

**Cheltenham Borough Council**  
**Cabinet – 11<sup>th</sup> July 2017**  
**Food Safety Service Plan 2017 - 2018**

<b>Accountable member</b>	<b>Councillor Andrew McKinlay, Cabinet Member for Development &amp; Safety</b>
<b>Accountable officer</b>	<b>Sarah Clark – Acting Head of Public Protection/Public &amp; Environmental Health Team Leader</b>
<b>Ward(s) affected</b>	<b>All</b>
<b>Key/Significant Decision</b>	<b>Yes</b>
<b>Executive summary</b>	<p>The Council is required to produce a Food Safety Service Plan under the Framework Agreement with the Food Standards Agency. Local Authorities are required to consider and approve the Plan to 'help ensure local transparency and accountability'.</p> <p>The Food Safety Service Plan is the Council's expression of commitment to the delivery of an improving cost effective and efficient regulatory food service.</p> <p>This Food Safety Service Plan is an annual operational plan giving details of how Cheltenham is going to execute its statutory food safety functions.</p>
<b>Recommendations</b>	<p><b>It is recommended that Cabinet:</b></p> <ol style="list-style-type: none"> <li><b>1. Approve the appended service plan for 2017-18.</b></li> </ol>

<b>Financial implications</b>	<p>No financial implications.</p> <p><b>Contact officer: Myn Cotterill,</b>  <a href="mailto:myn.cotterill@cheltenham.gov.uk">myn.cotterill@cheltenham.gov.uk</a>, 01242 774958</p>
<b>Legal implications</b>	<p>A Food Safety Service Plan is required by the Food Safety Agency Framework Agreement on Official Feed and Food Law Controls by Local Authorities and may be subject to audit by the FSA. It is required to be produced on an annual basis.</p> <p><b>Contact officer: Vikki Fennell,</b>  <a href="mailto:vikki.fennell@tewkesbury.gov.uk">vikki.fennell@tewkesbury.gov.uk</a>, 01684 272015</p>

<p><b>HR implications (including learning and organisational development)</b></p>	<p>The Food Safety Service Plan 2017-2018 clearly details employee resourcing requirements and how these should be addressed in order to meet the council’s statutory food safety functions. The HR implications of under resourcing are detailed in the report. HR will support the service in meeting its resourcing needs.</p> <p><b>Contact officer: Carmel Togher, HR Business Partner</b>  <b>Email: <a href="mailto:carmel.togher@cheltenham.gov.uk">carmel.togher@cheltenham.gov.uk</a>, 01242 775215</b></p>
<p><b>Key risks</b></p>	<ul style="list-style-type: none"> <li>• Please refer to appended risk assessment for full risk assessment. The key risks are related to the consequences that could result if the service is under-resourced.</li> <li>• The service has enough existing capacity to undertake all programmed food hygiene interventions in 2017 - 18 but will only have a small resource margin to fully deliver its statutory commitments under the Food Law Framework Agreement.</li> <li>• This could be mitigated when outcomes are achieved in the Place &amp; Economic Development, and corporate Organisational &amp; Development transformation programmes. For example, the prioritisation exercise, agile working project and more resilient and technical support from a central business support team, will help release food safety officer capacity.</li> </ul>

<p><b>Corporate and community plan Implications</b></p>	<p>The Corporate Strategy contains four high level outcomes for 2017-18, to support the overall vision of ‘We want Cheltenham to be a place where everyone thrives’:</p> <ul style="list-style-type: none"> <li>• Cheltenham's environmental quality and heritage is protected, maintained and enhanced</li> <li>• Sustain and grow Cheltenham’s economic and cultural vitality</li> <li>• People live in strong, safe and healthy communities</li> <li>• Our council can continue to facilitate the delivery of our outcomes for both Cheltenham and its residents.</li> </ul> <p>The Food Service Plan supports these outcomes by working to achieve: improved food safety and hygienic premises; high rating food businesses in the national food hygiene rating scheme (resulting in increased consumer confidence in local businesses); and the control of foodborne diseases – all of which help promote the local economy as well as protecting the health of the people who live, visit or work in Cheltenham. Advice is also given that directly improves or protects the environmental quality of the town – examples range from pests and other vectors; to the disposal of FOGs (fat or grease in drains).</p> <p>The service is fully engaged with internal commercial transformation and change initiatives such as service prioritisation, agile working, shared business support, time recording and the expansion of events.</p>
<p><b>Environmental and climate change implications</b></p>	<p>None</p>
<p><b>Property/Asset Implications</b></p>	<p>None</p>

## **1. Background**

- 1.1 The Framework Agreement on Official Feed and Food Controls by Local Authorities (Amendment Five, April 2010) sets out what the Food Standards Agency formally requires from local authorities with regard to their planning and delivery of food official controls based on statutory Codes of Practice.
- 1.2 One such requirement is the production, approval and publication of an annual Service Plan.
- 1.3 Service plans are seen to be an important part of the process to ensure national priorities and standards are addressed and delivered locally. Service plans also:
  - focus debate on key delivery issues;
  - provide an essential link with financial planning;
  - set objectives for the future, and identify major issues that cross service boundaries; and
  - provide a means of managing performance and making performance comparisons.
- 1.4 The plan follows a standard format provided by the FSA and is required to be submitted to Members for approval. The Food Hygiene Rating Scheme audit by the FSA in 2016 and internal audit by Audit Cotswold in 2017 highlighted the importance of thorough service planning and resource allocation. Auditors recommended that lack of resource or other issues affecting the authority's ability to carry out official controls should be emphasised in the service plan, because of statutory requirements.

