bread, bakery products, coffee roasting.	BS (Team)	31 March 2019	Monthly Team meetings and 1:1 meetings.		
21	Assisting the well-being of those people who live and work within the district. Supporting local businesses to prosper for the benefit of the community – Helping local businesses grow.	Health and Safety: To support the health and safety service by undertake health and safety assessments whilst visiting businesses on food related matters. This includes <ul style="list-style-type: none"> • gas safety • beverage gas safety • dust in bakeries • danger relating to persons accessing large bins. 	BS (Team)	31 March 2019	Performance monitoring – quarterly review of completed interventions against the plan, Monthly 'missed list', 1:1 meetings, flash reporting, end of year reports		