## **2. Reasons for recommendations**

- 2.1 It is a statutory requirement to produce a Food Service Plan, and allows for the efficient planning of resource to deliver official controls required by the Food Law Code of Practice and to deliver other commitments such as sampling, internal monitoring and business advice as required by the Framework Agreement.

## **3. Alternative options considered**

- 3.1 This plan relates to the delivery of a statutory function so no alternative options are available at this time.

## **4. Consultation and feedback**

- 4.1 A copy of the plan is made available on the council's website.

## 5. Performance management – monitoring and review

- 5.1** Documented internal monitoring procedures are required by Article 8 of Regulation (EC) 882/2004 (Official Feed and Food Controls), the relevant Codes of Practice, and centrally issued guidance.
- 5.2** Quality assurance is provided through the service’s consistency and internal monitoring procedures. For example: Food Safety Officer performance management takes place on a monthly basis through recorded 121s with the team leader and in team meetings; inter-officer consistency meetings occur monthly; internal monitoring file and system checks take place in 121s and accompanied visits are scheduled four times each year with each officer.
- 5.3** The Food Safety Service reports on a food service performance indicator on a quarterly basis to the corporate performance team. There is growth in the number of food businesses with a food hygiene rating of three or above. Please refer to section 6 of the service plan for details of performance measures including percentages of inspections achieved.
- 5.4** An annual statutory return is also produced through the Local Authority Enforcement Monitoring System (LAEMS) and monitored by the Food Standards Agency.
- 5.5** The operation of the Food Hygiene Rating Scheme is monitored by the Food Standards Agency against the Brand Standard. The service has robust monitoring and data procedures relating to this.

<b>Report author</b>	Contact officer: Sarah Clark, Acting Head of Public Protection sarah.clark@cheltenham.gov.uk, 01242 264226
<b>Appendices</b>	<ol style="list-style-type: none"><li>1. Risk Assessment</li><li>2. Food Safety Service Plan 2017 – 18</li></ol>
<b>Background information</b>	<ol style="list-style-type: none"><li>1. Food Law Agreement on Official Feed and Food Controls by Local Authorities <a href="https://www.food.gov.uk/enforcement/enforcework/frameagree">https://www.food.gov.uk/enforcement/enforcework/frameagree</a></li><li>2. Food Law Code of Practice 2017 <a href="https://www.food.gov.uk/enforcement/codes-of-practice/food-law-code-of-practice">https://www.food.gov.uk/enforcement/codes-of-practice/food-law-code-of-practice</a></li><li>3. Food Law Practice Guidance 2015 <a href="https://www.food.gov.uk/enforcement/codes-of-practice/food-law-practice-guidance-england-2015">https://www.food.gov.uk/enforcement/codes-of-practice/food-law-practice-guidance-england-2015</a></li></ol>

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
1	If the council is unable to deliver interventions in food premises as they become due in accordance with the Food Law Code of Practice, then potential public health risk such as food poisoning outbreaks could occur (also damaging business and council reputation)	Sarah Clark	01.04.17	4	2	8	A	The service plan should be achievable within existing resource if outcomes are achieved in internal transformation projects. If the situation changes, resource implications will be escalated to the Director.	In place	SC	
2.	If the council is unable to meet its commitments according to the Framework Agreement, and deliver them according the Code of Practice and Practice Guidance, then it could be in breach of its statutory duty with potential FSA sanctions and damage to reputation	Sarah Clark	01.04.17	4	2	8	A	The service plan should be achievable within existing resource if outcomes are achieved in internal transformation projects. If the situation changes, resource implications will be escalated to the Director.	In place	SC	

3	Emergencies –if the service suffers a lack of resource due to major emergency or food/infection related incident, then there could be a failure to carry out planned interventions or investigate food complaints/incidents.	Sarah Clark	01.04.17	3	2	6	A	Likely to be short-term if risk is realised so can reduce risk with mitigation: a) mutual aid from neighbouring districts to cover high risk interventions or complaint investigation (arrangement through Glos Food Safety Liaison Group) b) notification to FSA of incident and possible impact on performance c) use of agency contract staff to backfill if necessary	In place	SC	
4	If Idox Uni-Form does not function as a stable case management system, then risk data relating to any business in Cheltenham cannot be accessed and planned interventions cannot be programmed	SC	01.04.17	2	2	4	A	Reduce risk by: a) reporting all issues to ICT and user group rep b) have now produced paper versions of inspection forms and Legal Notices etc c) reliance on paper files Access report of all due interventions has been saved in case of Uniform failure	In place	SC	

**Explanatory notes**

**Impact** – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

**Likelihood** – how likely is it that the risk will occur on a scale of 1-6

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

**Control** - Either: Reduce / Accept / Transfer to 3rd party / Close